

# Q1 & Q2 Update



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## PIRC CHR Applications

### Applications

	No of Applications
Applications Received <sup>1</sup>	145

#### Key points:

- We have received 145 applications requesting a review up to and including 31 October 2020;
- Whilst this represents an approx. 10% decrease in comparison to the previous financial year<sup>2</sup> (2019/20), the current number of applications received YTD is consistent with the volume of applications received during the same time period 2018/19<sup>3</sup>.

### Covid-19 Related Complaints<sup>4</sup>

- We have received two applications for a CHR for complaints relative to Police Scotland's application of COVID-19 regulations

## CHR Reports

### Cases Closed - National<sup>5</sup>

No. of Cases	122
HoC Reviewed	438
Average HoC	3.6

<sup>1</sup>Figures for financial YTD

<sup>2</sup> 145 (applications received 1 April to 31 October 2020) vs 161 (received 1 April to 31 October 2019) = -9.9% increase

<sup>3</sup> 140 applications were received between 1 April and 31 October 2018

<sup>4</sup> 1 April and 31 October 2020

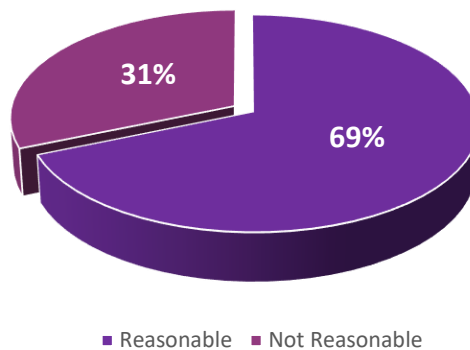
<sup>5</sup> Refers to cases for which CHR's have been issued only; not when recs/recons have been implemented. Time period 1 April to 31 October 2020 (inc)



# Outcome

## Reasonable vs Not Reasonable

### National



#### Key points:

- 69% of complaints reviewed by the PIRC have been handled by Police Scotland to a reasonable standard<sup>6</sup>;
- We continue to observe gradual yet significant improvement this year in the overall quality of police complaint handling - the national % of complaints reasonably handled for 2019/20 was 56%<sup>7</sup>
- The proportion of reasonably handled complaints YTD is at the highest it has ever been. This is reflective of the improved collaborative engagement and joint approach between PIRC and PS, primarily facilitated by the National Complaint Handling Development Group (NCHDG)

<sup>6</sup> Cases closed between 1 April and 31 October 2020 (inc)

<sup>7</sup> %Reasonably Handled complaints as of 31 October 2019.

## CHR Disposal<sup>8</sup> - National (YTD)

	2020/21	2019/20 <sup>9</sup>	% Change
Reconsideration Direction – Supervised	0	0	-
Reconsideration Direction - Unsupervised	10	31	-67.7%
Recommendations	128	198	-35.4%
Learning Points	26	51	-49.0%

### Key points:

- The increase in the overall proportion of reasonably handled complaints is directly linked to the reduction in the number of reconsideration directions, recommendations, and learning points issued during the current reporting period;
- Reconsideration Directions are reserved for cases where serious shortcomings or concerns have been identified. Reconsideration Directions currently account for approximately 7% of all complaints that have not been reasonably handled<sup>10</sup>;
- Implementation rates relative to CHR outcomes made YTD have been affected by the COVID-19 crisis; however, PIRC has monthly meetings with PSD regions in order to ensure that CHR outcomes are satisfactorily implemented.
- Implementation Rates<sup>11</sup>:
  - Reconsideration Direction – Unsupervised 20%
  - Recommendations 29.7%
  - Recommendations Rejected 0.7%
  - Learning Points 35%

<sup>8</sup> CHR's that have been issued 1 April to 31 October 2020

<sup>9</sup> 1 April 2019 to 31 October 2019 (inc)

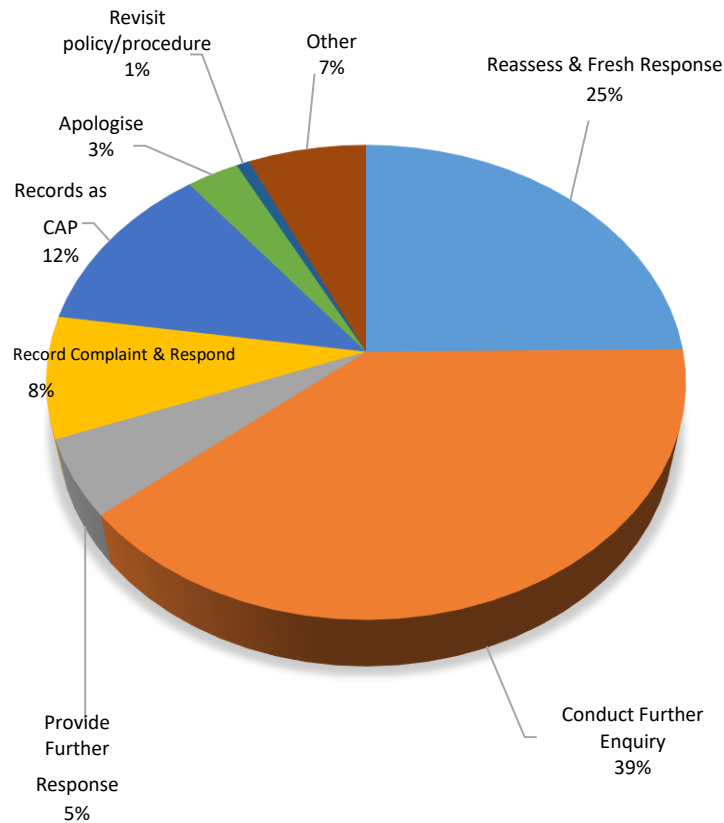
<sup>10</sup> Of 137 individual heads of complaint that have not been reasonably handled, 10 resulted in an unsupervised Reconsideration Direction being issued. This equates to 7.3%

<sup>11</sup> Based on CHR's that have been issued between 1 April and 31 October 2020. Cognisance has to be given to fact that Police Scotland/SPA are afforded 56 days in which to implement outcomes arising from CHR's.



## Recommendations Made - 2020/21<sup>12</sup>

### Police Scotland



#### Key points:

- 39% of the recommendations issued to Police Scotland YTD relate to an insufficient complaint enquiry having been carried out;
- 25% of the recommendations arise from the quality of the final response letters that were sent by Police Scotland to complainers; and
- 20% of the recommendations relates to the recording of individual complaints by Police Scotland.

<sup>12</sup> Case closed 1 April to 31 October 2020 (inc)