



HM INSPECTORATE OF CONSTABULARY IN SCOTLAND

Annual Report 2015-16



Improving Policing Across Scotland





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HM Inspectorate of Constabulary in Scotland

HM Inspectorate for Constabulary in Scotland (HMICS) is established under the Police and Fire Reform (Scotland) Act 2012 and has wide ranging powers to look into the 'state, effectiveness and efficiency' of both the Police Service of Scotland (Police Scotland) and the Scottish Police Authority (SPA).¹

We have a statutory duty to inquire into the arrangements made by the Chief Constable and the SPA to meet their obligations in terms of best value and continuous improvement. If necessary, we can be directed by Scottish Ministers to look into anything relating to the SPA or Police Scotland as they consider appropriate. We also have an established role in providing professional advice and guidance on policing in Scotland.

- Our powers allow us to do anything we consider necessary or expedient for the purposes of, or in connection with, the carrying out of our functions.
- The SPA and the Chief Constable must provide us with such assistance and co-operation as we may require to enable us to carry out our functions.
- When we publish a report, the SPA and the Chief Constable must also consider what we have found and take such measures, if any, as they think fit.
- Where our report identifies that the SPA or Police Scotland is not efficient or effective (or best value not secured), or will, unless remedial measures are taken, cease to be efficient or effective, Scottish Ministers may direct the SPA to take such measures as may be required. The SPA must comply with any direction given.
- Where we make recommendations, we will follow them up and report publicly on progress.
- We will identify good practice that can be applied across Scotland.
- We work with other inspectorates and agencies across the public sector and co-ordinate our activities to reduce the burden of inspection and avoid unnecessary duplication.
- We aim to add value and strengthen public confidence in Scottish policing and will do this through independent scrutiny and objective, evidence-led reporting about what we find.

Our approach is to support Police Scotland and the SPA to deliver services that are high quality, continually improving, effective and responsive to local needs.²

HMICS is a member of the UK's National Preventive Mechanism (NPM), a group of organisations designated under the Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) to monitor places of detention and report on the treatment of and conditions for detainees. As a member of the NPM, HMICS carries out regular inspections of police custody in Scotland and publishes reports identifying good practice and making recommendations for improvement.

This Annual Report is produced under Section 82 of the Police and Fire Reform (Scotland) Act 2012 and presented to Scottish Ministers for laying before the Scottish Parliament.

¹ Chapter 11, Police and Fire Reform (Scotland) Act 2012.

² HMICS, [Corporate Strategy 2014-17](#) (2014).



Contents

	Page
Assessment of policing in Scotland	3
Approach to scrutiny	7
Scrutiny activity during 2015-16	9
Parliamentary scrutiny	14
Assessing the outcomes from our activities	14
Facts and figures	15
HMICS staffing model	15
Partnerships	15
HMICS budget 2015-16	15
HMICS expenses	16
Awards and commendations	16
New Year Honours 2016	16
Queen's Birthday Honours 2016	17

Assessment of policing in Scotland

I am pleased to present my third annual report as Her Majesty's Chief Inspector of Constabulary in Scotland (HMICS). This provides an update on how HMICS has carried out its statutory function for the period of 1 April 2015 to 31 March 2016 and details our activity since my previous Annual Report³ which was published on 18 December 2015. My report highlights how HMICS continues to meet the scrutiny challenges of a changing policing landscape and deliver against our Corporate Strategy⁴ and our Scrutiny Plan.⁵



In addition to reporting on our activities in the past year, I have offered my assessment of policing in Scotland and commented on the performance of Police Scotland and the Scottish Police Authority (SPA) during 2015-16.

Although it has been another year of significant change for both Police Scotland and the SPA, overall performance remains strong for the third year of the single service. Officers and police staff at all levels remain strongly committed, in often challenging circumstances, to providing a good service to communities across Scotland.

Reported crime across Scotland remains at its lowest levels since 1974,⁶ with a 4% reduction in recorded crime and an 11% reduction in recorded offences since last year. Crimes of dishonesty have fallen by 9% and continues a downward trend since they last peaked in 1991. Although fire-raising and vandalism increased by 4%, they remain at their second lowest level since peaking in 2006-07. Non-sexual crimes of violence increased by 7%, but still represent the second lowest level recorded since 1974. There has been a 7% increase in reported sexual crime, which is now the highest level recorded since 1971. This increasing trend in sexual crime can partly be attributed to increased confidence in reporting both recent and non-recent crimes and the priority given to investigating them by Police Scotland. The clear up rate for all recorded crime increased slightly to 51.6%, but now represents the highest clear up rate since 1976; the first year for which comparable clear up rates are available.

While official statistics show that overall crime continues to fall across Scotland, we again took the opportunity in our 2016 Crime Audit⁷ to highlight that the nature of crime is changing and increasingly taking place online where it can be more difficult to identify, record and investigate. We found that 11.4% of sexual incidents audited had a cyber element and a significant proportion of these involved children. Despite preventive and enforcement action being taken by Police Scotland and other agencies, our audit highlighted the risk of sexual harm online and the increasing demands placed on the police service. We found that as Police Scotland improves its recording practices and response to these new and emerging threats, it is likely that volume crimes including fraud and other cyber-enabled offences will increase significantly and impact on the historic reductions in reported crime.

The nature of demand on policing has also changed significantly. Police Scotland currently assess that 80% of its demand is non-crime related, with a significant proportion of this relating to vulnerable people and mental health issues. This is placing additional pressure on officers and police staff across Scotland and has highlighted an urgent need for the service to (i) better understand and manage its demand; (ii) create capacity from within existing resources; and (iii)

³ HMICS, [Annual Report 2014-15](#).

⁴ HMICS, [Corporate Strategy 2014-17](#).

⁵ HMICS, [Annual Scrutiny Plan 2014-15](#).

⁶ Scottish Government, [Recorded Crime in Scotland 2015-16](#) (2016).

⁷ HMICS, [Crime Audit 2016](#) (2016).

reinvest this into prevention, partnership and tackling the new challenges of policing public, private and virtual spaces.

In October 2016, the Cabinet Secretary for Justice released the new Strategic Police Priorities set by the Scottish Government.⁸ These recognise that Scotland needs an increasingly resilient, flexible and locally-focused police service to help keep communities safe and tackle new and developing threats to the public. Localism, inclusion, prevention, responsiveness, collaborative working, accountability and adaptability are the seven themes that will inform policing priorities in Scotland in the years to come.

Meeting these Strategic Policing Priorities will require new approaches and I am encouraged by the public commitment of both the Chief Constable and the Chair of the SPA to create an empowering environment for all staff that will encourage innovation and creativity. There has already been a change of emphasis around performance management, with less of a focus on operational targets, and more on reducing threat, harm and risk to individuals and communities. The Chief Constable has acknowledged that how the service defines its future success will ultimately determine its culture. This holistic approach to tackling vulnerability is to be welcomed.

I believe that the single service is better placed than the legacy forces it replaced to respond to the challenges from changing demand and increased vulnerability. The scale and reach of Police Scotland should provide the necessary foundations upon which to build the transformative change needed for the future policing of Scotland. The unique opportunities of the single service to be connected locally, nationally and even internationally should facilitate major change, whilst still providing sufficient resilience to maintain operational effectiveness and deal with both major events and major crime.

I noted in my last annual report that the creation of Police Scotland was only the beginning of a major change programme and that there needed to be an ongoing focus on sustainability, scrutiny and localism to realise the benefits of reform. The last three years of police reform has concentrated more on consolidation and delivering operational stability rather than delivering major change. Whilst this was legitimate and reduced the overall risk in implementing the initial phase of police reform, there is now a general acceptance that Police Scotland and SPA need to embark upon a second transformative phase. Although the progress in planning for this transformation has been slow, both organisations are now jointly working on a ten-year strategy for policing in Scotland. This will be evidence-based and released for public consultation in early 2017.

The success of this strategy will be critical in terms of delivering a sustainable policing service. However, to be successful, it must be underpinned by a detailed and professionally managed implementation programme and a financial strategy that accurately identifies the level of additional investment needed to transform policing and achieve the longer-term savings needed to make policing in Scotland sustainable. Progress in this area will form a major part of our formal scrutiny of both Police Scotland and SPA during 2017-18.

Critical to the success of the ten-year strategy will be a balanced workforce. Through our various inspections, I have reported on the reduction in skilled police staff and the increased use of police officers in corporate functions and in other settings, where the proportion of police staff has been reduced. This is neither desirable nor sustainable and any new workforce strategy must articulate the diverse skillsets and the optimum balance of both police officers and police staff needed to meet the demands of modern policing. It is essential that the Chief Constable has sufficient flexibility to work with the SPA and deliver the right mix of officer numbers and police staff. This should include a mixed workforce of specialists to meet the changing nature of crime and the wider demands on policing.

I have previously reported that the SPA and Police Scotland have taken a narrow approach to the scrutiny of major change and recommended they should urgently review and strengthen their

⁸ Scottish Government, [Strategic Police Priorities](#).



overall approach to programme governance.⁹ Given the significant transformative change that is now required, this needs to be progressed as soon as possible through the recruitment of experienced and qualified staff, the creation of a programme support function and the establishment of transparent governance structures within Police Scotland and the SPA which will support delivery and allow for the public scrutiny of major change.

In terms of sustainability, major financial challenges persist. The police budget for 2015-16 amounted to £1,045m in revenue and £38.1m in capital. At the end of the financial year, there was a £20.5m overspend in revenue and a £19.4m underspend in capital. The Scottish Government allowed the capital underspend to be offset against the revenue budget overspend, thereby reducing the latter to only £1.2m. However, using capital to offset deficiencies in the revenue budget is neither desirable nor sustainable and significantly curtails the essential strategic investment in estates, vehicles and ICT enabled change that underpin transformation.

In my last annual report, I observed that overall strategic financial leadership should be strengthened and that effective financial governance should be in place within the SPA and Police Scotland to agree a budget and accurately monitor both spending and projected savings. Although there have been changes in the strategic financial leadership of both organisations, urgent work is still needed to further strengthen the capability and capacity within finance function and improve the overall governance.

A report will be published shortly by Audit Scotland in relation to police finance.

Effective scrutiny remains as a critical success factor. In September 2015, the Cabinet Secretary for Justice asked the Chair of the SPA to undertake an immediate review of governance in policing. The Review of Governance in Policing¹⁰ report was published in March 2016 and concluded that having an arms-length body in the SPA providing a separation from politics and policing is an appropriate model for governing a national police service. It recommended improvements to ensure representatives of local communities feel sufficiently listened to regarding local policing, can input effectively into the development of national policy issues, and have a way of recording their 'voice' on the quality and effectiveness of Police Scotland's engagement with them. The report's other main findings included the need for SPA to strengthen its governance procedures, provide clearer definition around its responsibilities and how it conducts its business and commission further work to review the underlying systems and processes used by Police Scotland to provide information.

I welcome this report and its recommendations, which seek to address many issues that were previously highlighted by HMICS. A suite of governance documents has now been produced by SPA, which includes a new Governance Framework. These documents were not widely consulted upon and were presented for approval to the Board in December 2016. The Governance Framework establishes new committee structures and provides greater clarity around individual roles, responsibilities and the proceedings of the Board. It also identifies important governance products and timescales for delivery, which are all helpful to HMICS in terms of our scrutiny role and holding the SPA and Police Scotland to account against the standards they set.

However, the decision to hold committee meetings in private seems at odds with the SPA's commitment that it should be open and transparent and operate to the highest standards of public sector administration and management. Given that these committees will provide oversight and scrutiny over important areas of policing, I would question the benefit of their business being conducted solely in private and supporting papers not being published. It may have been more beneficial for the SPA to have used its new governance arrangements to publicly demonstrate competence over its statutory functions and promote greater openness and transparency in holding the Chief Constable to account for the policing of Scotland. While I accept that it is ultimately a decision for the SPA to agree its own governance arrangements, I welcome the

⁹ HMICS, [Independent Assurance Review, Police Scotland – Call Handling, Final Report](#) (2015).

¹⁰ SPA, [Review of Governance in Policing](#).



decision by members to review these after six months. I will also maintain an interest in the effectiveness and efficiency of the SPA as part of my 2017-18 Scrutiny Programme.

Effective localism and genuine engagement with communities remain fundamental to the success of Scottish policing. Strong local relationships strengthen the legitimacy of Police Scotland to carry out its function and support communities to improve their safety and well-being. The role of the local police commander has the potential to be developed into a more empowering public sector leadership role to encourage innovation and collaboration with local partners to deliver better outcomes for communities. Effective local scrutiny and engagement remain essential to the success of policing, through the identification and agreement of local priorities and holding the local commander to account for their delivery. I believe that recent changes in community planning and community empowerment offer new opportunities to strengthen local policing and streamline local scrutiny structures by integrating local policing plans into the new Local Outcomes Improvement Plans. Localism lies at the heart of the new Scottish Policing Priorities and has been identified as an area for development through the SPA Review of Governance in Policing. It will remain a key area of interest to HMICS and will feature prominently throughout our future scrutiny activities.

Our scrutiny activities from 2015-16 are detailed within this report and include inspections into local policing, the use of biometric data, counter corruption and call handling. We also completed our second major audit of crime recording and looked at the governance arrangements for forensic services and Police Scotland's corporate services functions. We continued our joint inspections with the Care Inspectorate into services for children and young people. As part of our membership of the National Preventive Mechanism (NPM),¹¹ we inspected several police custody facilities.

In my last annual report, I welcomed the appointment of the new SPA Chair and new Chief Constable. Over the last 12 months, there have been several significant executive appointments into Police Scotland, including the appointment of a new police staff Deputy Chief Officer with responsibility for corporate services and leading change. These appointments have established the new team to take forward the second transformative stage of police reform and deliver the new ten-year strategy for policing through new governance arrangements. Confidence in policing will remain a key measure of success, not only in terms of strengthening public confidence but critically in building this confidence in all officers and police staff working in Police Scotland and the SPA. Opportunities exist under this new leadership to develop and articulate a clear vision for the policing of Scotland and to build a sustainable, locally responsive and accountable police service.

In conclusion, I would like to thank my team within HMICS who have again worked extremely hard over the last year to deliver against a demanding Scrutiny Programme and I acknowledge their commitment and flexibility to meet additional demands of unplanned inspections. I am also grateful for the support from the many partners with whom we have worked over the year in delivering our inspection programme.

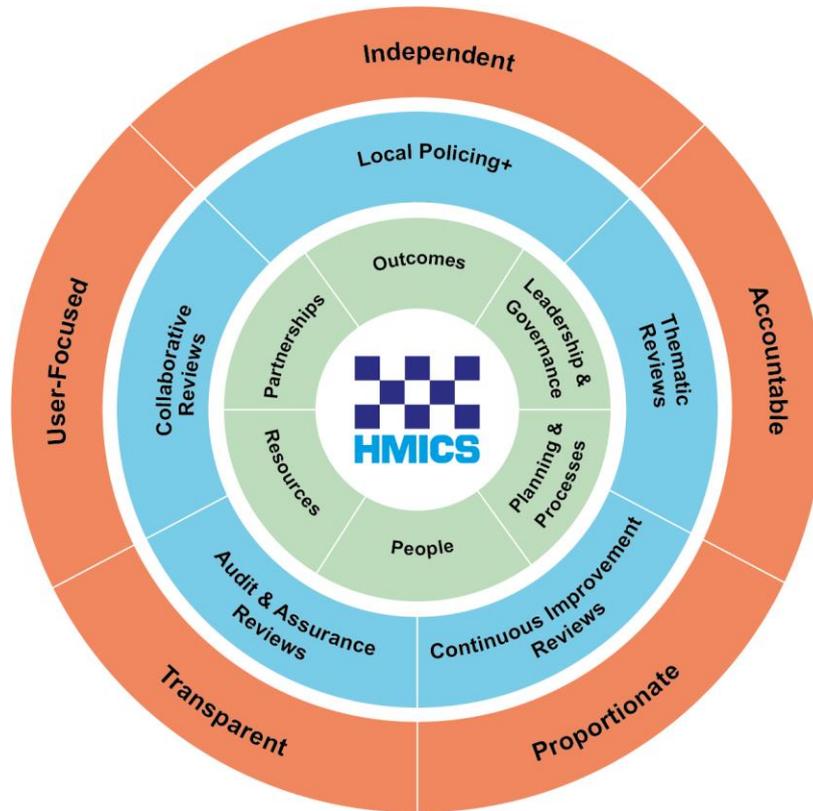
Derek Penman QPM

HM Chief Inspector of Constabulary in Scotland
December 2016

¹¹ HMICS, [National Preventive Mechanism](#).



Approach to scrutiny



Our approach is to support Police Scotland and the SPA to deliver services that are high quality, continually improving, effective and responsive to local needs.¹²

Our Corporate Strategy 2014-17¹³ has informed our approach to scrutiny over the last two years and has successfully positioned HMICS within the new policing landscape of a single police service and single authority, which have by necessity focused on consolidation and operational stability. Our Corporate Strategy will be refreshed in March 2017 and will inform our approach to scrutiny for the next three years. It will build on our experience and deliver the agility needed to meet the ever-changing demands on policing in Scotland as it enters a new phase of transformation.

We made major changes to our staffing structures in early 2016 and strengthened our capacity through the appointment of two Assistant Inspectors of Constabulary. We have also increased our use of Associate Inspectors to support Lead Inspectors and complement the specialist skills and experience needed for our work. This has enabled us to meet unplanned assurance work that became necessary during the year. We will continue to develop our Associate Inspector Framework and intend to make greater use of academic support and secondments from other agencies in our future work. We have also been reviewing how we will develop our strategic scrutiny risk assessment as well as seeking further opportunities to streamline and improve our inspection methodology.

As a values-led organisation, we continue to conduct our business in a way that is independent, accountable, proportionate and transparent. We also remain focused on the needs of service users.

¹² Scottish Government, [National Outcomes for Public Services](#).

¹³ HMICS, [Corporate Strategy 2014-17](#) and [Scrutiny Plan 2015-16](#).



Our scrutiny work provides a consistent means of assessing the quality of policing across Scotland and has allowed us to report publicly on how Police Scotland and the SPA are delivering against local priorities and their responsibilities to keep people safe. We continue to use Thematic Reviews to examine cross-cutting issues. These provide opportunities to work with others to consider emerging issues and provide evidence for future policy development. We continue to engage with both Police Scotland and the SPA to assess how effectively they meet their obligations to deliver best value and continuous improvement and have specifically reviewed key areas such as SPA governance and Police Scotland's Corporate Services. We also continue to conduct Audit and Assurance Reviews to examine in more detail areas where there is a need to ensure accurate and ethical recording or provide targeted assurance over key processes in high risk areas. These reviews have included our Crime Audit, review of Call Handling and a review of the Counter Corruption Unit.

Our scrutiny is supported by an Inspection Framework¹⁴ which provides structure to our activities and the means to objectively assess policing in Scotland. We will continue to refine this framework with our partners in scrutiny to ensure it reflects best practice and focuses on user experience and outcomes. We are working with Police Scotland and the Improvement Service to support the development of targeted self-assessment for local policing, which we view as an important step towards creating a culture of continuous improvement. Once established, HMICS will provide independent quality assurance of the service's self-assessment.

We have introduced Professional Advice Notes as part of our established role in providing professional advice on policing in Scotland. Where appropriate, these Professional Advice Notes are sent directly to the Chief Constable, Chair of the SPA and Scottish Government Police Division. While they may not follow from formal inspection methodology, they are intended to support Police Scotland and the SPA and drive continuous improvement.

Further information about us and how we monitor and improve policing in Scotland can be found on our website <http://www.hmics.org>

¹⁴ HMICS, [Inspection Framework](#).

Scrutiny activity during 2015-16

Our Scrutiny Plan for 2015-16 outlines all the scrutiny activity completed between April 2015 and March 2016. This includes the following reports, which were summarised within our last annual report:

- Local Policing+ Inspection of Aberdeen City – published May 2015
- Inspection of custody centre in Aberdeen City Division – published May 2015
- Inspection of Police Scotland's Approach to Missing Persons Investigations in Aberdeen City Division – published June 2015
- Crime Audit 2015 – British Transport Police – published August 2015
- Local Policing+ Inspection of Edinburgh Division – published October 2015
- Assurance Review of Call Handling – published November 2015
- Joint Review of MAPPA in Scotland with the Care Inspectorate – published November 2015

Since the publication of our last annual report in December 2015, we have in addition completed the following reports:

- Use of Facial Search functionality within the UK Police National Database by Police Scotland – published January 2016
- Local Policing+ Inspection of Dumfries and Galloway Division with a separate inspection of custody facilities – published January 2016
- Review of the Police Scotland Counter Corruption Unit – published June 2016
- Inspection of custody centres at Aikenhead Road and London Road, Glasgow – published July 2016
- Crime Audit 2016 – published September 2016

Since April 2015 until December 2016, we have also continued our joint inspections into children's services led by the Care Inspectorate and completed joint inspections in North Lanarkshire, Shetland, Aberdeenshire, Renfrewshire, Outer Hebrides, Dundee, Fife, Falkirk, Scottish Borders, South Ayrshire and Angus with progress reviews in Dumfries and Galloway, Clackmannanshire and Stirling. These inspection reports are published by the Care Inspectorate and are available online from its [website](#).

We carried out ongoing assurance work with police call handling, which was requested by the Cabinet Secretary for Justice following publication of our call handling report in November 2015. This has involved over 50 unannounced visits to Police Scotland's call handling facilities. We have also been continually assessing the progress made against our call handling recommendations. Although there are several areas that could have progressed more quickly, overall progress has been good and we will publish a Call Handling Update Report in January 2017.



The following summarises our published scrutiny reports from activity undertaken by HMICS since our last annual report:

Audit and Assurance Review of the Use of the Facial Search functionality within the UK Police National Database (PND) by Police Scotland

Published: 27 January 2016

Summary:

In this report we carried out an audit and review of Police Scotland's use of the facial search capabilities within the UK Police National Database (PND). This review followed questions to the Scottish Government about police use of facial recognition technologies in Scotland and a request from the Cabinet Secretary for Justice to HMICS to consider including scrutiny of this area in our programme.

We were satisfied that Police Scotland has been making appropriate use of the facial search capability and is complying fully with the current guidance. However, our review highlighted opportunities to strengthen the existing legislation and introduce independent oversight of the police use of fingerprints, DNA and photographs of people taken into custody in Scotland.

In this regard our report contained two recommendations relating to the introduction of a Code of Practice for the use of biometric data by police in Scotland and the appointment of a Commissioner to oversee this fast and evolving area of law enforcement. A Code of Practice and new legislation would provide greater clarity and safeguards for the public as well as clear and transparent operational guidance to police officers and staff.

We found that Police Scotland had been using the facial searching functionality on PND since 2014, at a rate of less than once per day, to identify suspected criminals. The review found that all uses had been lawful, proportionate and necessary and they were following the relevant guidance. Our review identified that there is no Scottish legislation specific to the capture and use of photographs taken from people who are arrested and taken into police custody. The existing legislation for police retention of biometric data primarily relates to fingerprints and DNA

Although Police Scotland voluntarily applies the same policy for the retention of images as it does for fingerprints and DNA, there is an opportunity to close a potential legislative gap and provide greater clarity about the retention of images held by police and the purposes for which they may be used. This legislation could balance the needs of law enforcement with broader human rights and ethical considerations but should be broad enough to be adaptable to new and emerging technologies.

HMICS is satisfied that Police Scotland has effective processes in place to ensure that requests for searches of all forms of fingerprints, DNA and custody photographs are properly authorised. Following the publication of this review, Police Scotland and the Scottish Police Authority created an action plan to take forward the recommendations.

Our report can be accessed on our [website](#).

Local Policing+ Inspection Programme – Inspection of Dumfries and Galloway Division

Published: 17 May 2016

Summary:

This inspection was the fourth in our Local Policing+ Inspection Programme and was aimed at assessing the state, effectiveness and efficiency of local policing in Dumfries and Galloway



Division. During our inspection, we also examined in greater detail the division's management of cross-boundary crime.

Our report contained four recommendations but overall we found that police officers and staff in Dumfries and Galloway had a strong sense of local identity and work hard to provide an efficient and effective service to their communities. We also established that crime rates in the division were among the lowest in Scotland, while detections were the highest in the country. The division had a good approach to partnership working and developed local solutions to address a wide range of issues. In particular, we welcomed their approach to school based initiatives.

During our inspection of each local policing division, we also review custody facilities as part of our ongoing role in the National Preventive Mechanism to assess the treatment and conditions for those detained. We carried out unannounced inspections at the main custody centres in Dumfries and Stranraer, while another eight ancillary custody facilities were also visited.

We found that the custody centres were well managed and the detainees commented positively on their treatment. We made three recommendations relating to monitoring the length of time immigration detainees spend in police custody and the future of some of the ancillary custody facilities.

Due to the extensive rural nature of the division, its boundaries with England and Northern Ireland and the major road networks which pass through it, we also looked in greater detail at how the division manages cross boundary crime. We concluded that there were established and effective relationships within Police Scotland, and with other UK forces and partner agencies. There was also evidence of the effective management of intelligence and coordinated preventive activity, and with some notable successes in terms of enforcement activity.

Our report can be accessed on our [website](#).

Independent Assurance Review – Police Scotland Counter Corruption Unit

Published: 27 June 2016

Summary:

This review was requested by the SPA in response to a finding by the Interception of Communications Commissioner's Office (IOCCO) that there had been contraventions of the Acquisition and Disclosure of Communications Data, Code of Practice 2015 in respect of five applications for communications data submitted by Police Scotland. Essentially, these related to one investigation being undertaken by Police Scotland's Counter Corruption Unit (CCU). Although our review did not re-examine this finding by the Commissioner, we took the opportunity to examine the wider investigation conducted by the CCU into the circumstances which initially gave rise to these applications. The intention behind our review was to independently determine the facts and to identify practical lessons that will assist in improving police counter corruption practices in Scotland.

It is important to recognise that corruption within UK policing is rare and while it is clear that the majority of police officers and members of police staff are professional, and that corruption is not widespread in the police service, there remains a small but pernicious element whose corrupt actions have a negative effect on public confidence. We recognise the legitimate need for Police Scotland to protect itself, its people and its information against the risk from corruption. However, in order to maintain public confidence in policing, the tactics employed for counter corruption must be lawful, proportionate and necessary. They must also be subject to effective oversight.

Our report was separated into two parts:

- Part one – A case study comprising a detailed review and assessment of the initial referral to the CCU relative to the alleged disclosure of sensitive information to a journalist. This included the subsequent investigation into the circumstances which gave rise to the applications for communications data that were found by IOCCO to have contravened the statutory Code of Practice (2015).
- Part two – Using our Inspection Framework, we conducted a thorough Assurance Review, testing the operational practice of the CCU and compliance with relevant legislation, codes of practice, policies, procedures and recognised best practice.

Our report contained 39 recommendations and, as a consequence of our review, Police Scotland was asked to create an action plan in order that the recommendations could be taken forward. Following publication of our review, two separate groups were formed. The first is a Counter Corruption Unit Steering Group chaired by the Deputy Chief Constable, Crime and Operational Support, Police Scotland and the second is a Counter Corruption Unit Reference Group chaired by a member of the SPA. Both groups have a remit to oversee implementation of all recommendations. HMICS is represented at both groups and implementation of all 39 recommendations remains work in progress, which will be monitored by HMICS and formally reported upon.

Our report can be accessed on our [website](#).

Inspection of custody centres at Aikenhead Road and London Road, Glasgow

Published: 19 July 2016

Summary:

The aim of this inspection was to assess the treatment of and conditions for those detained in police custody centres located at Aikenhead Road and London Road in Glasgow. This inspection was in addition to our regular programme of custody inspections and took place at the request of Police Scotland. While the principal aim of the inspection was to provide assurance about the delivery of custody at both centres, the secondary aim was to assist Police Scotland's Criminal Justice Services Division in developing its own, internal audit processes.

Our inspections of police custody contribute to the United Kingdom's response to its international obligations under the Optional Protocol to the United Nations Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT).

The inspections of both Aikenhead Road and London Road custody centres were unannounced. During our visits, we assessed the physical environment, interviewed detainees, custody staff and other professionals working in the custody centre (such as nurses), observed key processes and reviewed a sample of custody records.

We made three recommendations in our report but overall, we found that staff working at Aikenhead Road and London Road custody centres were professional and respectful, and the detainees we spoke to were generally satisfied with how they were treated. There were generally good handovers between sergeants working in custody, with good briefing of incoming teams on the history and needs of individual detainees at London Road in particular.

We found that the cells at Aikenhead Road in particular were dirty and were in need of an urgent deep clean which was carried out by Police Scotland. It was not always clear why a detainee had been assessed as low or high risk, nor was the rationale for the subsequent care plans always apparent. While there was still scope for improvement, the quality and recording of risk assessments was better at London Road. Where detainees were assessed as high risk, the default



care plan at both centres appeared to be constant observations via CCTV and 60-minute rousing. There was little or no use of 15 or 30-minute checks, contrary to practice in other custody centres we have visited. This was a resource intensive approach to care planning.

At London Road, good use was made of pre-release risk assessments for those detained for sexual offences. Male and female detainees were held on mixed cell corridors and we had some concern about constant observations being carried out by staff of the opposite gender from the detainee.

Some recommendations and improvement actions made in respect of one particular custody centre will be relevant to some or all other custody centres in Scotland. In this regard, we recommended that Police Scotland ensure that learning from each inspection, including from any good practice highlighted, is considered across the entire custody estate.

Our report can be accessed on our [website](#).

Crime Audit 2016

Published: 21 September 2016

Summary:

The Crime Audit 2016 is the second major audit of Police Scotland's crime recording carried out by HMICS following a similar audit in 2014. In this particular audit, we examined over 6,000 incidents and over 5,000 crimes. Ultimately, we made 15 recommendations and three improvement actions for Police Scotland and the Scottish Crime Recording Board. We found that overall, the quality of crime recording in Scotland is good but new and emerging threats are increasing and changing demands on policing.

The results of our audit build on the already positive results from the audit carried out in 2014. They provide assurance to communities across Scotland that they can have confidence in crime recording, with an overall figure of almost 93% of incidents being closed correctly and 95% of crime being counted and classified correctly.

We found effective leadership and governance arrangements in place for the management of ethical and accurate crime recording within Police Scotland. External governance arrangements have developed significantly since 2014 with the Scottish Government taking a proactive role through the Scottish Crime Recording Board.

While our audit shows that crime recording practice is improving, it also provides evidence that Police Scotland should focus on managing demand, creating capacity and re-investing that capacity into prevention and responding to new and emerging challenges.

Our report highlights the need to further develop the policing response to emerging threats such as online sexual harm and fraud. We found that 11.4% of sexual incidents audited had a cyber element and a significant proportion of these involved children. Despite preventive and enforcement action being taken by Police Scotland, as well as other agencies, our audit highlighted the risk of sexual harm online and the increasing demands placed on the police service.

Criminals are increasingly exploiting opportunities from the internet to commit crime. As Police Scotland develops its response to these new and emerging threats, it is likely that crimes including fraud and other cyber-enabled offences will increase significantly and impact on the historic reductions in reported crime.

To help manage these evolving demands, we highlighted the importance of developing a sustainable policing service which makes the most effective use of its resources. In this context, we observed that there was scope for some lower level incidents to be resolved and recorded at



the public's first point of contact with the police, sometimes without the need for police attendance. These incidents could be resolved quickly and to the complainer's satisfaction. Resolving some cases at first point of contact would improve the quality of service to the public and would reduce demand on the frontline, allowing officers to attend more serious cases and be more visible in their local communities.

During our audit, we noted improvements in the classification of violent crime and in no-crime decision making. There was also significant progress by Police Scotland in keeping complainers updated in cases where a no-crime decision was made.

Our report can be accessed on our [website](#).

Parliamentary scrutiny

HMICS reports must be laid before the Scottish Parliament in terms of the Police and Fire Reform (Scotland) Act 2012. HM Chief Inspector and his staff are occasionally invited to give evidence at parliamentary committees as part of oversight arrangements. During 2015-16, HMICS appeared at the following committees:

- Justice Sub Committee on Policing
3 December 2015 – Derek Penman, Laura Paton and John Bainbridge – Call Handling Evidence Session
- Justice Committee
28 June 2016 – Derek Penman, Stephen Whitelock and John Young – Police Scotland Counter Corruption Unit Assurance review

Assessing the outcomes from our activities

An inspection does not end with the publication of a report. It is important that we ensure our work adds value and assists in driving improvement. We actively monitor our recommendations and assess the extent to which they have been implemented. Monitoring progress in this way also helps us to assess whether any follow-up inspection may be required to address any residual risk. In the past year, we undertook a comprehensive review process with Police Scotland across all outstanding recommendations. This allowed a significant number of recommendations to be discharged and provided Police Scotland with guidance on what evidence of improvement was still needed. We are currently undertaking follow up work on a number of our assurance reviews and will publish updates on progress. These will include call handling, stop and search, armed policing and counter corruption over the next year.

It is our intention to review our process for monitoring and managing recommendations. This includes gathering evidence as to the actual improvement delivered and how best to publicly report on this.

Facts and figures

HMICS staffing model

HMICS has operated during 2015-16 with 10 full-time staff, supplemented by Associate Inspectors.

- The position of HM Chief Inspector of Constabulary in Scotland, (HMCIC) is held by Mr Derek Penman QPM.
- HMCIC is supported by Gill Imery and Billy Gordon, Assistant Inspectors of Constabulary (AIC), who are responsible for the day to day operation of HMICS.¹⁵
- Our scrutiny activity is undertaken by three Lead Inspectors, with leadership provided by either HMCIC or the AICs. Our three Lead Inspectors are civil servants with an extensive background in policing and other relevant fields of work. Our Lead Inspectors are Laura Paton, Tina Yule and Stephen Whitelock.
- Inspection support is provided by Inspector Katie Chisholm who is on secondment from Police Scotland. Our Scrutiny Programme Manager is Kathryn Burrows and Research and Inspection Support is provided by Joanna Drapper, both of whom are civil servants.
- Our staff office is managed by Inspector Dennis Hunter. We also have two office staff who are full-time civil servants, namely Susan Archibald and Susan Campbell-Duncan MBE.
- We recruit a number of Associate Inspectors, on a short term basis, to support our inspection activity. We also have two Associate Inspectors that are retained exclusively for the joint inspection of children's services by HMICS and the Care Inspectorate.¹⁶
- We also benefit from additional short term secondments as a result of collaboration with Police Scotland, Scottish Institute of Policing Research (SIPR), other scrutiny bodies or stakeholder agencies and our colleagues at HMIC in England and Wales.

Further details of our inspection team can be found on the 'Meet Our Team' section of our website.

Partnerships

We engage with over 100 different stakeholder groups in the course of our activities. Our principal partners include Scottish Government, the Police Investigations and Review Commissioner (PIRC), Care Inspectorate, Audit Scotland, SIPR, other academics and a range of other audit and inspection/improvement bodies. We engage at various levels with many stakeholders nationally, regionally and locally and also seek feedback through a wide range of channels, including social media.

HMICS budget 2015-16

HMICS is funded entirely by the Scottish Government in respect of staff, accommodation, technology and other expenses. Our budget for 2015-16 was £1,084,000 and is set at £1,087,600 for 2016-17. This takes account of the need to continue to deliver efficiencies throughout the public sector.

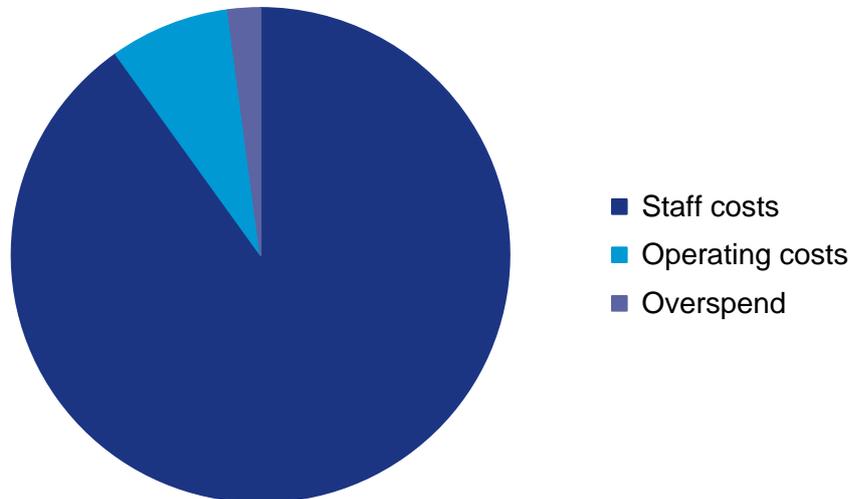
¹⁵ Police and Fire Reform (Scotland) Act 2012, Section 73(2).

¹⁶ Police and Fire Reform (Scotland) Act 2012, Section 73(2).



Our expenditure for 2015-16 was £1,107,100 which included a slight overspend of £23,100. This was due to additional short notice and non-programmed scrutiny work. Our expenditure represents £1,020,815 staff costs and £86,285 operating costs, and is illustrated below:

Spend 2015-16



HMICS expenses

The total amount of expenses incurred and claimed by Her Majesty's Chief Inspector of Constabulary in Scotland in the financial year 2015-16 was £2,557.25. This information is published in compliance with the Nolan principles of conduct underpinning public life.

Awards and commendations 2015-16

The honours and awards conferred each year on police officers, police staff and special constabulary are a reflection of the service's commitment to the people of Scotland. In the fiscal year 2015-16, Her Majesty bestowed the following honours on members of the service in recognition of their exceptional service:

New Year Honours 2016

OBE

- Georgette Fulton, for services to Care of Police Survivors, St Andrew's First Aid and the community in New Cumnock, Ayrshire. (New Cumnock, East Ayrshire)

MBE

- David William Acheson, Trustee Police Roll of Honour Trust. For services to the Families of Police Officers and to charity. (Stirling and Falkirk)

Queen's Police Medal (QPM)

- Louise Raphael, Detective Superintendent, Police Scotland
- Andrew Morris, Chief Superintendent, Police Scotland
- Eleanor Mitchell, Chief Superintendent, Police Scotland



Queen's Birthday Honours 2016

MBE

- Alastair McPherson Dinsmor, Chairman, Glasgow Police Heritage Society. For services to Police Heritage.
- Ms Lesley May Winter, Response Sergeant, Police Scotland. For services to Law and Order in Maryfield, Dundee.

Queen's Police Medal (QPM)

- Derek Robertson, Assistant Chief Constable, Police Scotland
- Bill Clark, Detective Constable, Police Scotland



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About Her Majesty's Inspectorate of Constabulary in Scotland

HMICS operates independently of Police Scotland, the Scottish Police Authority and the Scottish Government. Under the Police and Fire Reform (Scotland) Act 2012, our role is to review the state, effectiveness and efficiency of Police Scotland and the Scottish Police Authority. We support improvement in policing by carrying out inspections, making recommendations and highlighting effective practice.

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