

<b>Meeting</b>	<b>Complaints &amp; Conduct Committee</b>
<b>Date</b>	<b>18 November 2020</b>
<b>Location</b>	<b>Video Conference</b>
<b>Title of Paper</b>	<b>Independent Review of Complaints Handling, Investigations and Misconduct Issues in Relation to Policing - Police Scotland Update</b>
<b>Presented By</b>	<b>ACC Alan Speirs, Professionalism and Assurance</b>
<b>Recommendation to Members</b>	<b>For Discussion</b>
<b>Appendix Attached</b>	<b>No</b>

**PURPOSE**

To provide Members of the Complaints and Conduct Committee with an update on progress of the recommendations outlined in the Independent Review of Complaint Handling, Interim Report produced by Dame Elish Angiolini.

Members are invited to discuss the contents of this paper.

## 1. BACKGROUND

- 1.1 In June 2018, the then Cabinet Secretary for Justice, and the Lord Advocate invited Rt. Hon. Dame Elish Angiolini DBE QC to conduct an independent review on complaints against the police in Scotland.
- 1.2 The Interim Report, published in June 2019, and the full report; will be published on 11<sup>th</sup> November 2020. The final report will seek to address practice, policy, procedure, legislation and regulations relative to the entire Complaint Handling Process.
- 1.3 Police Scotland are committed to collaborative working with partners to deliver recommendations contained within the reports.

## 2. Progress Update

- 2.1 Police Scotland remains in a good place with the 12 police recommendations published in the interim report and maintain regular contact with the Dame Elish Review Team, providing ongoing updates and information as requested.

The National Complaint Handling Work Group continues to meet and engage regularly, which is critical to success of the complaint handling process.

Focused collaborative pieces of work include:

- Reviewing and finalising the PIRC Statutory Complaint Handling Guidance
- Reviewing and finalising Complaints Against the Police (CAP) SOP
- Coordinated approach to statistical collation, interpretation and dissemination
- Progression of joint training delivery and resources.

Recommendation 5 of the interim report, outlines:

“Frontline resolution of complaints should be subject to close and regular monitoring through regular, meaningful internal and external audits and monitoring of decision making”

In response to the above recommendation, The Complaint Handling Review Working Group continues to progress the Frontline Resolution (FLR) improvement project in order to finalise a

streamlined, clear, trusted and complainer focussed process, which will broaden the opportunities for FLR to be utilised.

An audit methodology is being finalised which will provide further assurance that processes are being followed not only in PSD but across all divisions and departments. This type of audit and data sampling will allow for further interrogation of emerging themes / concerns to mitigate risk, localise knowledge gaps, identify development areas and evidence improvement the quality of service provided to members of the public.

Police Scotland look forward to receiving the final report and remains committed to providing a quality of service to the public, of which we can all be proud.

### **3. FINANCIAL IMPLICATIONS**

3.1 There are no financial implications as a consequence of this report.

### **4. PERSONNEL IMPLICATIONS**

4.1 There are no personnel implications as a consequence of this report.

### **5. LEGAL IMPLICATIONS**

5.1 There are no legal implications as a consequence of this report.

### **6. REPUTATIONAL IMPLICATIONS**

6.1 There are no reputational implications as a consequence of this report.

### **7. SOCIAL IMPLICATIONS**

7.1 There are no social implications as a consequence of this report.

### **8. COMMUNITY IMPACT**

8.1 There are no community impact implications as a consequence of this report.

### **9. EQUALITIES IMPLICATIONS**

9.1 There are no equality implications as a consequence of this report.

## **10. ENVIRONMENT IMPLICATIONS**

10.1 There are no environment implications as a consequence of this report.

### **RECOMMENDATIONS**

Members are invited to discuss the content of this paper.