

# Q4 & Year End Update



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## PIRC CHR Applications

### Applications<sup>1</sup>

	No of Applications
Applications Received – Q4 <sup>2</sup>	66
Applications Received – 2020/21 <sup>3</sup>	270 (279)

#### Key points:

- We received 270 applications requesting a complaint handling review during 2020/21;
- Whilst this represents an approx. 3%, decrease in comparison to the previous financial year<sup>4</sup> (2019/20), the number of applications received during 2020/21 represents an increase of approx. 5% in comparison to the number of applications received during 2018/19<sup>5</sup>.

## Timescales

#### Initial Case-Papers:

- We give Police Scotland 14 days to provide us with the case papers;
- Of the 219 sets of case papers received – the average timescale is **13.8 days**;
- **Police Scotland met the 14 day timescale in 72% of all paper requests**;
- For cases when Police Scotland were unable to provide the case papers within 14 days, the average wait is **32.2 days**;
- There have been 2 cases this year where the initial wait for case papers was in excess of 100 days, and one case in which this exceeded 150 days.

#### Information Requests during Review:

- For CHRs that were concluded in 2020/21, the average time spent waiting for information while the review was ongoing was **40.8 days**;
- In 25 cases, the time spent waiting on information from Police Scotland to enable the review to proceed was in excess of 50 days or more;
- For those cases for which the review was effectively 'paused' for more than 50 days, the average wait for information was 91 days;
- There were three cases in which we waited for more than 100 days for information from Police Scotland, and 2 cases whereby we waited in excess of 200 days for the information.

<sup>1</sup> Figures contained in brackets represent the number of applications received for the same time-period 2019/20.

<sup>2</sup> 1 January 2021 to 31 March 2021 (inclusive)

<sup>3</sup> Figures for financial year 1 April 2020 to 31 March 2021

<sup>4</sup> 270 (applications received 1 April to 31 March 2021) vs 279 (received 1 April to 31 March 2020) = -3.2% decrease

<sup>5</sup> 259 applications were received between 1 April and 31 March 2019



On average, the time spent waiting on information for each application we progress is currently as follows:

- Initial receipt of papers: 13.8 days
- Information awaited during review: 40.8 days
- Total time: **54.6 days or 1.8 months**

## CHR Reports

### Cases Closed - National<sup>6</sup>

	Q4	2020/21	2019/20
No. of Cases	70	230	238
HoC Reviewed	291	879	839
Average HoC	4.2	3.8	3.5

#### Key point:

- Whilst there has been a slight decrease (approx. -3%) in the number of CHR's concluded for Police Scotland by the PIRC, the number of heads of complaint reviewed increased by approximately 5% in 2020/21 in comparison to 2019/20.

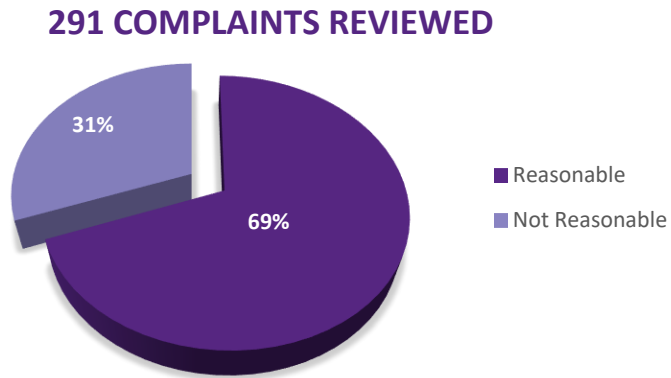
<sup>6</sup> Refers to cases for which CHR's have been issued and not when recs/recons have been implemented during time-period 1 April to 31 March 2021 (inc). Figures only relate to CHR's for Police Scotland (total number of CHR's issued by PIRC in 2020/21 is 233 – this includes 2 x CHR's for SPA and 1 x CHR for MoDP). Similarly, for 2019/20, figures only relate to CHR's issued for Police Scotland and does not include 4 CHR's that were issued for SPA, BTP, and MoDP.



# Outcome

## Reasonable vs Not Reasonable

### National – Q4



### National – 2020/21



Key points:

- 71% of complaints reviewed by the PIRC have been handled by Police Scotland to a reasonable standard<sup>7</sup>;
- The figure peaked in August 2020, whereby nationally, 82% of the complaints reviewed were handled to a reasonable standard, and was at its lowest in July 2020, whereby nationally, 48% of complaints reviewed were reasonably handled;
- 2020/21 Regional Breakdown:
  - PSD East – 79% REA
  - PSD North – 75% REA
  - PSD West – 66% REA

<sup>7</sup> Cases closed between 1 April and 31 March 2021.



- We continue to observe gradual yet noticeable improvement this year in the overall quality of police complaint handling - the national % of complaints reasonably handled for 2019/20 was 62%<sup>8</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)

## CHR Disposal<sup>9</sup> - National (YTD)

	2020/21	2019/20 <sup>10</sup>	% Change
Reconsideration Direction – Supervised	0	0	-
Reconsideration Direction - Unsupervised	17	71	-76.2%
Recommendations	270	286	-5.6%
Learning Points	51	71	-28.2%

### 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 10% of all complaints that have not been reasonably handled<sup>11</sup>;
- Police Scotland should implement all CHR outcomes made by PIRC within 56 days of the CHR being issued. 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 - All<sup>12</sup>:
  - Reconsideration Direction – Unsupervised 35%
  - Recommendations 63%
  - Recommendations Rejected 1.1%
  - Learning Points 69%

<sup>8</sup> % Reasonably Handled complaints as of 31 March 2021.

<sup>9</sup> CHR's that have been issued 1 April to 31 March 2021

<sup>10</sup> 1 April 2019 to 31 March 2020 (inc)

<sup>11</sup> Of 165 individual heads of complaint that have not been reasonably handled, 17 resulted in an unsupervised Reconsideration Direction being issued. This equates 10.3%

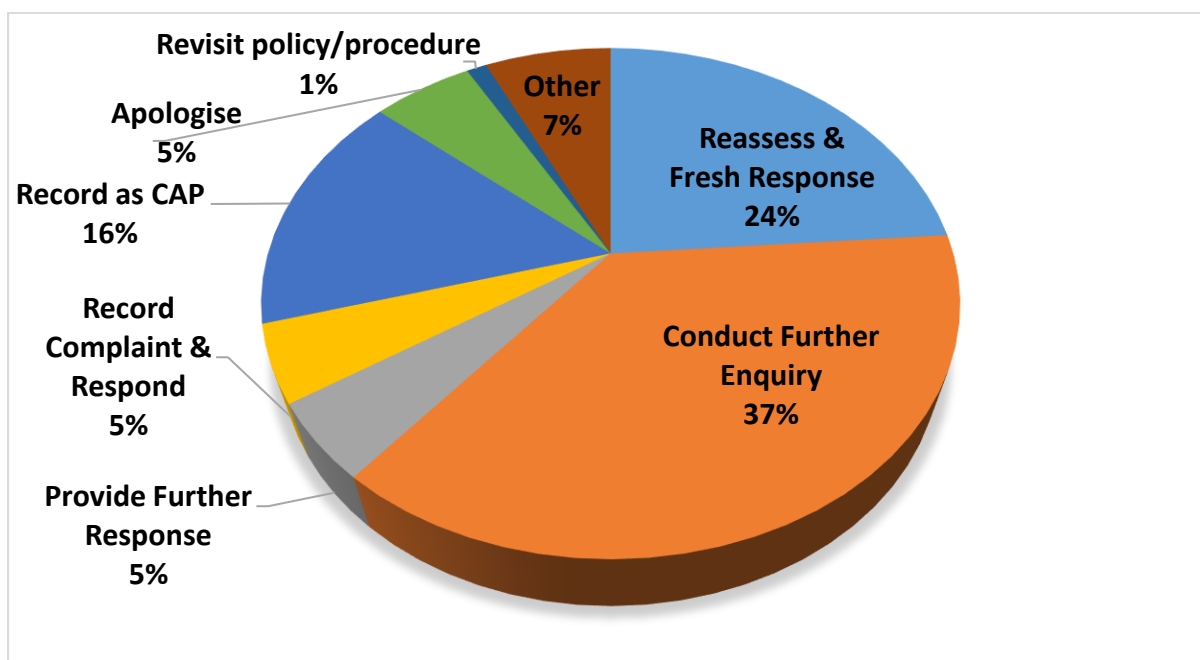
<sup>12</sup> Based on CHR's that have been issued between 1 April and 31 March 2021. Cognisance has to be given to fact that Police Scotland/SPA are afforded 56 days in which to implement outcomes arising from CHR's.



- Outcomes implemented within 56 days<sup>13</sup>:
  - Reconsideration Direction – unsupervised 0%
  - Recommendations 41%
  - Learning Points 29%

## Recommendations Made - 2020/21<sup>14</sup>

### Police Scotland



#### Key points:

- 37% of the recommendations issued to Police Scotland YTD relate to an insufficient complaint enquiry having been carried out;
- 34% of the recommendations arise from the quality of the final response letters that were sent by Police Scotland to complainers; and
- 21% of the recommendations relates to the recording of individual complaints by Police Scotland;
- There has been an increase proportion of recommendations to Police Scotland asking that they provide an apology to the complainer. For the current YTD, an apology accounts for 5% of all recommendations; however, for 2019/20, approximately 1% of all recommendations made related to an apology.

<sup>13</sup> Figure relates to cases whereby recon direction/recommendation/LP has been implemented within the 56-day timescale that has been set by PIRC. No reconsideration directions were implemented within 56 days; of the 169 recommendations that have been implemented 69 were implemented within 56 days; and of the 35 LPs that have been implemented, 10 were done so within 56 days.

<sup>14</sup> Case closed 1 April to 31 March 2021



## Recommendations – Type & Year

