

Meeting	Complaints & Conduct Meeting
Date	5 May 2020
Location	Teleconference
Title of Paper	Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing – SPA Update
Presented By	SPA Complaints Team
Recommendation to Members	For Noting
Appendix Attached	No

PURPOSE

This is a briefing to the Complaints and Conduct Committee to provide an update on the actions related to Recommendations in the Preliminary Report published by Dame Elish Angiolini

The paper is presented in line with:

- *Scottish Police Authority Committee Terms of Reference*

The paper is submitted:

- *For Noting*

1 BACKGROUND

- 1.1 Dame Elish Angiolini published her Preliminary Report on 'Independent Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing' (the Report) on 21 June 2019. The Report identified a total of 30 recommendations, 4 of which are specific to the SPA. In addition, Dame Elish made a number of key observations throughout the report.
- 1.2 At the Complaints & Conduct meeting of 21 November 2019, Members were presented with details of the SPA internal action plan, generated to address the specific recommendations within the Report, as well as take cognisance of the lessons learned and observations made.
- 1.3 The SPA's role is two-fold, firstly to address the recommendations made for the SPA and, secondly, the CCC has a role in overseeing the progress made in addressing recommendations relevant to Police Scotland.

2 FURTHER DETAIL ON THE REPORT TOPIC

- 2.1 The SPA Action Plan contains 38 actions, divided into three categories; SPA Implementation, SPA Oversight, and Information Only.
- 2.2 "SPA Implementation" actions include those actions which address the SPA-specific recommendations within the Report plus the Police Scotland-specific recommendations which the SPA has also agreed should be implemented within the SPA.
- 2.3 "SPA Oversight" actions are those actions which address the Police Scotland-specific recommendations within the Report for which the SPA has a role in overseeing the progress made by Police Scotland.
- 2.4 "Information Only" actions are those actions which address recommendations within the Report for which the SPA has no role in implementing or overseeing. These are mostly PIRC-specific recommendations.
- 2.5 Of the 38 actions within the SPA Action Plan, 14 have been completed and 24 are currently ongoing. The following paragraphs provide a summary of progress in relation to "SPA Implementation" actions since the last Committee meeting.

2.6 Amended Procedures/ Guidance (Recommendations 4, 13, 16, 18, 19)

Draft amendments have been made to the "SPA Complaints Handling Procedures" and "Guidance on the Police Service of Scotland (Senior Officers) (Conduct) Regulations 2013." Consultation on the draft changes is underway with the Scottish Chief Police Officers' Staff Association (SCPOSA) and the Police Investigations & Review Commissioner (PIRC). Given the current circumstances, SCPOSA have suggested that we agree on the terms at present and seek to recirculate at a later date when things have settled down. Once approved, the amended documents will see the completion of 7 actions within the SPA Action Plan.

2.7 Audit (Recommendations 5, 27)

Work is underway within the National Complaint Handling Development Group (NCHDG) to agree arrangements for an annual multi-agency audit of Police Scotland's complaint handling involving the SPA, Police Scotland and the PIRC. Recommendations being progressed by the NCHDG have been put on hold just now and, once the current circumstances have settled, the work will be resurrected.

2.8 SPA Website (Recommendation 8)

Police Scotland ICT are currently upgrading the software behind both the SPA and Police Scotland's websites to improve functionality and security. ICT advised that the Police Scotland online complaints form will be converted to work on the new system. The new system may now allow an SPA online form to be developed more easily. The SPA Communications Team are liaising with ICT on the new SPA website and will explore options for online forms that can be developed for the SPA.

3 FINANCIAL IMPLICATIONS

- 3.1 There may be financial implications in this report, depending on what resources are required to ways of working to strengthen the SPA oversight role.

4 PERSONNEL IMPLICATIONS

- 4.1 There may be personnel implications associated with this paper, linked to changes in working practices. These have yet to be analysed and impact understood.

5 LEGAL IMPLICATIONS

- 5.1 There may be legal implications in this paper depending on any advice received in relation to a specific complaints matter.

6 REPUTATIONAL IMPLICATIONS

- 6.1 There may be positive reputational implications associated with this paper, linked to changes in working practices as an outcome of the Dame Elish Angiolini Preliminary Report and the arrangements being formalised through the Strategic Oversight Group.

7 SOCIAL IMPLICATIONS

- 7.1 There are no social implications associated with this paper.

8 COMMUNITY IMPACT

- 8.1 There are no community implications associated with this paper.

9 EQUALITIES IMPLICATIONS

- 9.1 There are no equality implications associated with this paper. The SPA Complaints process is accessible to all, and anything arising from the Independent Review will be assessed in a timeous manner.

10 ENVIRONMENT IMPLICATIONS

- 10.1 There are no environmental implications associated with this paper.

RECOMMENDATIONS

Members are requested to note the contents of this report and request additional information if required.