

## COMPLAINTS AND CONDUCT COMMITTEE

### Rolling Action Log – Public Session

Action No	Action	Action Owner	Status	Expected Date of Completion	Actual Date of Closure	Update/Comments
<b>Meeting held Thursday 19 August 2021</b>						
20210819-CCC- 001	<b>SPA Quarterly Report:</b> Ensure that a degree of testing takes place around the proposed changes to the SPA website before going live. In addition, provide members with evidence around why initial complaints have come to the SPA from previous complainers in order to provide assurance that there are no underlying issues around public confidence in policing.	Darren Paterson	<b>OPEN</b>	25-11-21		<p><b>17.11.21:</b> Survey conducted in 2020 of complainants who contacted SPA in error. Responses varied: thinking SPA was an escalation point for PS complaints; contacting SPA being unable to find PS email address; &amp; SPA complaints webpage link being first via online search engine results.</p> <p>Improvements made to website &amp; introduction of new online form (see Item 2 report). User testing of revised SPA complaints website will be undertaken as part of overarching SPA website review project, due for completion within current FY.</p> <p><b>Propose to close</b></p>

OFFICIAL

Action No	Action	Action Owner	Status	Expected Date of Completion	Actual Date of Closure	Update/Comments
20210819-CCC- 002	<b>SPA Quarterly Report:</b> Engage with the Scottish Government 'Open Government Partnership' in respect of wider work on public sector complaints processes.	Darren Paterson	OPEN	25-11-21		<b>17.11.21:</b> 'Improving access to accountability of public services – engagement' final report (Sep 2020) reviewed, and engagement taken place with SG Head of Open Government. <b>Propose to close</b>
20210819-CCC- 003	<b>Complaints &amp; Conduct Committee 2020/21 Annual Report:</b> Update the report to include context around what action was being taken by partner agencies in order to aid understanding for the reader and promote public confidence.	Darren Paterson	OPEN	25-11-21		<b>17.11.21:</b> Report confirms increases in PS complaints solely attributed to COVID-related complaints. Section included which states action taken in response. <b>Propose to close</b>
20210819-CCC- 004	<b>Complaints &amp; Conduct Committee 2020/21 Annual Report:</b> Update reference to the word "custodies" to "people in custody" within the custody section of the report.	Darren Paterson	OPEN	25-11-21		<b>17.11.21:</b> References updated <b>Propose to close</b>
20210819-CCC- 005	<b>Police Scotland Professional Standards Quarterly Performance Report (Q1):</b> Future reports to include additional information on complaint categories and outcomes, including	ACC Speirs/ CS McDowall	OPEN	25-11-21		<b>15.11.21:</b> Where relevant geographical variances and trend analysis will be included in Quarterly reports. Work is ongoing to develop the monitoring and impact of Organisational Learning Activity.

OFFICIAL

OFFICIAL

Action No	Action	Action Owner	Status	Expected Date of Completion	Actual Date of Closure	Update/Comments
	geographical differences; provide ongoing trend analysis; and include update on audited impact of organisational learning.					<b>Propose to close.</b>
20210819-CCC- 006	<b>Police Scotland Professional Standards Quarterly Performance Report (Q1):</b> Members to visit the Professional Standards Department in order to add value and assist with members understanding around processes.	ACC Speirs/ CS McDowall	<b>OPEN</b>	25-11-21		<b>15.11.21:</b> Visit took place on 04.10.21 whereby Alasdair Hay, Fiona McQueen, Grant MacRae and Paul Eide attended at PSD, Dalmarnock. Inputs were provided by each PSD area of business.  <b>Propose to close.</b>
20210819-CCC- 007	<b>PIRC Quarterly Report on Police Scotland Handling of Complaints:</b> Give some thought to the terminology of reasonable and not reasonable and feedback considerations to members on the 6 <sup>th</sup> September 2021.  Include pre-pandemic performance information in future reports, to enable more meaningful comparison.	Ilya Zharov	<b>OPEN</b>	18-11-21		<b>18.11.21:</b> The issue has been considered, however there is no intention at the present to amend the terminology used by the PIRC. The main purpose of the Complaint Handling Review is to ascertain whether a policing body handled a complaint from a member of the public to a standard that the Commissioner considers to be reasonable. The standards for police complaint handling in Scotland are set by the Commissioner in our Statutory Guidance.  Report for committee in November 2021

OFFICIAL

OFFICIAL

Action No	Action	Action Owner	Status	Expected Date of Completion	Actual Date of Closure	Update/Comments
						contains a comparator (where appropriate) for 2019/20 (i.e. pre-Covid). <b>Propose to close.</b>
20210819-CCC- 008	<b>Review of Complaints Handling – SPA</b> <b>Update:</b> Ensure stronger explanations on progress against actions dependent on other partners if timescales cannot be provided.	Darren Paterson	<b>OPEN</b>	18-11-21		<b>17.11.21:</b> Narrative now included in report <b>Propose to close.</b>
20210819-CCC- 009	<b>Review of Complaints Handling – PS</b> <b>Update:</b> Provide a written update to the next Committee to provide assurance to the committee on work being done by Police Scotland in relation to their recommendations.	ACC Speirs	<b>OPEN</b>	18-11-21		<b>15.11.21:</b> Paper will be submitted. <b>Propose to close.</b>
20210819-CCC- 010	<b>Implications:</b> Ensure that implications noted at the end of all covering papers are updated where appropriate.	Darren Paterson/ ACC Speirs	<b>OPEN</b>	18-11-21		<b>15.11.21:</b> Noted and addressed. <b>Propose to close.</b>

OFFICIAL