

Meeting	Complaints & Conduct Committee
Date	27 August 2020
Location	Video-conference
Title of Paper	Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing - Police Scotland Summary Update
Presented By	ACC Alan Speirs, Professionalism and Assurance
Recommendation to Members	For Discussion
Appendix Attached	No

PURPOSE

To provide Members of the Complaints and Conduct Committee with an update on progress of the recommendations outlined in the Independent Review of Complaint Handling, Interim Report produced by Dame Elish Angiolini.

Members are invited to discuss the information contained within the paper.

1. BACKGROUND

- 1.1 In June 2018, the then Cabinet Secretary for Justice, and the Lord Advocate invited Rt. Hon. Dame Elish Angiolini DBE QC to conduct an independent review on complaints against the police in Scotland.
- 1.2 The Interim Report, published in June 2019, identified a total of 30 Recommendations, 12 of these specific to Police Scotland.
- 1.3 It is anticipated the full report; expected to be published in September 2020; will seek to address practice, policy, procedure, legislation and regulations relative to the entire Complaint Handling Process.
- 1.4 Police Scotland are committed to working with partners to deliver on the recommendations contained within the report.

2. Progress Update

- 2.1 Taking account of the impact of COVID-19, the provision of an operational complaint handling service was a priority and required the Dame Elish improvement work to be put temporarily on hold.

All improvement work, including the reconvening of both National and internal working groups are again actively engaged in the delivery of the Dame Elish Recommendations.

Police Scotland remain in a good place with the 12 recommendations published in the interim report. A common theme linked through the interim report (recommendations 2,4,9 &12) focused on capability of line managers to line manage effectively, including adequacy of training and mechanisms for supporting line managers. To comprehensively deliver these wide ranging recommendations PSD and People and Development (P&D) are inter-dependent and work is ongoing to look at the wider cross departmental lines of communication to successfully discharge the recommendations.

PSoS remain in regular contact with the Dame Elish Review Team and provide updates and information as requested to assist in the compilation of the final report scheduled to be published in September 2020.

On 3rd July 2020, PSoS submitted a comprehensive second call for evidence covering key themes of People and Wellbeing,

Collaborative Working, Process and COVID-19 Complaint handling Response.

Work continues through the National Complaint Handling Working group to review and finalise the Statutory Complaint Handling Guidance and the Complaints Against the Police (CAP) SOP.

The Frontline Resolution (FLR) improvement project continues. Currently PSD resolve around 41% of all complaints by simple explanation, (this has increased to 63% during the COVID-19 pandemic). Clearly FLR is a complainer focussed, efficient way to deal with complaints and as such improvements are being made to this process, broadening the opportunities for FLR to be utilised.

It is hoped to introduce these amended processes around the autumn of 2020. Prior to being formally implemented the new processes will be subject of operational testing, firstly within PSD and then by Local Policing Divisions.

3. FINANCIAL IMPLICATIONS

3.1 There are no financial implications as a consequence of this report.

4. PERSONNEL IMPLICATIONS

4.1 There are no personnel implications as a consequence of this report.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications as a consequence of this report.

6. REPUTATIONAL IMPLICATIONS

6.1 There are no reputational implications as a consequence of this report.

7. SOCIAL IMPLICATIONS

7.1 There are no social implications as a consequence of this report.

8. COMMUNITY IMPACT

8.1 There are no community impact implications as a consequence of this report.

9. EQUALITIES IMPLICATIONS

9.1 There are no equality implications as a consequence of this report.

10. ENVIRONMENT IMPLICATIONS

10.1 There are no environment implications as a consequence of this report.

RECOMMENDATIONS

Members are invited to discuss the content of this paper.