

Meeting	Authority Meeting
Date	25 November 2020
Location	Video Conference
Title of Paper	Forensic Services Performance Report – Quarter 2 2020
Presented By	Tom Nelson, Director of Forensic Services
Recommendation to Members	For Discussion
Appendix Attached	Business Performance Report Q2

PURPOSE

To present Forensic Services Performance Report, Q2 2020/21 for Members consideration.

This paper is for discussion.

1 BACKGROUND

- 1.1 The Forensic Services Business Performance Report is presented for Q2 2020/21.
- 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 2020/21.
- 1.4 The report demonstrates SPA Forensic Services delivery over the last year through the following components:
- Impact of COVID-19 on capacity and how this will be grown during the year;
 - 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 discuss the content of the Q2, 2020/21 Performance Report.

Scottish Police Authority

Forensic Services

Performance Report

Quarter 2 2020/21

For presentation to the

SPA Board

25 November 2020

Executive Summary Quarter 2, 2020/21

Performance

- Forensic Services have established new physical distancing arrangements which have increased capacity from that in Q1 improving service delivery levels to Police Scotland and COPFS during Q2. Given the growing prevalence COVID-19 cases Forensic Services available capacity will be below 100% for the foreseeable future.
- The Forensic Services Performance Board has had a renewed focus on operational performance and started taking an active role in issue resolution which is intended to further improve service to Police Scotland and COPFS. This is being supported by the setting of internal key performance indicators designed to grow service delivery.
- Action to address the Drugs workload with the secondment of additional staff to this section has improved quarter on quarter output with the backlog reduced by a months workload.

Engagement

- Staff engagement to support staff during in the their new working arrangements remains high. Frequent communications are issued and teams are engaged on current working arrangements to keep services running.
- The MyCareer platform has launched giving staff a structured platform for their development aligned to organisational objectives.
- Management development training has continued over the last quarter with all managers within Forensic Services being involved in development training. Additionally focused support on performance management has been undertaken during September.
- The Director of Forensic Services and Senior Managers have been engaging with Police Scotland and COPFS on a fortnightly basis. This work has helped manage flow of casework and look for opportunities to improve available forensic capacity.

Business Update

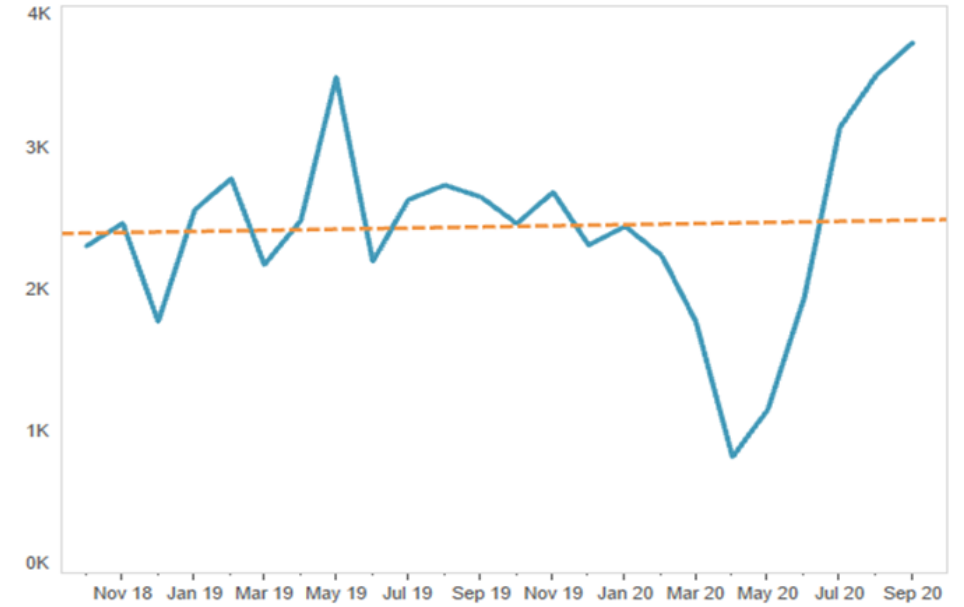
- Q2 Revenue budget is £229k overspent largely owing to staff costs being above budget - due to minimal in year staff movement. £50k has also been incurred on additional costs due to COVID related matters.
- Extreme weather in the North of Scotland during the quarter resulted in the Aberdeen laboratory being flooded. There was some damage to ceilings and instrumentation which was quickly repaired and the lab was up and running again within 4 weeks. There was no resulting impact to any casework from this flood damage.
- Transformational change led by the Forensic 2026 Team has continued in the shaping of the full business case for the new Operating Model. Business improvement projects have also progressed. The coronavirus outbreak has had some impact with projects delivery dates adjusted accordingly.

Forensic Services - Laboratory Casework

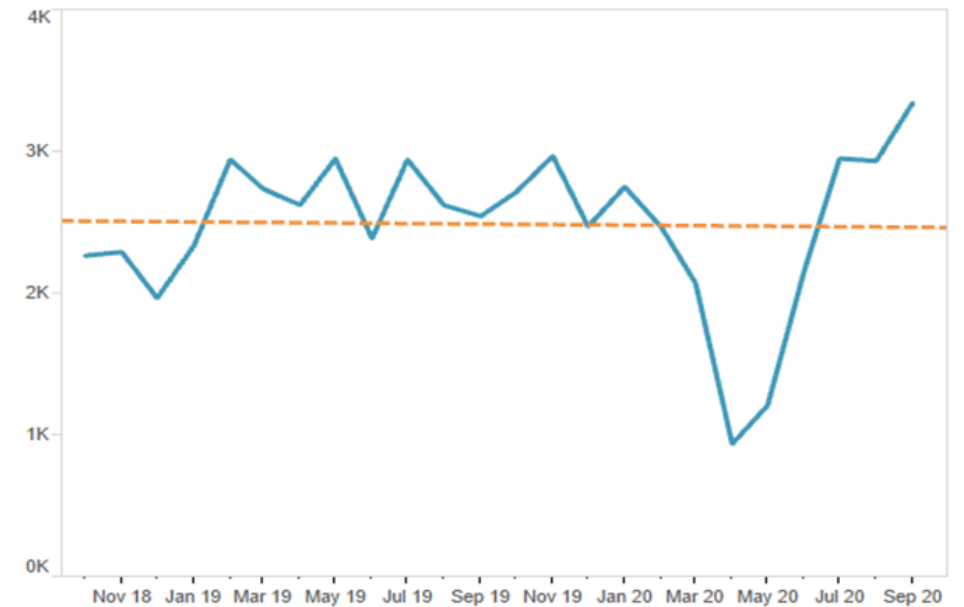
Open Cases - end Q2 20-21 with average age



Casework Demand previous 2 years

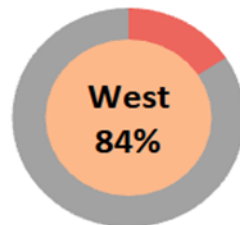
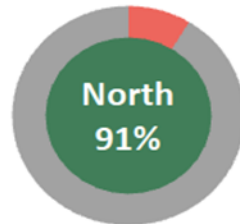
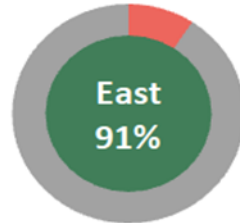


Casework Output previous 2 years

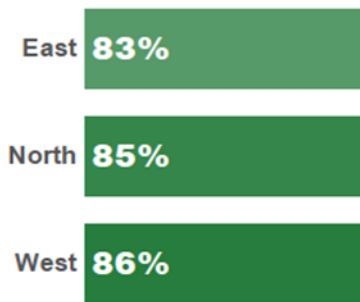


Forensic Services - Scene Examination Unit Quarterly Performance Q2 20-21

Timeliness Scenes attended within 24hrs of request
National target 90% within 24 hours



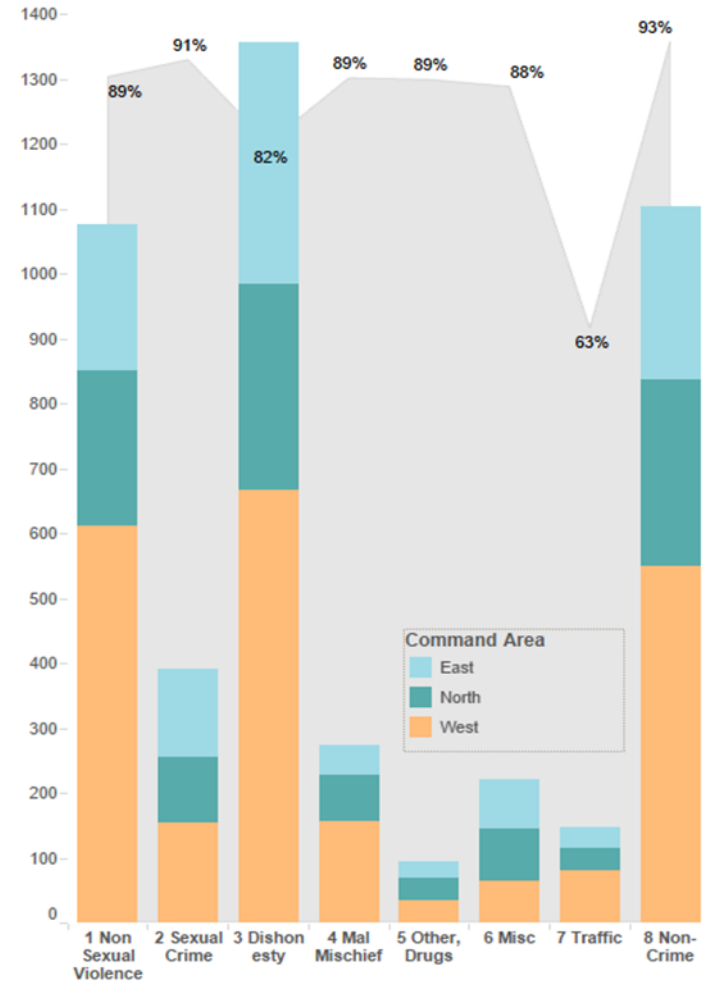
Evidence Recovery Rates
Non-Photographic scenes resulting in an item recovery



4,542 Scenes Attended This Quarter

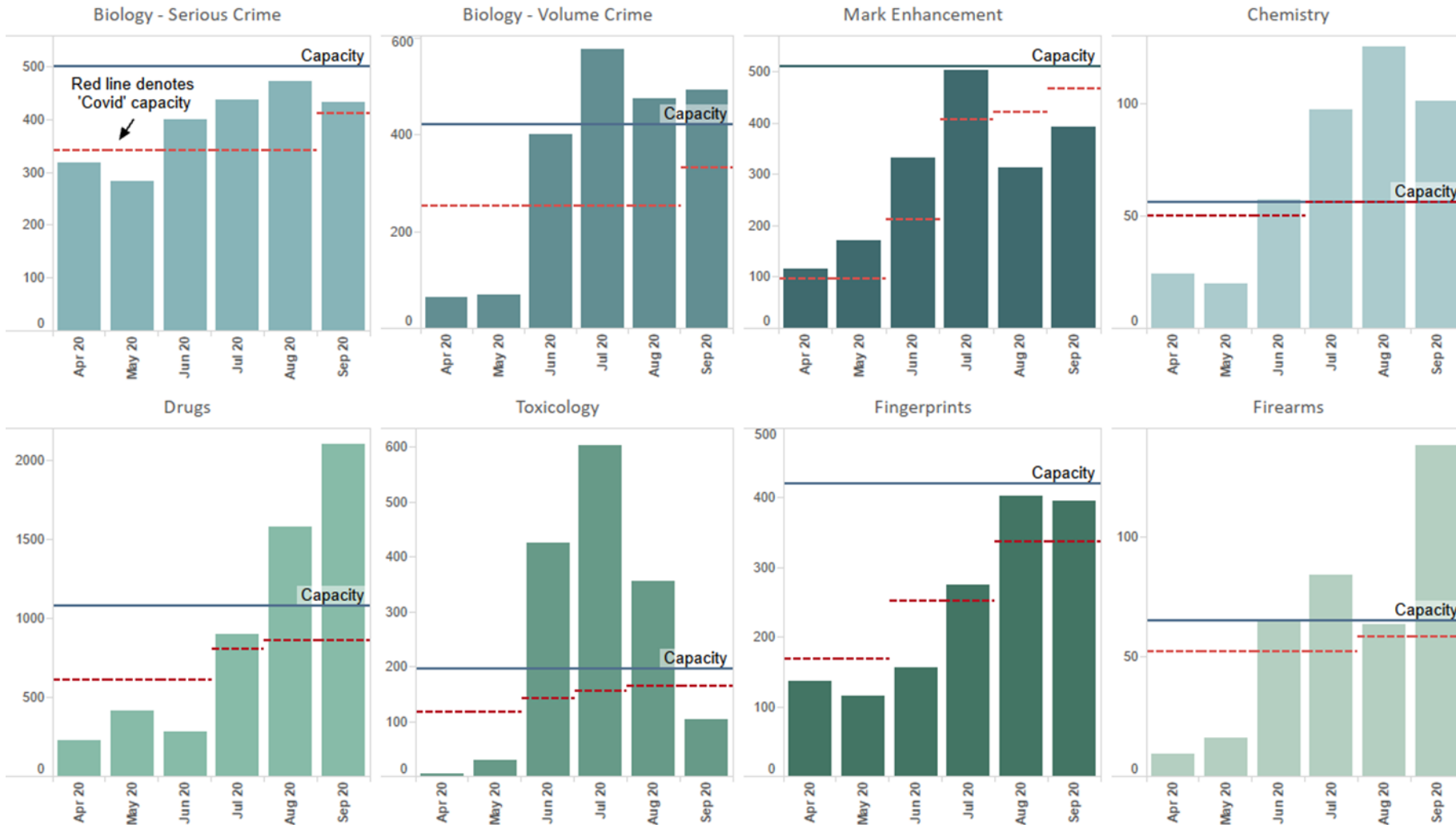
6,131 Scenes Attended Q2 previous year

Crime Group Number of Scenes Attended / % within 24hrs of request



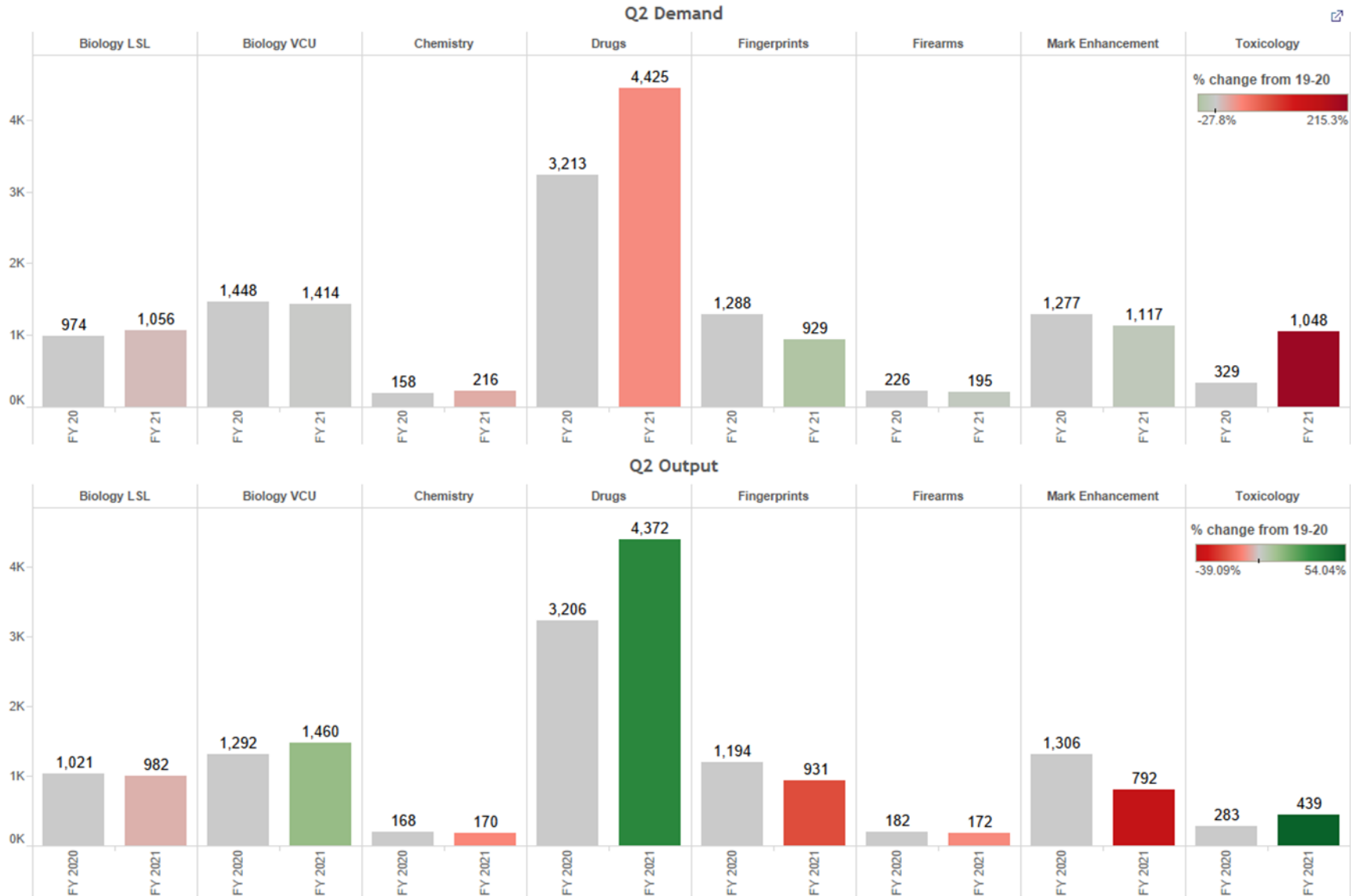
Forensic Services - Laboratory Capacity

Charts illustrate new requests for casework opened per month



Drug casework output has been significant over the last 2 months as there were an additional 7 forensic examiners seconded to the team to reduce the workload in this area. Secondments come to an end during the next quarter and casework will continue to be kept under review.

Quarter 2 2020/21 v Quarter 2, 2019/20



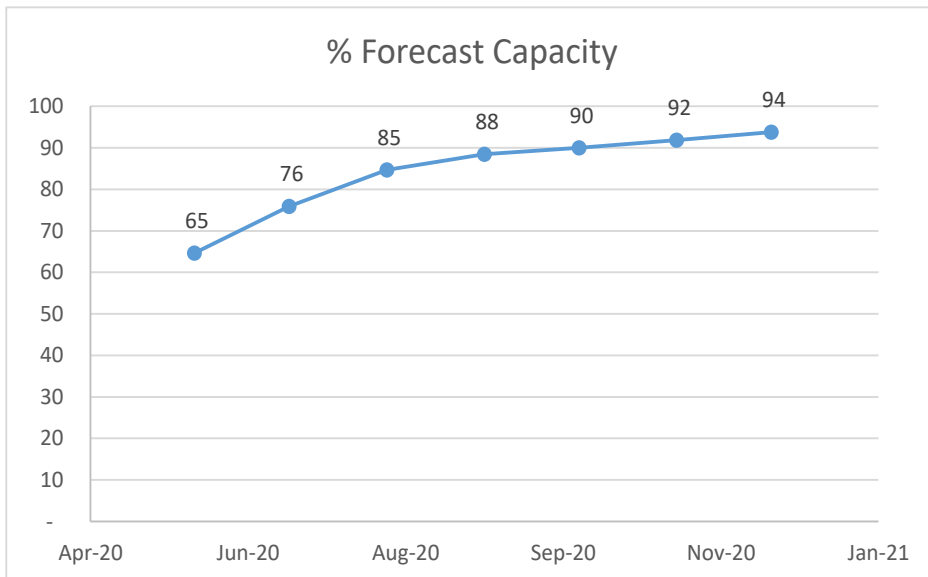
Q2 v Q2 comparison highlighting the strength of output in a COVID safe environment.

Drugs increase in demand is significant but mitigated through a significantly higher output—supported by additional staff deployed in this area.

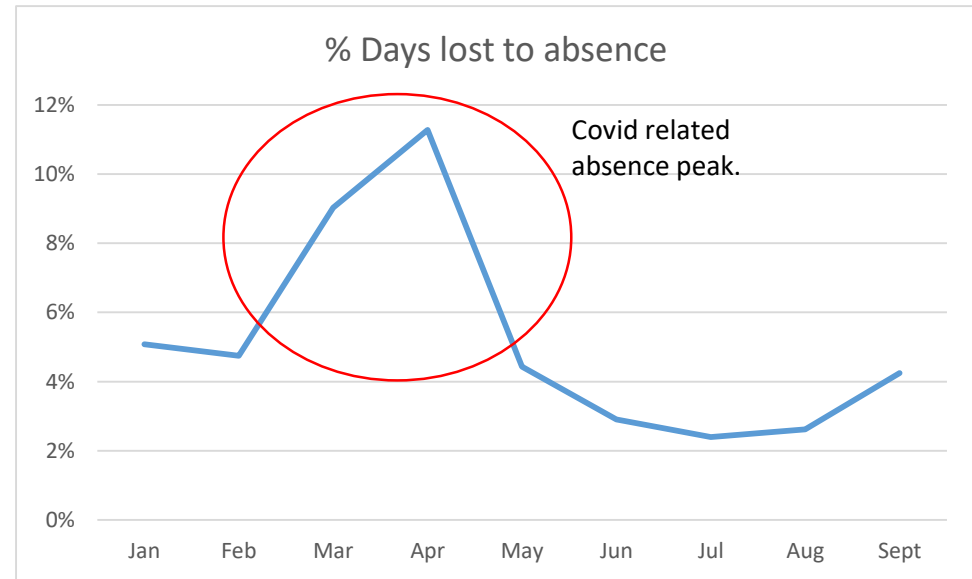
Toxicology increase is a result of the new Drug Driving legislation increasing casework in this area.

Capacity Overview—Q2 2020/21

- ⇒ There continues to be a significant amount of work dedicated to maximising capacity under the constraints of physical distancing—this is paying dividends and is moving forward positively. Full capacity however is not possible at the current time and the impact of COVID-19 will be a small reduction in overall capacity, forecast at 6%, across the organisation for the time being.
- ⇒ All operational areas have worked on the necessary reassessment of capacity. Through smarter working and working with partners there are opportunities to expand on casework volumes. These initiatives will be progressed over the remaining quarters of the year.
- ⇒ All managers are using visual management data which is updated daily.



Staff Absence Data—Q2 2020/21



- ⇒ The staff absence data illustrates clearly the impact of COVID in the earlier part of the year.
- ⇒ Staff sickness levels are now largely unaffected by COVID illness are in line with seasonal variation.
- ⇒ Staff welfare continues to be a priority for the organisation with home working assessment being carried out for all affected staff.
- ⇒ There has been adherence to the Scottish Government advice and consistency with Police Scotland safe working practices.
- ⇒ The 'new normal' is now well established and services continue to be provided to key stakeholders.

Quality Quarter 2 2020/2021

Current Accreditation

- UKAS 2020 accreditation assessment programme commenced on the 5th of October and will continue until the end of November after 69 concurrent days of assessment time.
- Substantial planning by Forensic Services has gone into the 2020 assessment programme to ensure adequate measures are in place to protect the health & wellbeing of staff and UKAS assessors.
- Adjustments to the UKAS programme have resulted in a 25% reduction in on site time thus providing capacity for compliance with physical distancing and F.A.C.T.S. guidelines.
- This year's assessments will be the first conducted to the revised 2017 version of the ISO 17025 Standard following award of accreditation in early 2020.

Digital Forensics

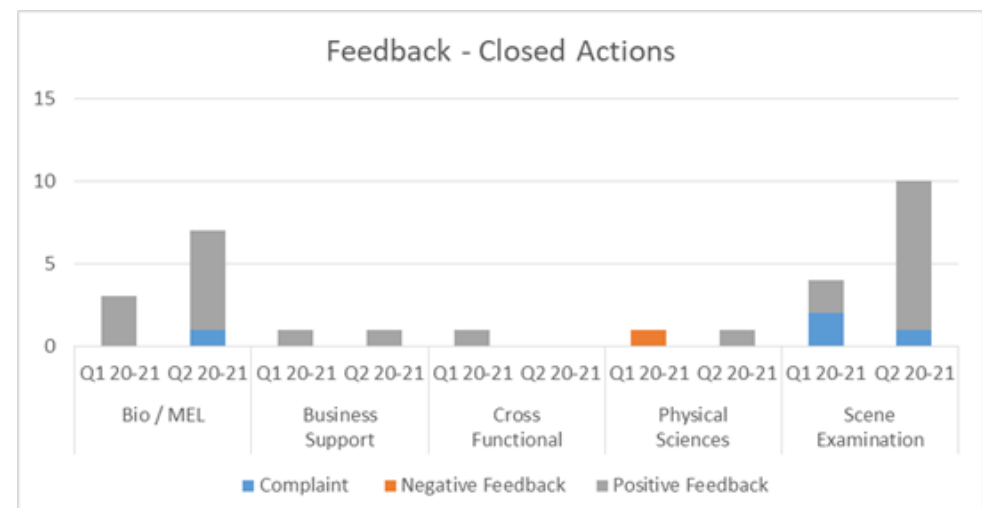
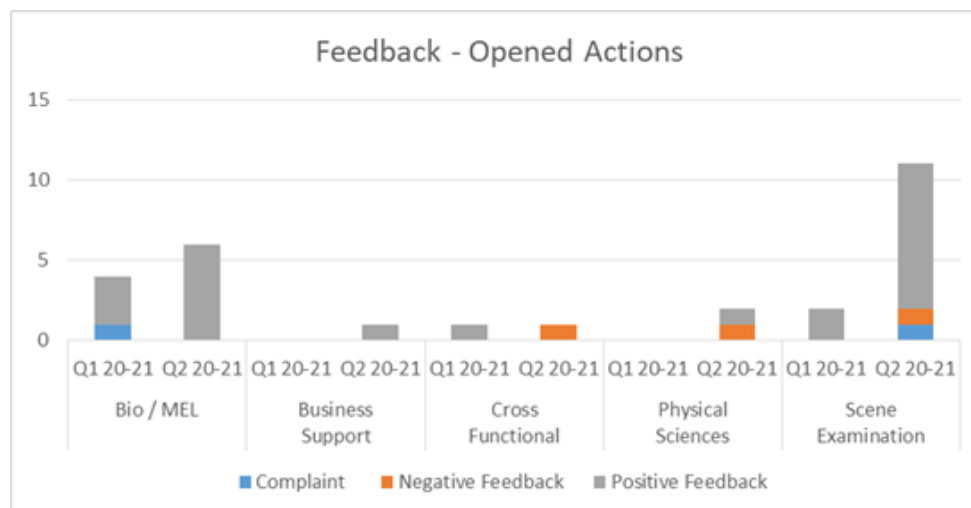
- Forensic Services are assisting in the forward planning for accreditation of this service.
- An overview of the Q-Pulse system in use in Forensic Services was provided.

Quality Reporting

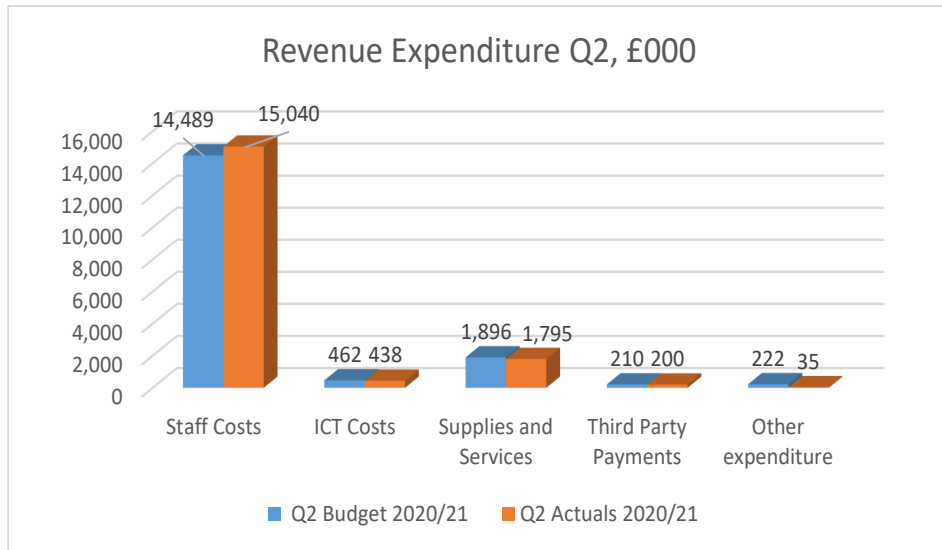
- Following a presentation to the FS committee members, Quality reporting will be developed for inclusion in this report.

Extension to Scope

- All accreditation assessments of Scene Examination to ISO 17020 were postponed as a direct result of the COVID-19 pandemic. Scope has been reduced by UKAS to only one site and is now planned for February 2021.
- Assessment dates are in high demand due to the enforced delays on all UK Police Forces. As a result, extension of ISO 17020 scope to other Forensic Services sites is now likely to occur in Autumn 2021, after initial accreditation is achieved.
- Budget authority was provided for 4 additional staff to support the ongoing needs of this standard which are included in the 2021/22 budget.



Financial Performance Q2 Revenue



Financial Performance Q2 Capital

