



# HM Inspectorate of Constabulary in Scotland

## Improving Policing across Scotland

21 July 2014

PRESS RELEASE - **FOR IMMEDIATE PUBLICATION**

### HMICS Publish Review of Legacy Inspection Recommendations

HM Inspector of Constabulary in Scotland recommends that Police Scotland clarify the service the public can expect to receive when they call the police in a non-emergency situation.

Police Scotland should create and publish details of the service the public can expect to receive when they contact the police about a non-urgent matter, HMICS has said today (Monday, 21 July, 2014).

In addition clear guidance should be given to those working in Police call centres about the level and quality of service they should provide to the public. Police Scotland should also develop and publish performance information on how these service standards are being met.

The Review of Legacy Inspection Recommendations is issued today (Monday, 21 July 2014) by HMICS. The review assessed whether the single police service has implemented historical recommendations made in HMICS thematic inspection reports dating back to 2008.

In its findings published today, HMICS notes that all activity stemming from the previous reports has either been implemented or is being taken forward effectively by Police Scotland. Of the nine historical recommendations, inherited by the new police service in April last year and covered by this review, only one, relating to call handling, has been refreshed for further action.

HM Inspector of Constabulary in Scotland Derek Penman said: "We welcome the progress made by Police Scotland in taking forward the recommendations identified from our previous inspections. This shows a real commitment to continuous improvement".

“However, given the major changes to call handling arrangements across Scotland and the rationalisation of Police control rooms; we believe that information on the level of service that the public can expect to receive in relation to call handling should be developed by Police Scotland and made available publicly”.

“We recommend that Police Scotland create and publish details of the service that members of the public can expect to receive when they call the police. This should be supported by clear internal guidance which focuses on quality of service. Police Scotland should also develop and publish performance information on how these standards are being met”.

Mr Penman added: “The service standards should contain enough detail for the public to understand what Police Scotland can and cannot do in various circumstances”.

“We believe these steps will assist in managing public expectation, maintaining public confidence and will provide opportunities for the scrutiny of the new call handling arrangements for the 3.5 million calls these centres receive annually”.

**Ends**

## **NOTES TO EDITORS**

The HMICS Review of Legacy Inspection Recommendations 2014 is available to download at the HMICS website [www.hmics.org](http://www.hmics.org)

To arrange an interview with HM Inspector of Constabulary in Scotland, Mr Derek Penman QPM, or to request a photograph, please contact:

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## **KEY FINDINGS**

- Prior to the creation of Police Scotland on 1 April 2013 there were 33 legacy recommendations and one suggestion that remained outstanding from the eight legacy police forces and the Association of Chief Police Officers in Scotland (ACPOS).
- Included within the 33 legacy recommendations that remained outstanding, there were 15 recommendations that related to CONTEST (UK Government Counter Terrorism Strategy as it applies to Scotland). These have been reviewed separately as part of our Thematic Review of CONTEST <http://www.hmics.org/publications/thematic-review-contest-prepare-2013>.

- Included within the 33 legacy recommendations that remained outstanding, there were nine recommendations that related to the custody and care of prisoners. These have been reviewed separately as part of our Thematic Review of Custody (due to be published late July 2014).
- From our assessment of the remaining nine legacy recommendations and one suggestion, we found evidence of sufficient progress by Police Scotland to consider some discharged, some superseded by new legislation, and some no longer relevant and can be now closed.
- We have made one new recommendation for Police Scotland which builds on one of the nine recommendations covered in this review : “We recommend that Police Scotland create and publish details of the service that members of the public can expect to receive when they call the police. This should be supported by clear internal guidance which focuses on quality of service. Police Scotland should also develop and publish performance information on how these service standards are being met”.

**END**