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SCOTTISH POLICE
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ÙGH DARRAS POILIS NA H-ALBA

Complaints and Conduct Committee Public Rolling Action Log

Action No	Action	Action Owner	Status	Expected Date of Completion	Actual Date of Closure	Update/Comments
MEETING HELD 15 NOV 2022						
20221511 - CCC- 001	PS Professional Standards Quarterly Performance Report: Undertake a more detailed review in order to provide further assurance in relation to the volume of statutory referrals to PIRC in relation to armed policing.	CS Catriona Henderson	OPEN	1-3-23		27.02.23: A detailed review has been undertaken. 12 referrals relate to the discharge of a firearm and PIRC are currently investigating 4 of these. 81 referrals relate to the presentation of firearms by armed policing officers. All have been assessed by PIRC and, following consideration, none are subject to an investigation. Propose to close.
20221511 - CCC- 002	PS Professional Standards Quarterly Performance Report: Review the timescales reported to close non-criminal and FLR	CS Catriona Henderson	OPEN	1-3-23		27.02.23: With regards to FLR specifically, 82.4% FLR complaints closed during the YTD were closed within the 56 day timescale. The

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	complaints and report back to the committee.					<p>average closure time for these was 40 days.</p> <p>The comparative timescales for FLR complaints represent a 4.6% decrease on the PYTD, where 87.0% were closed within 56 days and the average closure time was 35 days.</p> <p>Propose to close.</p>
20221511 - CCC- 003	<p>PS Professional Standards Quarterly Performance Report: Provide a summary of number of instances of application of Early Intervention & how effectiveness of programme is measured in terms of reduced complaints</p>	CS Catriona Henderson	OPEN	1-3-23		<p>27.02.23: A total of 70 officers have been subject to the Early Intervention Process during the YTD period.</p> <p>81.4% resulted in an officer notification, delivered by an Early Intervention Officer and involves discussion and reflection of the complaints received, addressing any factors influencing these.</p> <p>17.1% resulted in a Divisional Intervention Meeting.</p> <p>In the outstanding 0.5%, the officer resigned prior to the Early Intervention.</p> <p>EIP is triggered solely from complaints data. A review is underway to consider developing a Proactive Support and Intervention Programme (PSIP) to consider information from a variety of</p>

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						<p>other sources with a focus on welfare, prevention and intervention to enable enhanced support to be provided to officers / staff. This work is in the very early stages.</p> <p>Propose ongoing.</p>
20221511 - CCC-004	<p>PS Professional Standards Quarterly Performance Report: Presentation of data – Look to transfer narrative data into graphics to allow a more visual overview.</p>	CS Catriona Henderson	OPEN	1-3-23		<p>27.02.23: There are limitations to the types and styles of graphics currently used. Other options will be explored when the upgrade to Centurion is complete.</p> <p>Propose ongoing.</p>
20221511 - CCC-005	<p>PS Professional Standards Quarterly Performance Report: Consider other lenses of analysis – i.e. determining factors beyond geography when referring to complaints to provide members with a deeper insight. For example, by:</p> <ul style="list-style-type: none"> - Types of duties - Head of population/size of force <p>Demographic profile of subject officers (e.g. Rank, LoS, diversity data).</p>	CS Catriona Henderson	OPEN	1-3-23		<p>27.02.23: Enhanced analysis such as described is carried out where significant elevation in complaints is identified in a particular division and which is inconsistent with the trend in other parts of the country.</p> <p>These have been provided to the Members at previous Committees.</p> <p>The analysis involves the extraction and comparison of data from different police systems and is labour intensive. It is considered a proportionate exercise in the circumstances described above and</p>

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						not as a matter of course or permanent feature in the quarterly reporting cycle. Propose to close.
20221511 - CCC- 006	PS Professional Standards Quarterly Performance Report: Provide information on work to understand/address impact of totality of complaints on workforce.	CS Catriona Henderson	OPEN	1-3-23		27.02.23: The nature of the matters reported inevitably leads to implications for both individual and wider personnel matters. These are considered on a case by case basis to ensure welfare, conduct and both individual and organisational learning opportunities are identified and addressed. Propose to close.
20221511 - CCC- 007	PIRC Quarterly Report: Review anomalies in PIRC report compared to PS report and clarify the position back to the committee.	Phil Chapman / CS Catriona Henderson	OPEN	1-3-23		27.02.23: It has been confirmed that the significant disparity in the organisations returns are based on the PSD return which did not include PAVA discharge referrals, which accounted for the majority of the discrepancy. The PIRC reports all PSoS referral statistics. 27.02.23: (Police Scotland Update) PS and PIRC have reviewed Quarters 1, 2 and 3 referral figures for 2022/23. The anomalies have all now been identified and any errors rectified.

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						<p>A new joint process for checking consistency and accuracy on a weekly basis has been introduced.</p> <p>Propose to close.</p>
20221511 - CCC-008	<p>Key Themes of Complaints: Following the analysis provided within the report bring forward management actions.</p>	CS Catriona Henderson	OPEN	1-3-23		<p>27.02.23: It is noted that the key themes of complaints analysis was not intended as a management tool however, to address the themes, PSD are currently reviewing (list not exhaustive):</p> <ul style="list-style-type: none"> • Monthly reports to Divisions • Early Interventions • 4Action • The Professionalism and Preventions Programme • Organisational Learning <p>CAP's are continually monitored, with any trends identified to divisions at the material time, to implement the appropriate course of action.</p> <p>Propose to close.</p>
20221511 - CCC-009	<p>Independent Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing:</p>	Darren Paterson / CS Catriona Henderson	OPEN	1-3-23		<p>27.02.23: Police Scotland - It is suggested that such analysis is taken forward when all recommendations have been discharged and a sufficient</p>

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	Following a period of time since closure, provide an analysis around the desired impact of closed recommendations.					<p>period has elapsed in order to gauge impact accurately and meaningfully.</p> <p>Dialogue with the Scottish Government confirms that this is not the appropriate time to conduct such analysis and any future assessment of impact will be led by them and through the appropriate governance framework, either replicating or similar to, the current structure.</p> <p>SPA - It is the intention to provide details on long-term planned impact measures in respect of closed recommendations to the Committee meeting in June 2023.</p> <p>Propose ongoing.</p>
MEETING HELD 18 AUG 2022						
20221808 - CCC- 002	PS Professional Standards Quarterly Performance Report: Identify if there was any evidence to show that the use of excessive force by an officer had related to a previous assault that they had personally suffered during their worktime.	CS John Paterson/ CS Catriona Henderson	OPEN	15-11-22		04.11.22 - A review is currently taking place to establish if this information is held, to enable an assessment of any inferences between officers subject to excessive force complaints having been the victim of previous assaults.

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						<p>27.02.23: This information is not held centrally. Some information is held but across different police systems that do not interact with each other. Crime Management is an example of holding the same info but across different systems per division. This would be a significant piece of work to undertake and disproportionate at this time.</p> <p>Propose to close</p>
MEETING HELD 31 MAY 2022						
20223105 - CCC-006	<p>PIRC Quarterly Report on Police Scotland Handling of Complaints: Take forward a piece of work which will look at improving the 14 day deadline of submitting paperwork to the PIRC.</p>	ACC Alan Speirs	ONGOING	<p>18-08-22</p> <p>15-11-22</p> <p>01.03.23</p>		<p>10.08.22: Joint PSOS and PIRC practitioners' forum scheduled for early Sept 2022. Update will be provided to committee at next meeting.</p> <p>27.02.23: A number of PSoS and PIRC Short Life Working Groups have emerged since the Workshop in September and work remains ongoing. It is anticipated that the SLWG's will be concluded in the next quarter and will include a review of the Memo of Understanding.</p> <p>Propose ongoing.</p>

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20223105 - CCC-008	Joint Audit SPA/PIRC Update Report: Provide the committee with the final report on completion of the Audit.	Ilya Zharov	ONGOING	18-08-22 15-11-22 01.03.23		<p>09.08.22: There is no tangible update due to the audit still being ongoing.</p> <p>18.08.22: On track to publish the audit report by the end of Q2 2022/23. PIRC advised that the CCC should be provided with the report at its meeting in November.</p> <p>07.11.22: Due to absences within the audit team, there has been slippage of the drafting of the report. Additional resource has been identified and this work is being prioritised</p> <p>27.02.23: Verbal Update being provided at committee on 1st March 2023.</p> <p>Propose ongoing.</p>
MEETING HELD 25 NOV 2021						
20211125- CCC- 001	Police Scotland Professional Standards Quarterly Performance Report: Bring forward a report focusing on organisational learning and how that is communicated throughout Police Scotland. This report will be added to the work plan to come forward on a 6 monthly basis.	ACC Speirs	ONGOING	31-5-22 18-8-22 15-11-22		<p>21.02.22: Report delayed as per agenda setting meeting on 01 February 2022, item to be brought to committee on 31 May 2022.</p> <p>16.05.22 – Organisational Learning section of the Q4 report has been enhanced to reflect updates from analytical work and actions.</p> <p>PSD have adopted an IT system (4Action) which will improve the effectiveness of monitoring</p>

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						<p>organisational learning, identifying themes and trends and ensuring the effectiveness of actions/training. A 'Go live' date for the first feedback report is anticipated circa mid-June, which will seek to form the basis of analytical feedback for a number of meeting streams.</p> <p>31.05.22: Further consideration to be had around how this information is fed back to the committee. Members agreed for the action to remain ongoing to allow further discussions to take place.</p> <p>09.08.2022: agreed at agenda planning, work remains ongoing.</p> <p>04.11.22 - Organisational Learning was addressed at the SPA Workshop held on 20 October 2022. Police Scotland are currently reviewing Organisational Learning from all business areas, and how this is communicated throughout the organisation with the assistance of Azets. This review is currently ongoing, and upon its conclusion, PSD will report back to SPA with the most appropriate platform to report findings on a 6 monthly basis.</p>

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						<p>27.02.23: The review concluded and final report submitted with 8 recommendations for PSOS. These are being considered and scoping work being undertaken to establish activities ongoing across divisions/departments to capture, implement and monitor impact of learning.</p> <p>PSD Organised Learning is included in all divisional commander reports and any learning from CHR's is circulated to all practitioners on a monthly basis.</p> <p>Propose ongoing.</p>

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