

Meeting	Forensic Services Committee
Date	26 July 2021
Location	MS Teams
Title of Paper	Forensic Services Performance Report
Item number	3
Presented By	Tom Nelson
Recommendation to Members	For Noting
Appendix Attached	Business Performance Report Q1

PURPOSE

To present Forensic Services Performance Report, Q1 2021/22 for Committee consideration.

This paper is presented in line with;

- The Scottish Police Authority Scheme of Delegation

This paper is for noting.

1. BACKGROUND

- 1.1 The Forensic Services Business Performance Report is presented for Q1 2021/22.
- 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 2021/22.
- 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 Q1, 2021/22 Performance Report.

Scottish Police Authority

Forensic Services

Performance Report

Quarter 1 2021/22

*For presentation to the SPA
Forensic Services Committee*

26 July 2021

Executive Summary Quarter 1, 2021/22

Performance

- Forensic Services performance levels have been strong over the Q1 period. This builds on the solid performance over the previous quarter under the established physical distancing measures.
- Demand for services continues to be strong. Three areas of increases in demand are:
 - In Scene Examination as we come out of the COVID restrictions demand has increased.
 - There remains a significant increased demand for Tox Section 5a analysis.
 - Biology is also seeing an increase in major crime and complexity of casework which is increasing the time taken per case
- Although demand is high, output has also been high.
- Our Performance Board is now well established and is actively monitoring casework across the organisation.

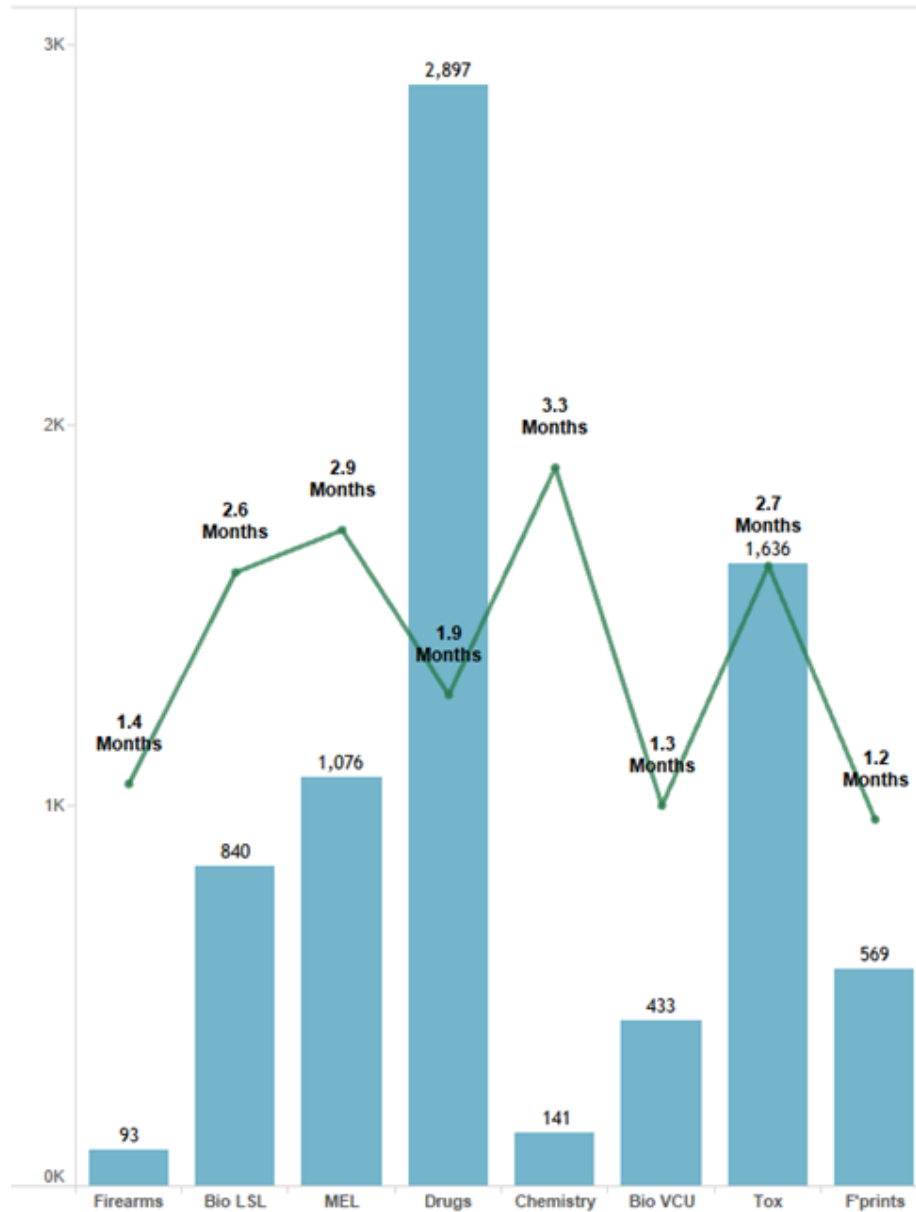
Engagement

- Staff engagement has been high over the period. With frequent communications to inform staff and teams on the current working arrangements, keeping services running effectively.
- Working groups have also been exploring with staff across Forensic Services what the new normal will look like and a plan is developing well to account for what has worked well over this period and how changes in restrictions will impact on organisational practice.
- Our management development training has been continuing over the last quarter. Feedback from those participating has been positive.
- We continue to be part of the pilot for the roll out of My Career giving all staff a structured platform for performance feedback and career development with focus on the new Competency Values Framework. The proof of concept pilot will finish on 31/08/21.

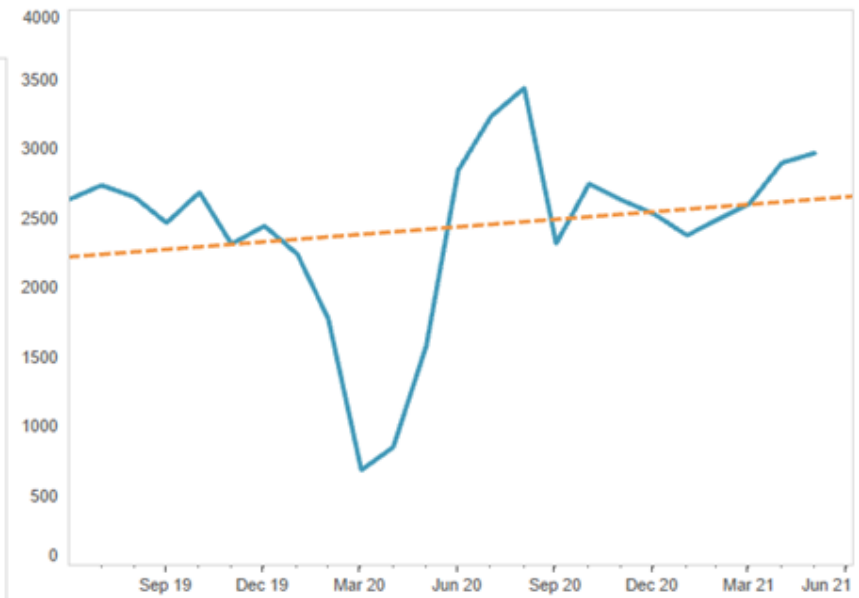
Business Update

- On the 9 July the Scottish Government announced an investment of £6m in Forensic Services Scottish Police Authority (SPA) to deliver a bespoke Post Mortem Toxicology Service by December 2022.
- The Coronavirus (Extension and Expiry) (Scotland) Bill was voted for by MSP's and passed on the 24 June 2021. The legislation extends other measures beyond the original expiry date of 30 September 2021 to 31 March 2022. This Bill allows for courts to extend some of their deadlines which will have a positive impact on Forensic Services in the short term.
- To help support our people we now have established the People and ICT Boards which work to ensure we have the correct level of support for our staff. The People Board which looks at and addresses all staff related matters is well established and we will be soon having the first meeting of the Change and Improvement Board.

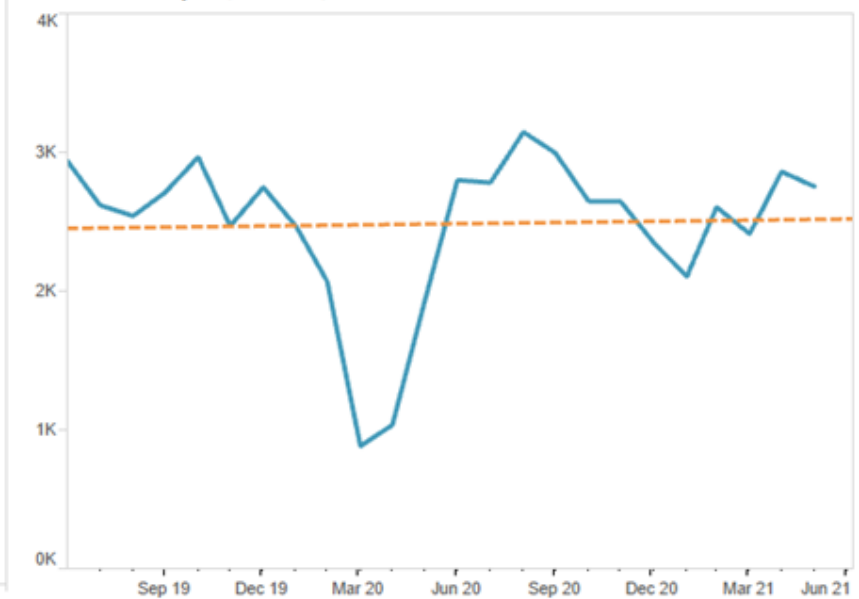
Forensic Services - Laboratory Casework Open Cases - end Q1 21-22 with average age



Casework Demand previous 2 years



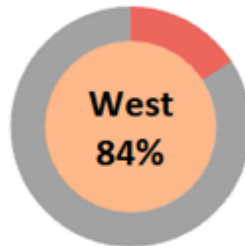
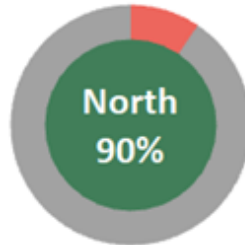
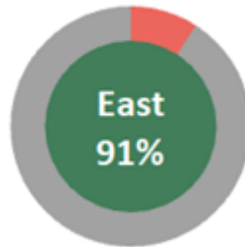
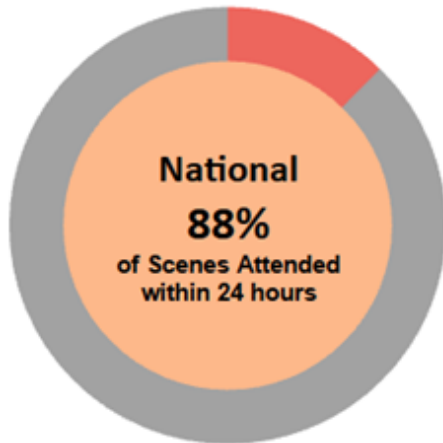
Casework Output previous 2 years



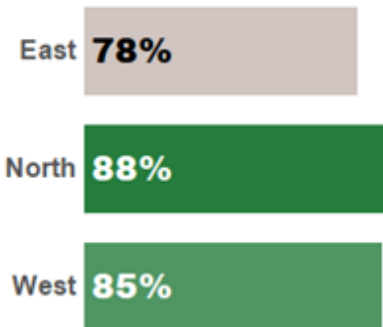
Scene Examination Performance Quarter 1, 2021/22

Forensic Services - Scene Examination Unit Quarterly Performance Q1 21-22

Timeliness Scenes attended within 24hrs of request



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



4,558 Scenes Attended This Quarter

2,643 Scenes Attended Q1 previous year

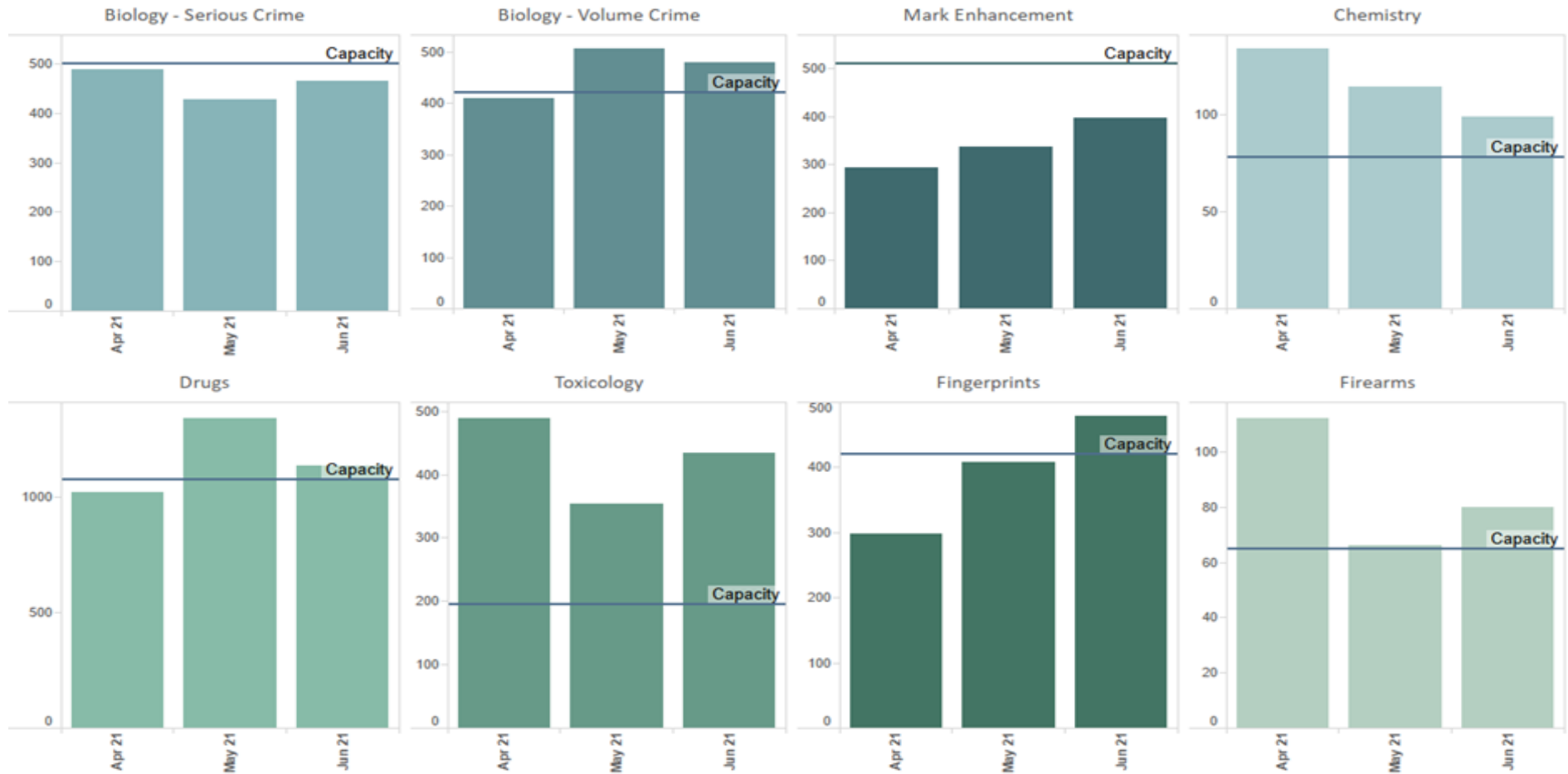
Crime Group

Number of Scenes Attended / % within 24hrs of request



Forensic Services - Laboratory Capacity

Charts illustrate new requests for casework opened per month



Toxicology

Toxicology demand continues to track significantly above the available capacity within the organisation. This is a significant risk which is captured within the risk review report. An overarching justice system strategy for Drugs Driving could consider what options may be available to grow this capacity further in the future.

Capacity Review

A detailed capacity review is currently underway that will update the current capacity of Forensic Services across each of the business units within the laboratory, this will fully account for any impact of physical distancing measures that cannot be mitigated through the new blended working arrangements due to COVID.

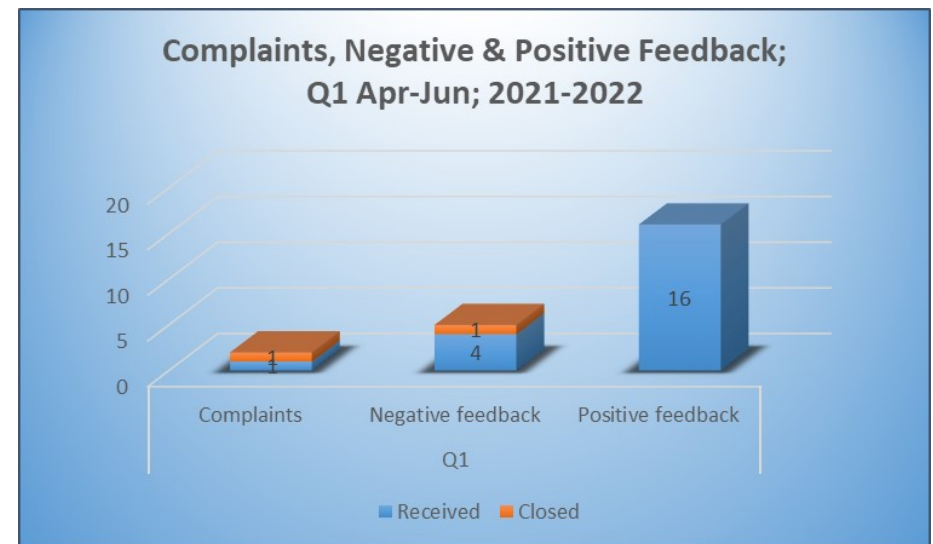
Quality Quarter 1, 2021/2022

Quality Performance

- Forensic Services Management System Review meeting was held during Q1 2021-2022. Forensic Services continue to maintain a comprehensive and effective Management System meeting the requirements of the international standard ISO 17025.
- The Management System Review process is an important and integral part of the Forensic Services Management System and is underpinned by similar detailed reviews that take place regularly across each of the functions within the organisation. The Head of Quality takes oversight of all quality related matters through these reviews and provides assurance to the Director of Forensic Services on the high standard of forensic science being undertaken across the service.
- Formal maintenance of UKAS accreditation was finally received on 07 June 2021 after acceptance of the evidence provided and closure of the findings.
- The proposed dates of the annual UKAS accreditation assessment programme have been provided for this year's full re-assessment of Forensic Services Management System.
- An assessment visit in April 2021 of Scene Examination activity to ISO 17020 raised valuable findings which will allow Forensic Services to further develop processes and procedures in this difficult to accredit area.

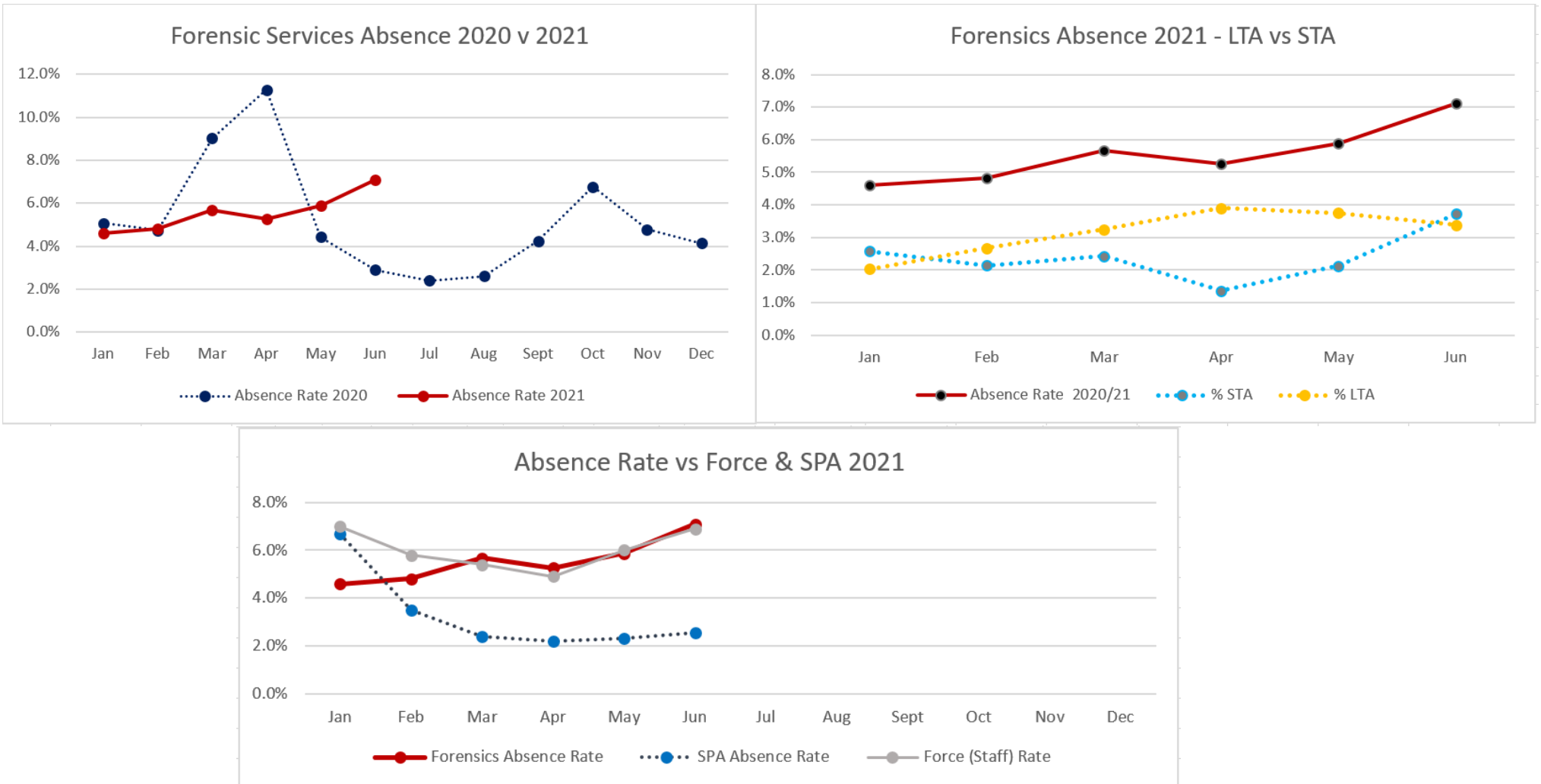
Complaints and Feedback

- Complaints and both positive and negative feedback is recorded in compliance with the ISO 17025 Standard from our Partners and customers. The graph below shows the feedback received during Q1 Apr-Jun; 2021-2022:



- All complaints or negative feedback recorded in the Management System will have corrective and preventive action documented following Standard Operating Procedure. Effectiveness of the action taken will be reviewed through the internal audit process and in turn through Management System Review meetings.

Staff Absence Data—Q1 2021/22



- Forensic services has seen an increase in absence rates due to Covid related issues. Currently 36% of all absences are Covid related.
- This increase is in line with other areas of Police Scotland Staff rates and is likely to be due to lifting of lockdown restrictions where people are contracting Covid or self-isolating due to Scotland Track and Trace App.
- Forensic Services continues to focus on managing and supporting staff who are absent with specific interventions based on trend analysis being considered and progressed in the Attendance Management sub group of the People Board