

Meeting	Forensic Services Committee
Date	3 February 2021
Location	MS Teams
Title of Paper	Forensic Services Performance Report – Q3
Presented By	Tom Nelson
Recommendation to Members	For consultation
Appendix Attached	Business Performance Report Q3

PURPOSE

To present Forensic Services Performance Report, Q3 2020/21 for Committee consideration.

This paper is presented in line with;

- The Scottish Police Authority Corporate Governance Framework

This paper is for consultation.

1. BACKGROUND

- 1.1 The Forensic Services Business Performance Report is presented for Q3 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:
 - Progress updates on Forensic Service commitments laid out in the annual business plan
 - 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 note the content of the Q3, 2020/21 Performance Report.

Scottish Police Authority

Forensic Services

Performance Report

Quarter 3 2020/21

*For presentation to the SPA
Forensic Services Committee*

3 February 2021

Executive Summary Quarter 3, 2020/21

Performance

- Forensic Services have now established physical distancing arrangements increasing capacity although available capacity will slightly below 100% for the foreseeable future.
- Demand for services continues to see an upward trend. While demand is high output is also high as demonstrated in the stability of casework ageing. Biology has seen a growth in casework over the last quarter while drugs casework has progressed positively as a direct result of additional staff working in this area.
- The Performance Board is actively monitoring casework across the organisation 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.

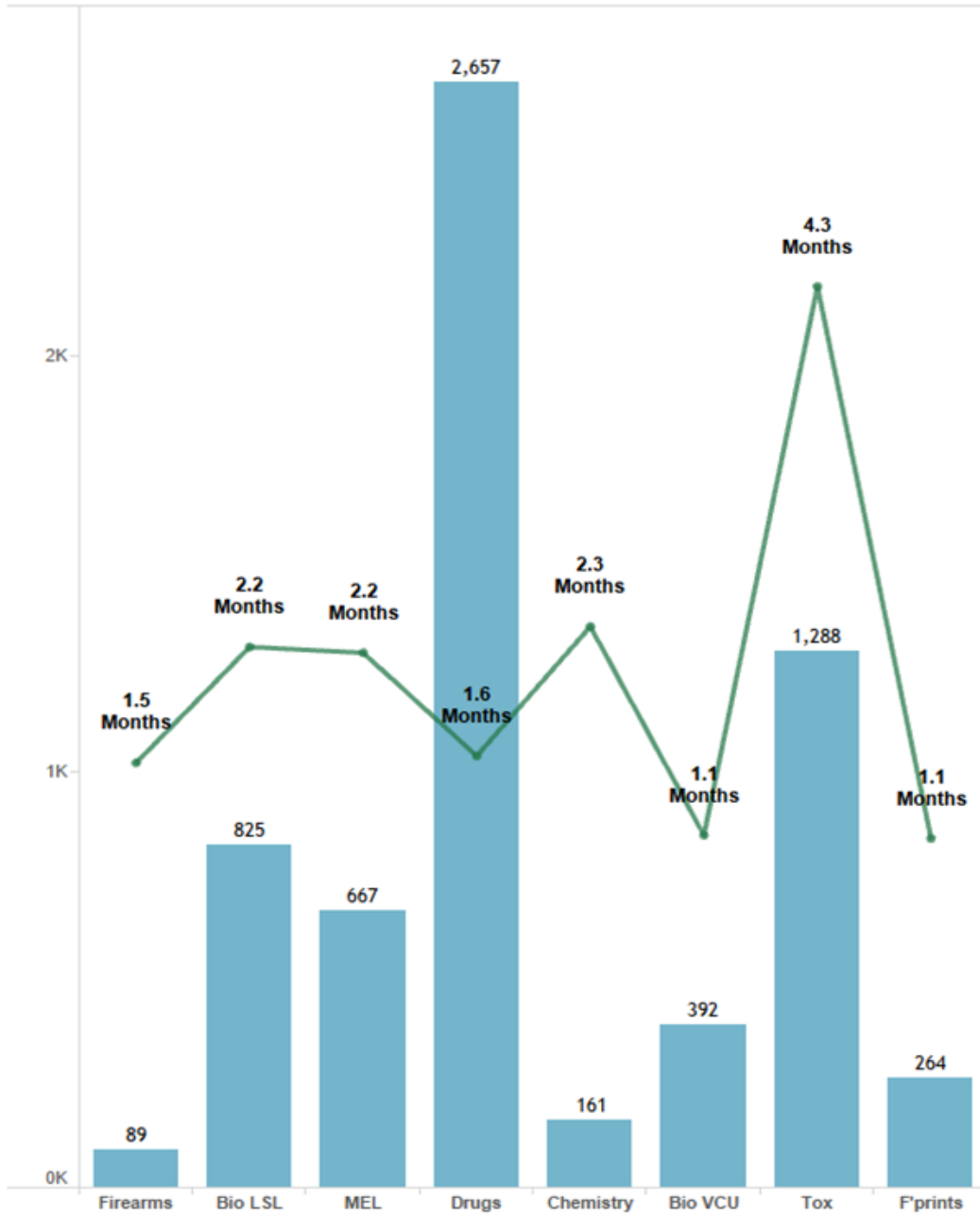
Engagement

- Staff engagement 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 continued.
- 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.

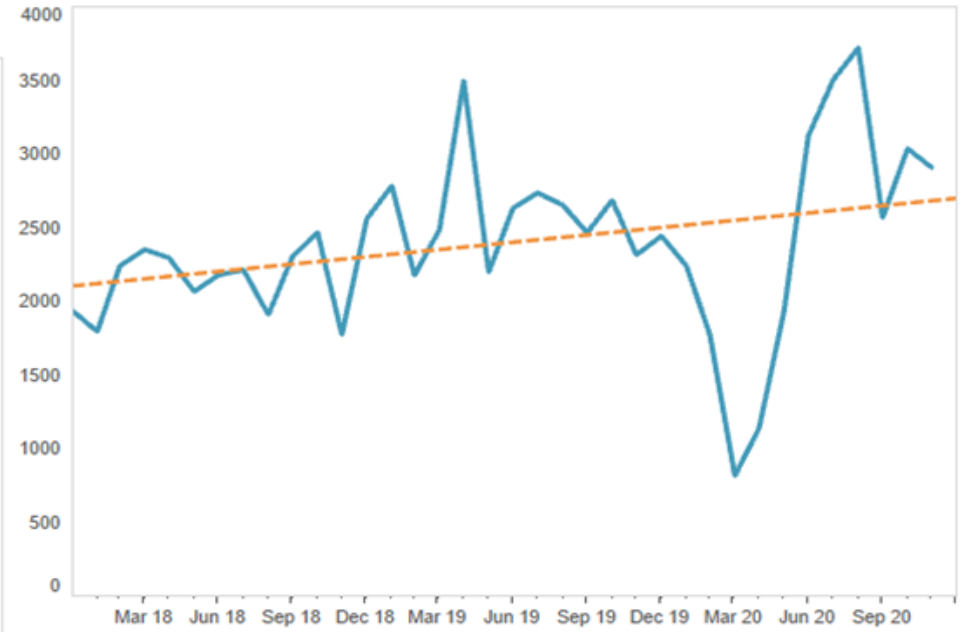
Business Update

- Q3 Revenue budget is £554k overspent largely owing to staff costs being above budget - due to minimal in year staff movement. £75k has also been incurred on additional costs due to COVID related matters.
- Levels of crime which Forensic Services provide response to has continued to increase over the last quarter. Biology particularly has seen further increased demand for services which is being carefully managed.
- Transformational change led by the Forensic 2026 Team has continued with the completion of the full business case for the new Operating Model.
- Refurbishment of the Toxicology Laboratory was completed during the quarter. All services are now up and running again with no adverse impact to overall service provision during this period.

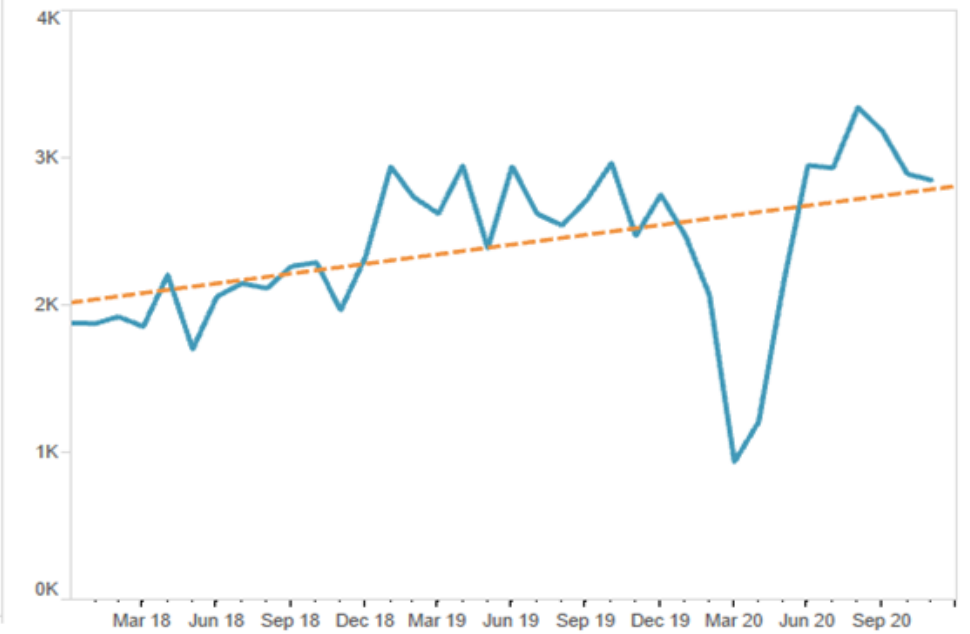
Forensic Services - Laboratory Casework Open Cases - end Q3 20-21 with average age



Casework Demand previous 2 years



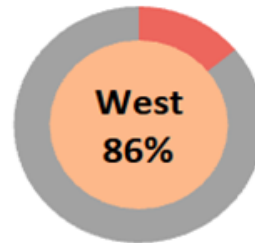
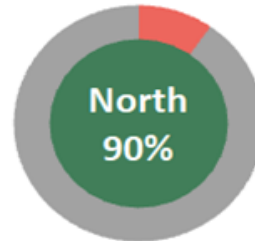
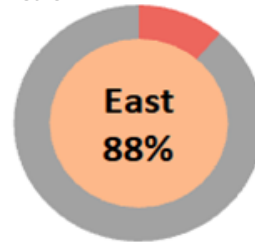
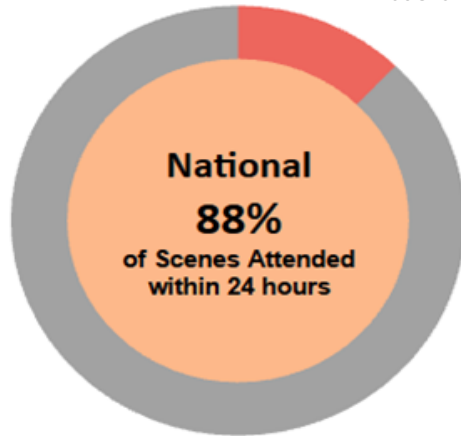
Casework Output previous 2 years



Forensic Services - Scene Examination Unit Quarterly Performance Q3 20-21

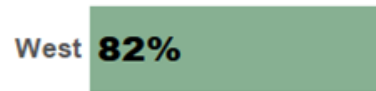
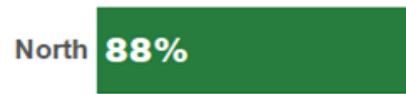
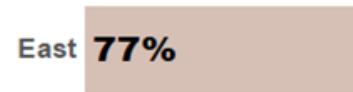
Timeliness Scenes attended within 24hrs of request

National target 90% within 24 hours



Evidence Recovery Rates

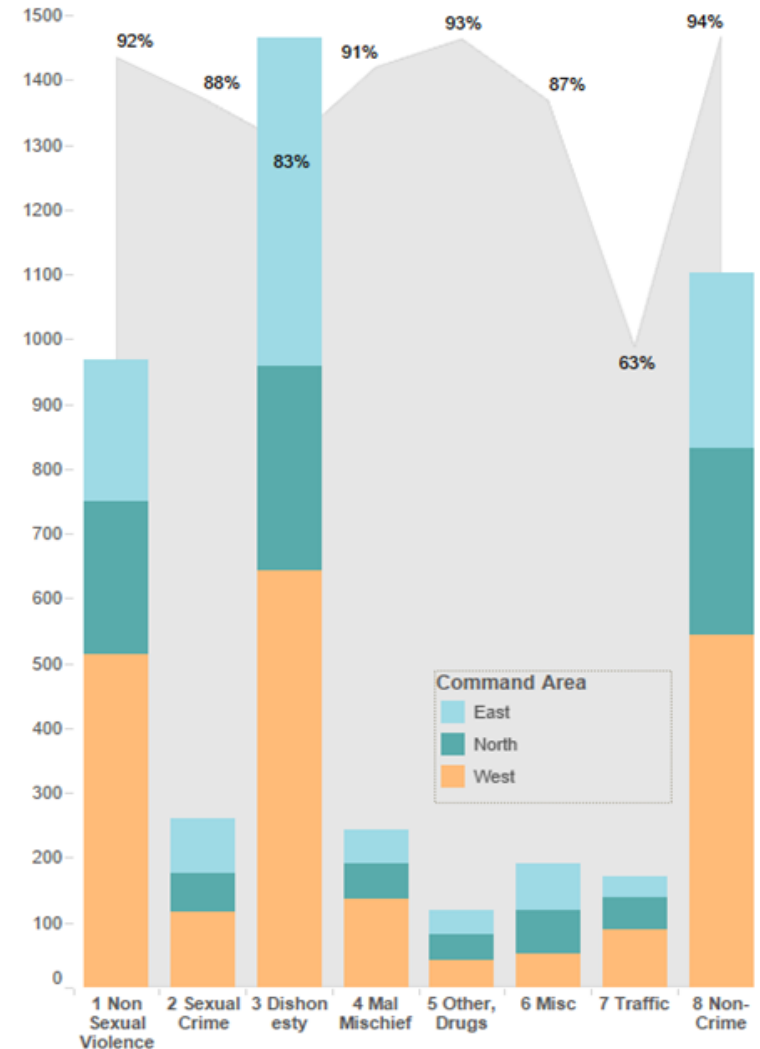
Non-Photographic scenes resulting in
an item recovery



4,421 Scenes Attended This Quarter

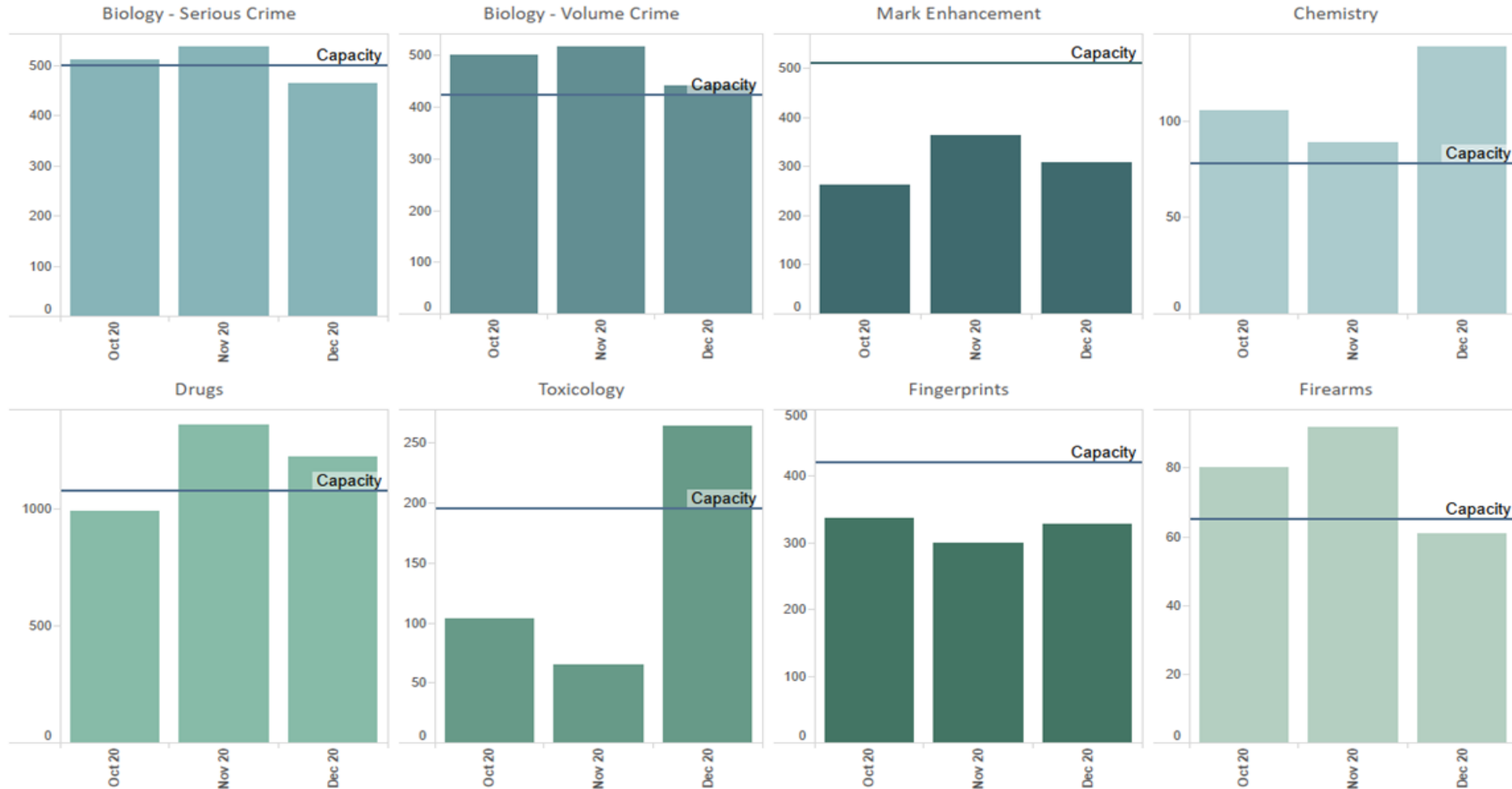
5,960 Scenes Attended Q3 previous year

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



Forensic Services - Laboratory Capacity

Charts illustrate new requests for casework opened per month

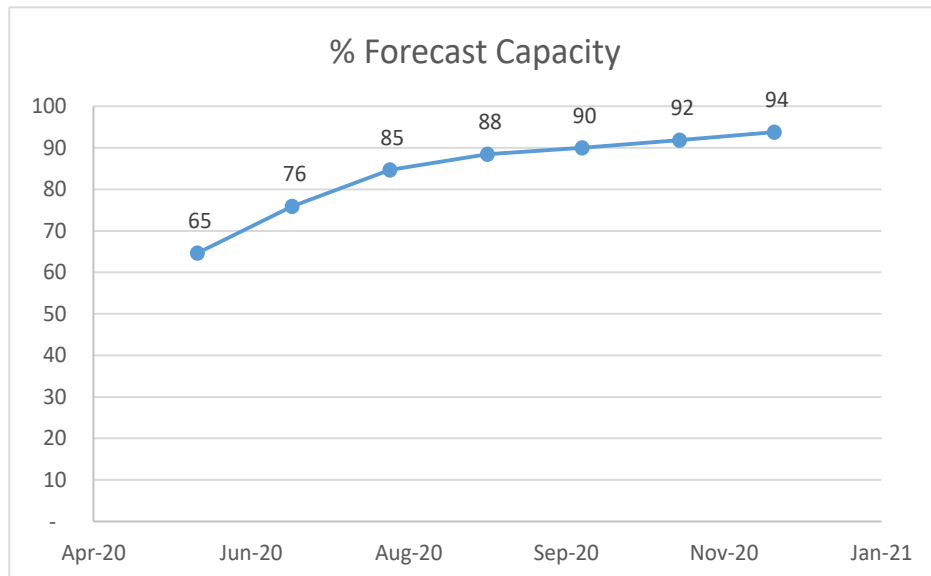


Drug casework output has been significant over the last quarter, additional forensic examiners were seconded to the team to reduce the workload in this area. Secondments end in January 2021.

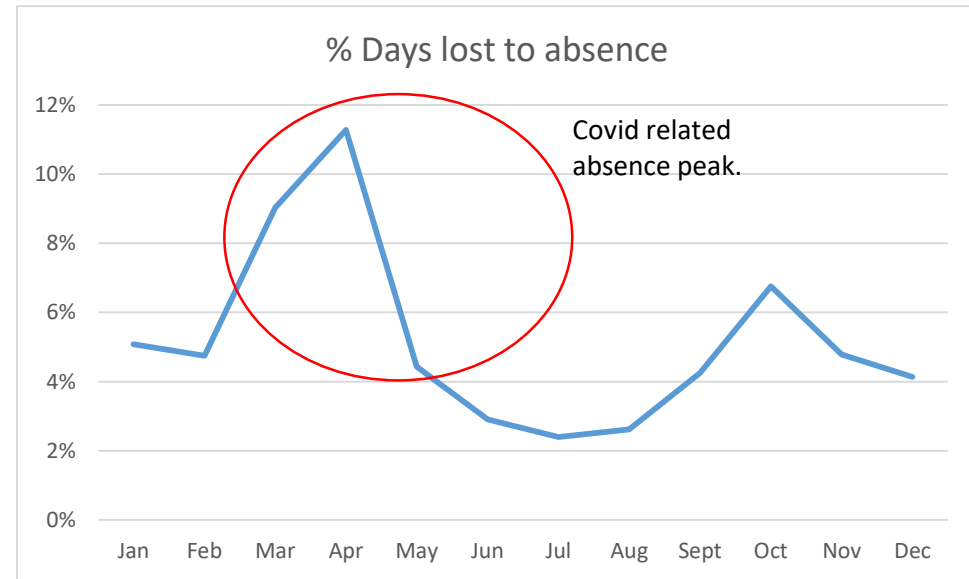
Capacity Review - all areas are reassessing available capacity over the coming quarter to represent new normal working conditions. There are expected to be some changes although no significant shift in the details presented above.

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—Q3 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 3, 2020/2021

Current Accreditation

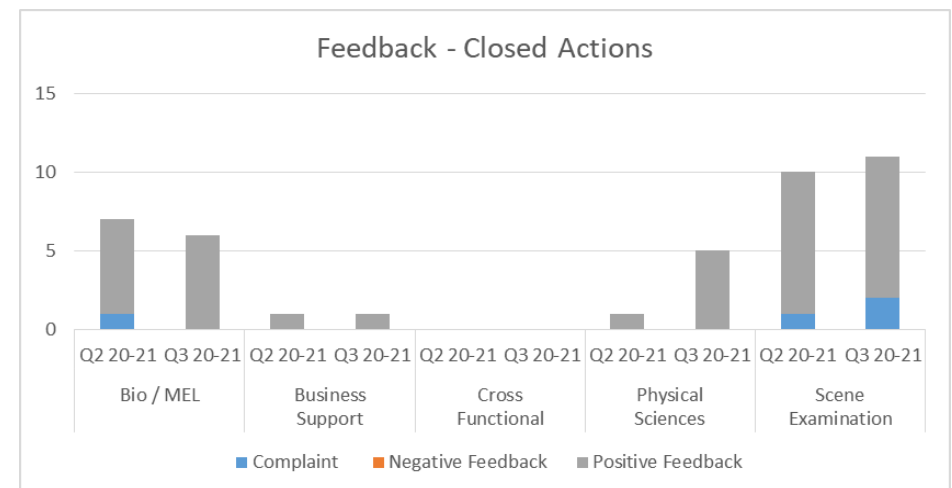
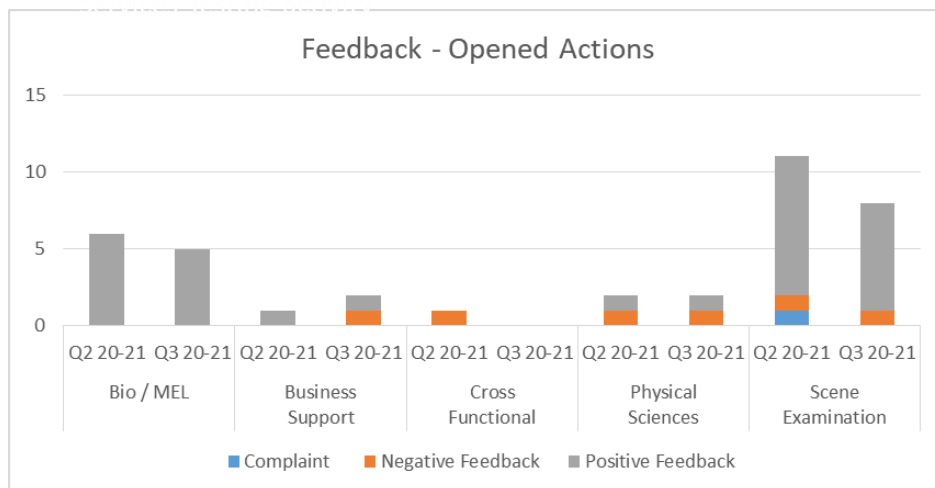
- UKAS 2020 accreditation assessment programme commenced on the 5th of October and continued through to early December 2020.
- Due to UKAS assessor COVID-19 self-isolation, 5 days of the 69 concurrent days of assessment time have been carried into 2021. This has meant that the assessment of the Forensic Services Firearms section will be completed w/c 01 Feb 2021.
- Evidence of action taken to address the findings raised during this UKAS assessment period were sent to UKAS on the 15th of January 2021 in line with the agreed timetable.
- Formal notice of maintenance of accreditation to ISO 17025: 2017 is expected to be received from UKAS in March / April 2021.

Digital Forensics

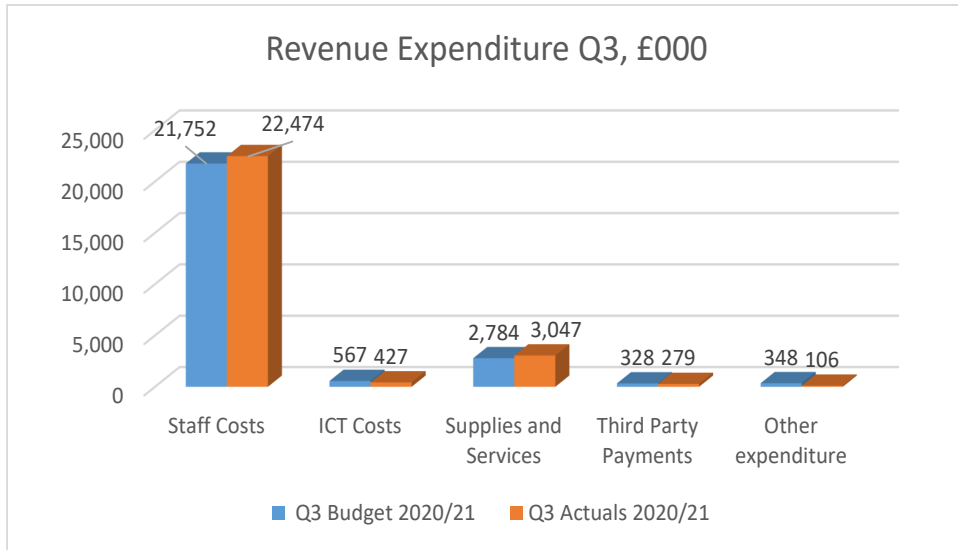
- Forensic Services are assisting in the forward planning for accreditation of this Police Scotland service.
- An overview of the Q-Pulse system in use in Forensic Services was provided.
- Assistance has been provided in the form of review of draft project documents and associated job descriptions.

Extension to Scope

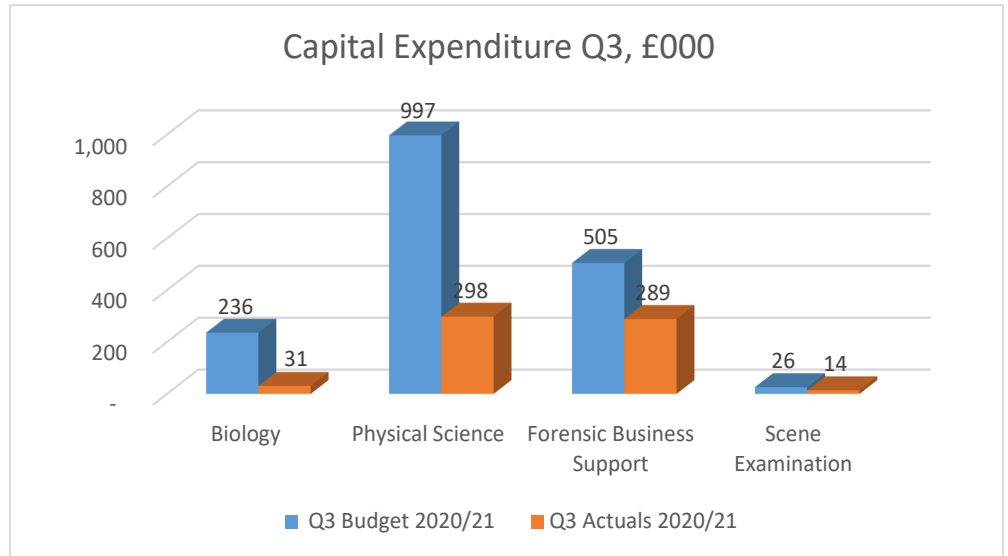
- All accreditation assessments of Scene Examination to ISO 17020 have been further postponed by UKAS as a direct result of the COVID-19 pandemic.
- As a result of these enforced delays and high demand from all UK police forces, extension of ISO 17020 scope to other Forensic Services sites, after initial accreditation is achieved, is now unlikely to be possible in 2021.
- Budget authority was provided for 4 additional staff to support the ongoing needs of this standard which are included in the 2021/22 budget.



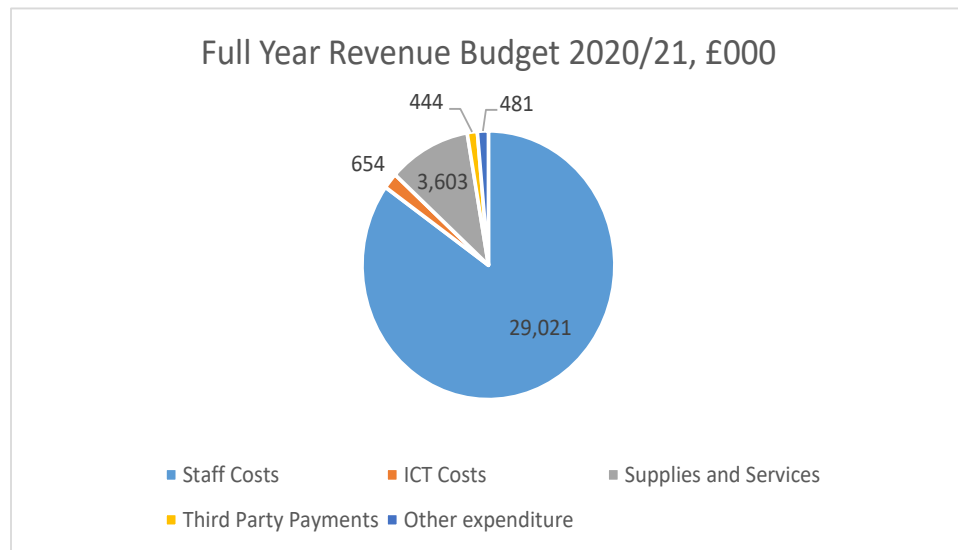
Financial Performance Q3 Revenue



Financial Performance Q3 Capital



Full Year Revenue Budget 2020/21, £000



Full Year Capital Budget 2020/21, £000

