

Meeting	Forensic Services Committee
Date	19 April 2021
Location	MS Teams
Title of Paper	Forensic Services Performance Report - Q4
Presented By	Tom Nelson
Recommendation to Members	For consultation
Appendix Attached	Business Performance Report Q4

PURPOSE

To present Forensic Services Performance Report, Q4 2020/21 for Committee consideration.

1. BACKGROUND

- 1.1 The Forensic Services Business Performance Report is presented for Q4 2020/21.
- 1.2 This report captures activity conducted across SPA Forensic Services. This performance evidence also informs the content of the Authority's quarterly Strategic Police Plan Delivery Review and the Annual Review of Policing 2020/21.
- 1.4 The report demonstrates SPA Forensic Services delivery over the last year through the following components:
 - Progress updates on Forensic Service commitments laid out in the annual business plan
 - Qualitative performance data;
 - Evidence of service initiatives and improvements

2 FINANCIAL IMPLICATIONS

- 2.1 The financial implications are noted in the report.

3 PERSONNEL IMPLICATIONS

- 3.1 There are no direct personnel implications associated with this paper.

4 LEGAL IMPLICATIONS

- 4.1 There are no direct legal implications associated with this paper.

5 REPUTATIONAL IMPLICATIONS

- 5.1 There are no direct reputational implications associated with this paper.

6 SOCIAL IMPLICATIONS

- 6.1 There are no direct social implications associated with this paper.

7 COMMUNITY IMPACT

- 7.1 There are no direct community impact implications associated with this paper.

8 EQUALITIES IMPLICATIONS

8.1 There are no direct equality implications associated with this paper.

9 ENVIRONMENT IMPLICATIONS

9.1 There are no direct environmental implications associated with this paper.

Recommendations

Members are asked to note the content of the Q4, 2020/21 Performance Report.

Scottish Police Authority

Forensic Services

Performance Report

Quarter 4 2020/21

*For presentation to the SPA
Forensic Services Committee*

19 April 2021

Executive Summary Quarter 4, 2020/21

Performance

- Forensic Services performance levels have been strong throughout the year and are now well established under new physical distancing arrangements. Responding to the COVID pandemic had the impact of reducing output during Q1 which was largely recovered during Q2 and 3.
- Demand for services has continued to be strong throughout the year. While demand is high output is also high as demonstrated in the stability of casework ageing. Biology capacity has increased over the last year which will allow workload to stabilise. Drugs casework has progressed positively as a direct result of additional staff working in this area.
- The Performance Board is actively monitoring casework across the organisation and has the full engagement of the operational leads. This will further improve service to Police Scotland and COPFS over the coming year.

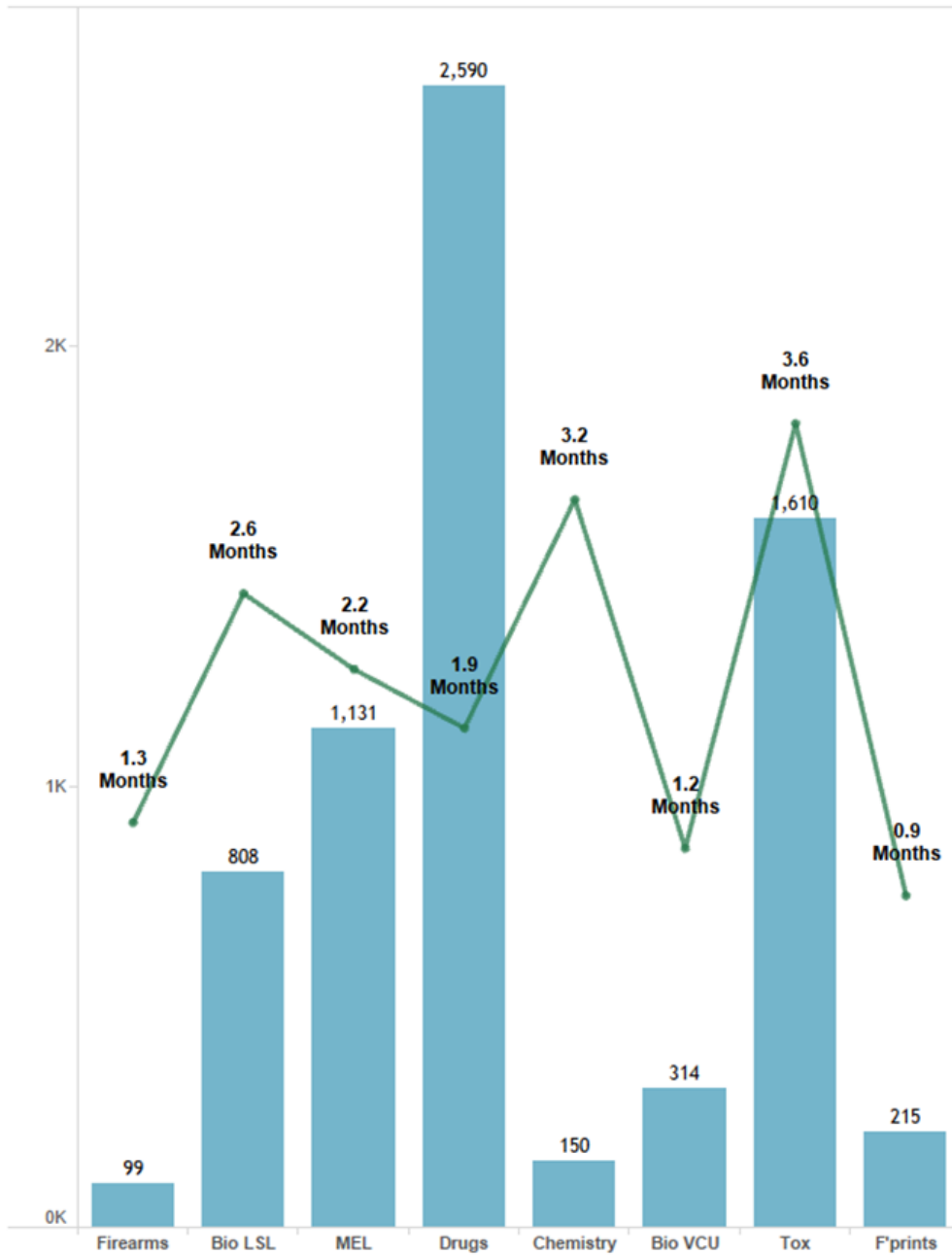
Engagement

- Staff engagement has been high over the last year. Frequent communications inform staff and teams are engaged on current working arrangements to keep services running effectively.
- The MyCareer platform has launched giving staff a structured platform for their development aligned to organisational objectives.
- Management development training has continued over the last quarter with all managers within Forensic Services being involved in development training. Additionally focused support on performance management has continued.
- The Director of Forensic Services and Senior Managers have been engaging with Police Scotland and COPFS on a fortnightly basis. This work has helped manage flow of casework and look for opportunities to improve available forensic capacity.

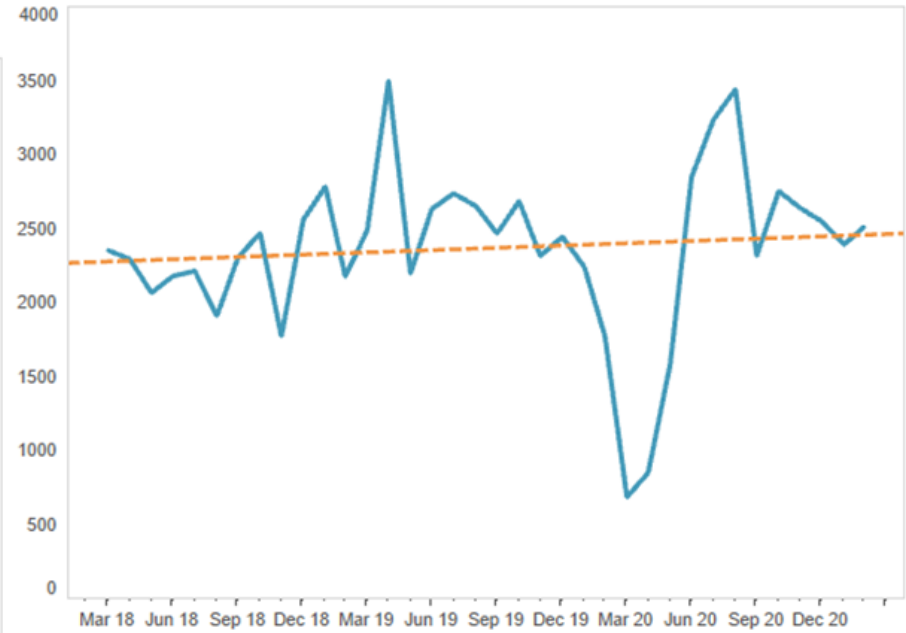
Business Update

- The forecast year end position is a revenue overspend of approx. £750k. This is as a direct result of staff costs being above budget – a direct result of minimal in year staff movement. Capital expenditure was approx. £450k underspent as a consequence COVID related impacts.
- Transformational change led by the Forensic 2026 Team has continued with the completion of the full business case for the new Operating Model and the initial business case for the new Core Operating System. Business as usual improvement projects have also moved forward during the year.
- Refurbishment of the Toxicology and Edinburgh Biology Laboratory was completed during the year. Planning was sympathetic to ensuring there was no adverse impact to overall service provision during this period.

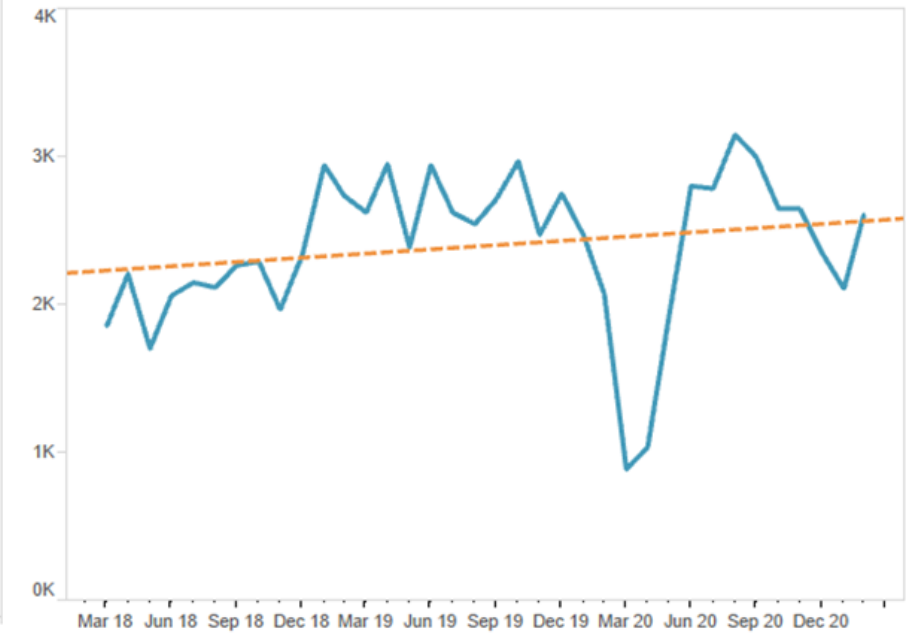
Forensic Services - Laboratory Casework Open Cases - end Q4 20-21 with average age



Casework Demand previous 2 years

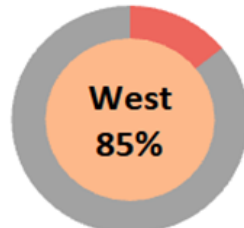
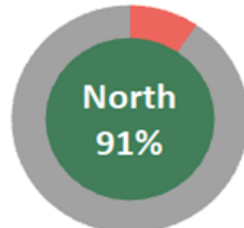
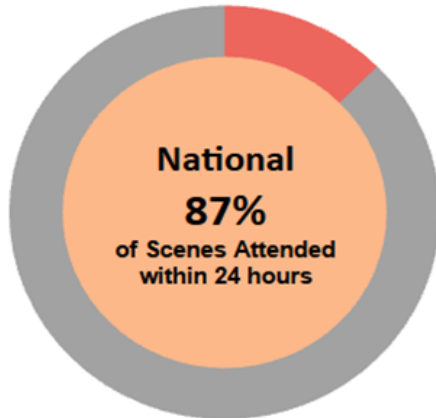


Casework Output previous 2 years

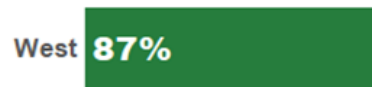
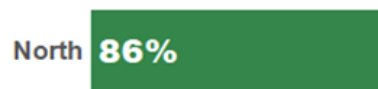
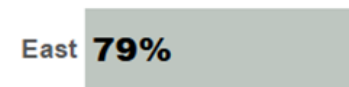


Forensic Services - Scene Examination Unit Quarterly Performance Q4 20-21

Timeliness Scenes attended within 24hrs of request
National target 90% within 24 hours



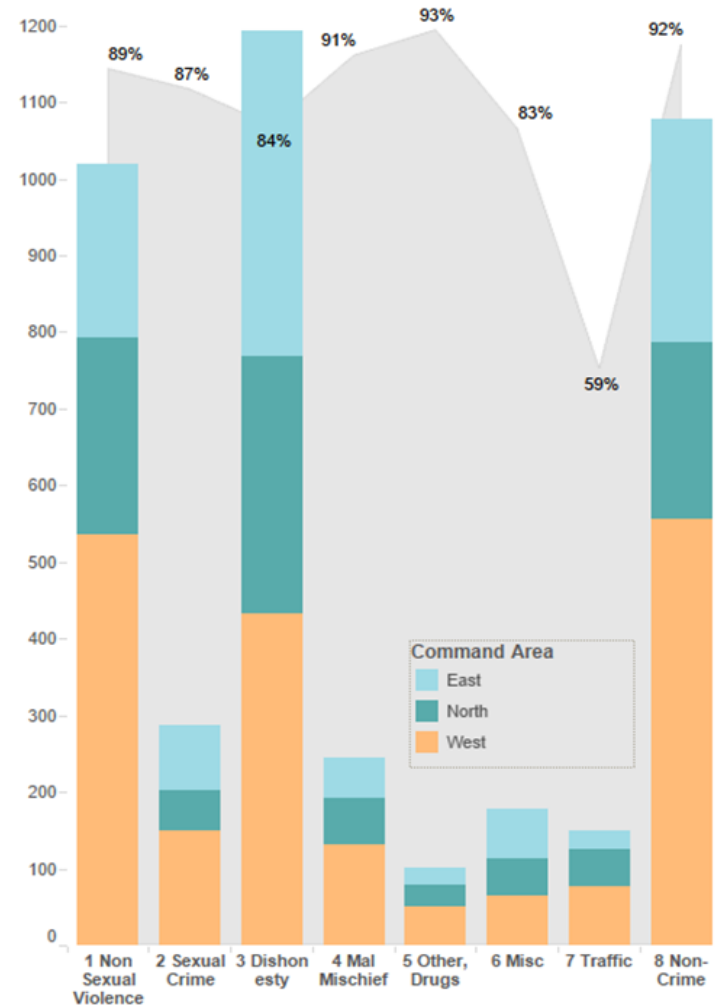
Evidence Recovery Rates
Non-Photographic scenes resulting in an item recovery



4,159 Scenes Attended This Quarter

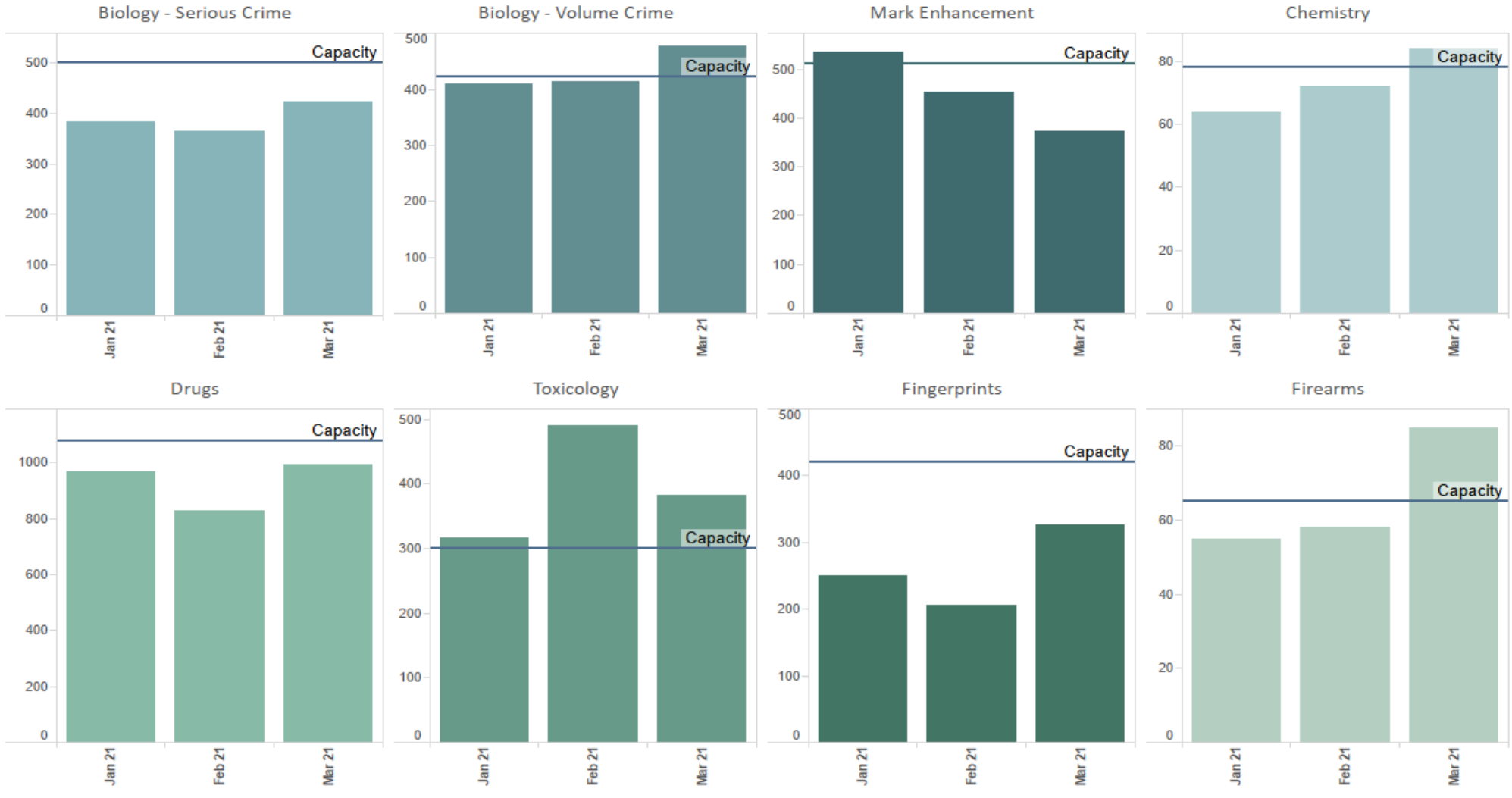
5,545 Scenes Attended Q4 previous year

Crime Group Number of Scenes Attended / % within 24hrs of request



Forensic Services - Laboratory Capacity

Charts illustrate new requests for casework opened per month



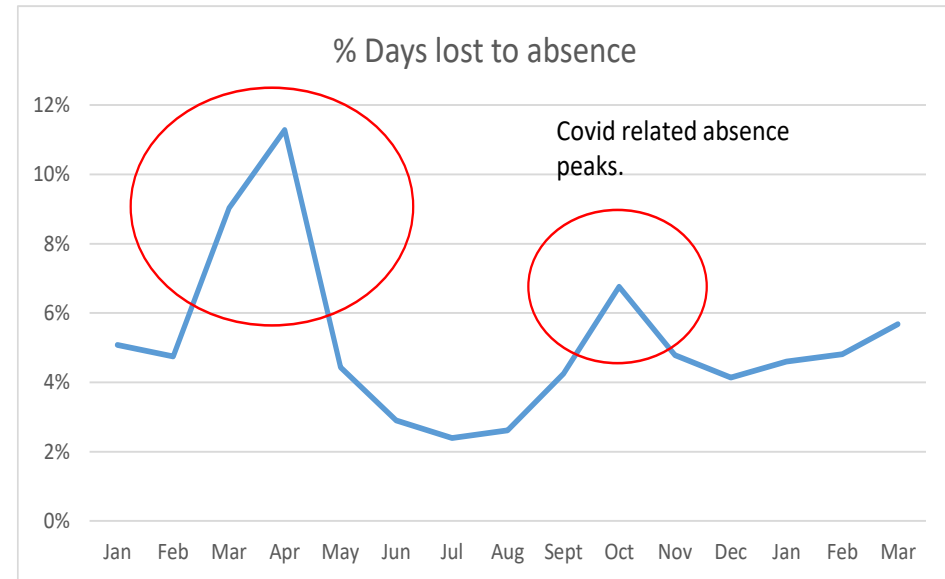
Toxicology casework demand has been significant over the last year as a result of new Drug Driving legislation. External support has been purchased as part of the service development plan. Increased capacity over the coming 18 months will more fully address this capacity constrained service.

Capacity Review - all areas have reassessed available capacity which represent new normal working conditions. This detailed planning work complements the future service model developed through the FS 2026 programme. The gains from business as usual capacity planning work will be realised during the coming 12 months.

Capacity Overview—Q4 2020/21

- ⇒ A significant amount of work was completed during the year to manage through the constraints of social distancing and return casework capacity levels to near normal by the end of March.
- ⇒ Split working patterns have been necessary to maximise available laboratory capacity and we are grateful to our staff for accommodating changes to their normal working patterns.
- ⇒ Work to further increase capacity over the coming year has commenced. It is intended that current capacity is maintained and grown further over the coming 12 months.
- ⇒ To date an assessment of current working levels based on performance levels across all business areas has been completed. New reporting dashboards for managers have been developed to provide better visibility of casework to enable efficient work scheduling.
- ⇒ All operational areas are involved in this work. Through smarter working and working with partners there are opportunities to deliver casework volumes. These initiatives will be progressed over the coming year.

Staff Absence Data—Q4 2020/21



- ⇒ The staff absence data illustrates clearly the impact of COVID during the year.
- ⇒ Staff sickness levels are now largely unaffected by COVID illness are in line with seasonal variation.
- ⇒ Staff welfare continues to be a priority for the organisation with home working assessment being carried out for all affected staff.
- ⇒ There has been adherence to the Scottish Government advice and consistency with Police Scotland safe working practices.
- ⇒ The 'new normal' is now well established and services continue to be provided to key stakeholders.

Quality Quarter 4, 2020/2021

Current Accreditation

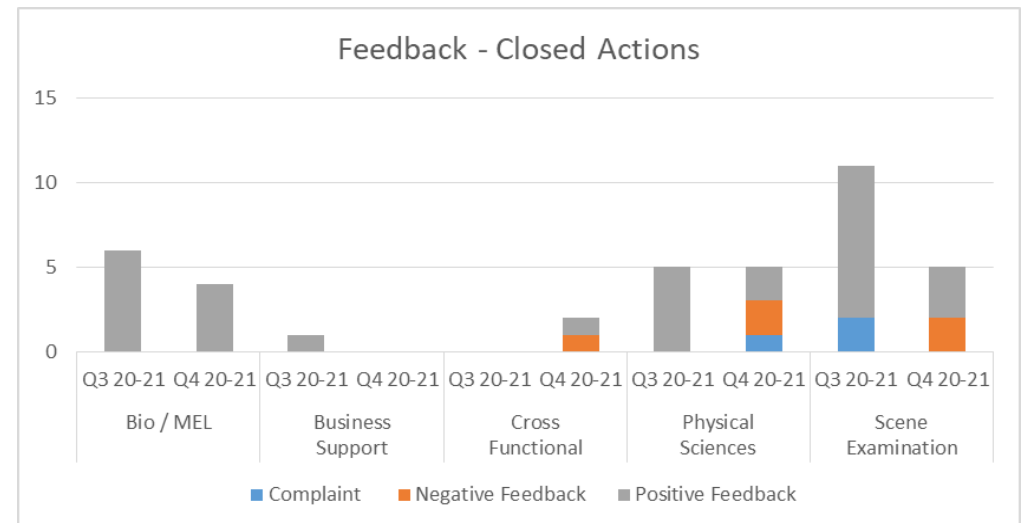
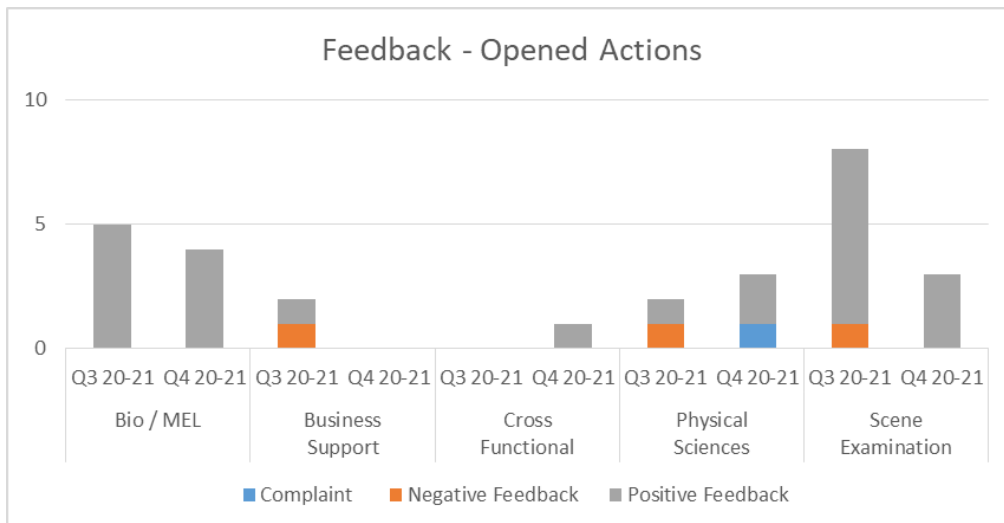
- UKAS 2020 accreditation assessment period which commenced in October 2020 was largely completed in December 2020.
- Evidence of action taken to address the findings raised during this UKAS assessment period was submitted to UKAS in January 2021 in line with the agreed timetable.
- The programme experienced COVID related delays owing to an assessor requiring to self-isolate, this resulted in a small amount of assessment time moving in February 2021.
- Formal notice of maintenance of accreditation to ISO 17025: 2017 is expected during April 2021.

Digital Forensics

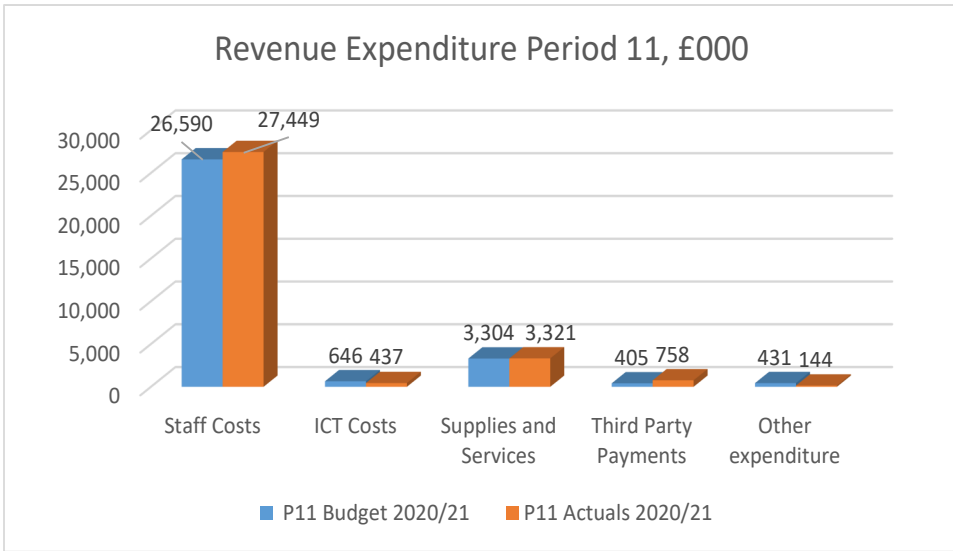
- Forensic Services are assisting in the forward planning for accreditation of this Police Scotland service.
- An overview of the Q-Pulse system in use in Forensic Services was provided.
- Assistance has been provided in the form of review of draft project documents and associated job descriptions.

Extension to Scope

- Accreditation assessments of Scene Examination to ISO 17020 will commence during April 2021. Such assessments had previously been postponed by UKAS as a direct result of the COVID pandemic.
- Due to COVID related delays and high demand from all UK police forces, it may be unlikely that all ISO 17020 accreditation work required across Forensic Services sites can be completed in 2021.



Financial Performance Period 11 Revenue



Financial Performance Q4 Capital

