

## Police Scotland Equality Outcomes 6 Monthly Progress Report

### Report on work undertaken between October 2017 and March 2018 towards Police Scotland's Equality Outcomes 2017-2021

#### Equality Outcome 1

**Victims, witnesses and partner agencies feel more confident in reporting hate incidents through a variety of methods.**

##### Activities

- 1.1 We will work with partners to review the effectiveness of the third party reporting centre network and develop action steps to improve this.
- 1.2 We will work with partners to identify barriers to reporting, with a view to ensuring that third party reporting is widely available and publicised and that identified barriers are removed.
- 1.3 We will continue to deliver, with partners, an annual, national public education campaign to improve understanding of the nature and extent of hate crime.
- 1.4 Jointly with local partners, we will run local campaigns to encourage reporting of hate crime.
- 1.5 We will review and refresh operational guidance on 'Hate Crime', offences aggravated by prejudice and disability related harassment.
- 1.6 We will review and refresh training and development for officers and staff regarding 'Hate Crime', offences aggravated by prejudice and disability related harassment.
- 1.7 We will ensure accuracy and consistency in police information systems for recording 'Hate Crime', offences aggravated by prejudice and disability related harassment.

#### Equality Outcome 1 - Overview of Progress

**1.1 and 1.2 - We will work with partners to review the effectiveness of the third party reporting centre network and develop action steps to improve this. We will work with partners to identify barriers to reporting, with a view to ensuring that third party reporting is widely available and publicised and that identified barriers are removed.**

**Third Party Reporting (TPR) of Hate Incidents and Hate Crime**

Police Scotland Safer Communities Equality and Diversity Unit are continuing with activity aimed at improving the effectiveness of the TPR reporting process.

The role of a TPR centre is to provide support to individuals and communities, in relation to hate crime. This support may take the form of listening, encouraging reporting and assisting with the link to policing or indeed submitting a report on behalf of the individual or community affected.

A list of Third Party Reporting Centres for Hate Crime can be found at:

<http://www.scotland.police.uk/contact-us/hate-crime-and-third-party-reporting/third-party-reporting-centres>

At the request of the Equality and Diversity Unit divisional Safer Communities departments are continuing to contact all existing TPR centres within their respective divisions to establish their desire to continue to be involved in the scheme and to deliver additional training to centre staff.

The Equality and Diversity Unit has now delivered Train the Trainer courses to divisional staff in all 13 territorial divisions. These trained officers are engaged in the process of providing training to all participating TPR centre's staff. They will thereafter offer Train the Trainer courses to officers within their own divisions, with additional support provided when necessary by the Equality and Diversity Unit. This allows a greater number of divisional officers to be trained providing resilience, contributing to the sustainability of the scheme across all divisions.

A further meeting of the TPR short life working group was held in April 2018 where details of the existing scheme were discussed, including the TPR online hate crime form, the activity monitoring form and proposed updates to the training package.

The guidance document for frontline officers has been incorporated in to the new Hate Crime Standard Operating Procedure (SOP) and published in accordance with this. Accordingly, it has been agreed that there is no requirement for a separate TPR SOP.

Meetings have been scheduled with staff of the Contact Command and Control (C3) Division to discuss and formalise the process to deal with TPR reports received by Police Scotland. This will seek to improve service delivery by ensuring a standardised response.

The Equality and Diversity Unit is also developing a shortened training package for delivery to 'signposting organisations' to help them identify hate crimes/incidents and to increase their awareness of the TPR scheme.

The Equality and Diversity Unit delivered two sessions to senior ESOL (English for Speakers of Other Language) practitioners. These were followed by discussion sessions to investigate how the TPR service can be made accessible to people with limited or no English.

Discussions are ongoing with the Scottish Government and other key stakeholders with regards to partnership working to improve the TPR service. These discussions will shape the direction for the scheme going forward. Consideration with regards to a marketing/promotional plan will commence following these discussions.

### **Scottish Government Liaison**

The Tackling Prejudice and Building Connected Communities Group was initiated by the Scottish Government to take forward the recommendations made within Dr Morrow's Independent Advisory Group report on Hate Crime, Prejudice and Community Cohesion, published in September 2016. The group is led by Angela Constance MSP and Police Scotland is represented within the membership, along with other key partners and stakeholders. Matters being considered by the group include under-reporting, addressing actual or perceived barriers and the TPR process exploring the process being more supportive to victims, with a view to improving effectiveness and public awareness.

**1.3 and 1.4 - We will continue to deliver, with partners, an annual, national public education campaign to improve understanding of the nature and extent of hate crime. Jointly with local partners, we will run local campaigns to encourage reporting of hate crime.**

### **Hate Crime Campaign**

The Equality and Diversity Unit delivered the Police Scotland Hate Crime Campaign between 16-30 March 2018. The main theme of the campaign was to focus on offenders, statistics suggested that perpetrators peak from 11-18 years with peer to peer offending being the most prevalent among this age group. As young people in education feature prominently as both victims and offenders, education formed the basis of the campaign with the key message being 'Be Greater Than A Hater'.

Student participation was encouraged through involvement of School link/Campus officers who delivered awareness presentations on hate crime and social media activity. Key messages stressed that hate crime is a serious crime with long lasting consequences for offenders and victims.

Students from schools throughout Scotland were encouraged to create their own peer group messages in the form of a poster, which formed part of the campaign messaging and was shared through Police Scotland's social media channels.

**1.5, 1.6 and 1.7 - We will review and refresh operational guidance on 'Hate Crime', offences aggravated by prejudice and disability related harassment. We will review and refresh training and development for officers and staff regarding 'Hate Crime', offences aggravated by prejudice and**

**disability related harassment. We will ensure accuracy and consistency in police information systems for recording 'Hate Crime', offences aggravated by prejudice and disability related harassment.**

### **Internal Hate Crime (SOP) Review**

The Equality and Diversity Unit monitors hate crime across the force, identifying trends and supporting the geographical police divisions. The Hate Crime Standard Operating Procedure (SOP) aims to ensure a consistent approach is taken to all hate related issues across the force. During this reporting period the SOP has been reviewed and updated.

### **Divisional Hate Crime Champions Role**

To build upon existing work being undertaken by officers across the force area to effectively tackle hate crime, the Equality and Diversity Unit has developed and commenced delivery of Hate Crime Champion training. This will establish a cadre of approximately 80 local officers to undertake the role of 'Champions'.

A number of training events have taken place at the Force Training Centre Jackton, Scottish Police College Tulliallan and Glenrothes. A future date for training in Inverness is also being identified.

'Hate Crime Champions' will continue to be deployed in their existing roles, however they will be available to raise awareness of hate related incidents and provide local support for officers and staff as required. They will be able to assist with the better recognition and investigation of hate crimes and hate incidents, identifying appropriate aggravator(s) and providing colleagues with general updates. They will act as a conduit to share best practice nationally and receive regular updates from the Equality and Diversity Unit and other key partners, on hate related matters.

### **Examples of Supporting Activity:**

#### **Community Engagement – A Division (North East)**

Safer Communities North East Division are members of and fully participate in 'Integrate Grampian' which is chaired by Grampian Regional Equality Council. Integrate Grampian is a multi-agency forum which formed when it was identified that there was significant overlap between two existing forums: Aberdeen Prejudice Incident Partnership and Integrate Aberdeenshire. As well as having an overview of hate crimes/ incidents the forum has worked together on a range of projects and initiatives to highlight hate crime and provide support to victims.

**Hate Crime – C Division (Forth Valley)**

The Multi Agency Hate Response Strategy Group (MAHRS) is set up alongside corporate partners and identifies issues regarding Hate Reporting in both internal and external areas of business. Work is carried out in conjunction with the Regional Equality Council who also sit on the group and currently a full review is being undertaken re mainstreaming to ensure a full and appropriate service is being provided.

**Third Party Reporting - G Division (Greater Glasgow)**

Safer Communities have engaged in a training programme for local organisations that wish to be added as TPR centres, this training has been provided locally and details of relevant organisations uploaded to Police Scotland website. The divisional problem solving team has been trained to provide support and training to TPR centres within local communities.

**LGBTI – L Division (Argyll and West Dunbartonshire)**

Divisional youth engagement officer continues to work with LGBTI groups based at Vale of Leven Academy, raising awareness of hate crime, delivering inputs on how to report crimes and incidents via TPR centres.

**Engagement with communities – P Division (Fife)**

Operation SUAS is a multi-agency core strategic co-ordination group which meets every 3 months to support Syrian refugees residing in Fife. The Syrian Resettlement Task Group sits beneath the strategic group and meets every month. Although both groups are led by Fife Council, Police Scotland staff sit on both groups and offer advice and assistance to partner agencies as well as individual families. All Syrian families are visited at least once by local Safer Communities staff and provided with a booklet on every day legislation, translated into Arabic. The families are reassured that Police Scotland take hate crime and hate incidents seriously and that police work in partnership with a range of agencies across Fife who can report on a victim's behalf. This in turn has raised confidence to report incidents.

**Third Party Reporting - Q Division (Lanarkshire)**

Through continued liaison with local authority partners the division now has 50 confirmed TPR centres. An additional eight officers have been trained as facilitators giving a total of 13 officers for the division.

**Hate Crime/TPR – V Division (Dumfries and Galloway)**

Increased confidence in hate crime reporting has been achieved by providing refresher training to all divisional TPR centres and to the delivery of regular hate crime awareness messages utilising divisional social media platforms.

A new hate crime presentation has been developed for school campus officers and will be delivered throughout 2018 to all secondary school pupils highlighting reporting mechanisms and building confidence in reporting incidents.

**Hate Crime – Operational Support Division (OSD) Specialist Services**

The Football Co-ordination Unit for Scotland (FoCUS) is gathering evidence from various surveys conducted by organisations such as FifPro, Equalities Network, Supporters Direct and Women in Football in order to establish a baseline of public experience and perception of hate incidents at football. The outcomes from this research will be used to inform future activity and build a better picture of hate crime / hate incidents with a view to improving the Police Scotland response.

## Equality Outcome 2

**All incidents involving harassment of people based on their protected characteristics are recorded and subject to a holistic assessment of wellbeing concerns and needs: to influence wider multi-agency investigation, intervention and support tailored to individual needs, and to prevent repeat victimisation.**

### Activities

- 2.1** We will deliver a practice model to bring about the required changes across culture, systems and practice in how we research, assess and share wellbeing concerns regarding individuals - that will help people with situational vulnerabilities achieve their full potential.
- 2.2** We will implement nationally consistent roles, responsibilities and common business processes within Concern Hubs. (A Concern Hub is a single information repository in a Police Division for all wellbeing concerns to be triaged, researched, assessed and - where appropriate - shared securely with partners).
- 2.3** We will embed consistent, equitable and improved risk assessment and decision- making.
- 2.4** We will introduce a national training strategy for Risk and Concern which will provide a greater investment in the people who deliver this service, through enhanced workforce development and effective leadership, maximising opportunities for improved performance and positive outcomes.
- 2.5** We will achieve a consistent approach to the management of police information to ensure the right information reaches the right people at the right time to better support individuals and prevent further victimisation or harm. We will ensure that the sharing of wellbeing concerns is lawful, necessary and proportionate for the purposes for which it is being shared.
- 2.6** We will work collaboratively with partners to develop innovative approaches and make a decisive shift towards early intervention and prevention rather than waiting for crises responses.
- 2.7** Where there is a protection need we will work with partners to investigate and protect from further risk of harm, whilst holding perpetrators to account.
- 2.8** We will develop a national method to record Inter-agency Referral Discussion outcomes; adult protection concerns and risk factors.
- 2.9** We will develop and implement a prevention strategy in relation to all forms of abuse when adults may lack capacity.
- 2.10** We will develop and implement a Community Engagement framework that actively contributes to the ongoing prevention strategy and encourages early identification of adult abuse.
- 2.11** We will work with Scottish Government and partners to introduce a nationally consistent Initial and Significant Case Review procedure for adult protection.
- 2.12** We will develop and publish a toolkit/ investigator guide for broader wellbeing aspects to benefit officers and staff in the early identification of wellbeing concerns (using the GIRFEC guidance and assessment for child wellbeing concerns).

- 2.13** We will continue to work with Scottish Government to improve the development of the Appropriate Adult Scheme or introduction of wider Intermediaries in Scotland.
- 2.14** We will support vulnerable individuals who may be susceptible to radicalisation. We will do this by working in partnership with communities and statutory organisations, ensuring early identification of such vulnerabilities.

### **Equality Outcome 2 - Overview of Progress**

**2.1 - We will deliver a practice model to bring about the required changes across culture, systems and practice in how we research, assess and share wellbeing concerns regarding individuals - that will help people with situational vulnerabilities achieve their full potential.**

The project has designed and delivered an optimum operating model. The national rollout of the new concern hub functionality and national business practice model across all 13 police divisions is now complete. In implementing a national business practice model for wellbeing concerns, information is more efficiently and effectively managed, allowing Police Scotland to better deliver on key equality outcomes whilst improving the safety and wellbeing of people, places and communities across Scotland.

**2.3 - We will embed consistent, equitable and improved risk assessment and decision- making.**

The resilience matrix is a framework to assist staff with assessment of wellbeing concern reports and decision-making on sharing with partners or otherwise. This is now complete with the resilience matrix embedded within the national business practice model for divisional concern hubs.

**2.4 - We will introduce a national training strategy for Risk and Concern which will provide a greater investment in the people who deliver this service, through enhanced workforce development and effective leadership, maximising opportunities for improved performance and positive outcomes.**

A bespoke training package has been developed primarily for concern hub staff but also benefits divisional partnership coordinators to support the developed national business process for concern hubs. Several modules have been developed that focus on core aspects that collectively aim to deliver a high professional and efficient standard of practice.

Police officers and police members of staff working within concern hubs are required to attend this 2 day training course along with police officers at the ranks of Detective Sergeant/Sergeant and Detective Inspector/Inspectors who oversee the daily supervision and management of the national concern hubs. There is also a half day course for supervisors in addition to the two day course for Sergeant and Inspector level. The introduction of a national

training package for concern hub staff is now complete with this national course transferred to the detective training programme at the Scottish Police College for continued delivery.

**2.5 - We will achieve a consistent approach to the management of police information to ensure the right information reaches the right people at the right time to better support individuals and prevent further victimisation or harm. We will ensure that the sharing of wellbeing concerns is lawful, necessary and proportionate for the purposes for which it is being shared.**

A national guidance document has been produced in relation to concern hub functionality. The new General Data Protection Regulations (GDPR) came into force in May 2018 and work has been undertaken to refresh guidance to meet the standards of the new legislation.

Police Scotland are currently working in partnership with the Scottish Government and other key stakeholders in the drafting of operational guidance for practitioners in relation to information sharing regarding children and young people.

**2.7 - Where there is a protection need we will work with partners to investigate and protect from further risk of harm, whilst holding perpetrators to account.**

Local policing and divisional public protection units are at the forefront of identifying adults and children who are at risk of harm. We work together with key partners to assess risk and implement appropriate protection measures. Our national training courses are regularly reviewed to ensure that our divisional and public protection officers are trained to the highest standard to minimise risk, investigate thoroughly and identify perpetrators.

The Specialist Crime Division (SCD) Public Protection Unit recently launched an online child sexual abuse campaign entitled '#notmyfriend'. The campaign's aim was to reduce online child sexual abuse offending by challenging perpetrator behaviour, highlighting the personal risk perpetrators are taking through their offending behaviour and signposting them to third sector support, specifically 'Stop It Now!' The campaign involved digital advertising, social media messaging and poster distribution. It has been supported by a range of partner organisations across statutory, public and private sectors.

**2.9 - We will develop and implement a prevention strategy in relation to all forms of abuse when adults may lack capacity.**

Prevention strategies are ongoing which include the education, awareness and implementation of opportunities identified in legislation including the Health (Nicotine, Tobacco and Care etc.) (Scotland) Act 2016. This closes the gap between adults who are cared for and those who lack capacity in terms of ill treatment and wilful neglect.

Internal and interagency work will jointly be progressed pending recommendations from the adult support and protection thematic Inspection. It is envisaged positive improvements will be made nationally to support adults who are at risk of harm.

**2.10 - We will develop and implement a Community Engagement framework that actively contributes to the ongoing prevention strategy and encourages early identification of adult abuse.**

We continue to work with our partners with a particular focus on financial harm with the banking network under the multi-agency Financial Harm Group. We are working with statutory partners and third sector organisations to ensure that survivors of abuse are supported through the investigation and criminal justice process. We continue to work with support groups to obtain invaluable feedback from survivors of abuse to continually review and improve our response. Bespoke survivor engagement literature has been produced offering advice and detailing information, and relevant support organisations.

**2.13 - We will continue to work with Scottish Government to improve the development of the Appropriate Adult Scheme or introduction of wider Intermediaries in Scotland.**

We continue to attend the Scottish Appropriate Adult Network and also the Scottish Government led Short Life Working Group, implementing national procedures in relation to the Appropriate Adult Scheme. We have been involved in the Scottish Government's proposal to introduce a national funded scheme for Appropriate Adults and welcome the opportunity to form part of the consultation in relation to the scheme's proposals.

**Examples of Supporting Activity:**

**Harassment of people based on their protected characteristics – A Division (North East)**

Community safety partnership hubs across division identify instances of non-crime Anti-Social Behaviour (ASB) and nuisance incidents where protected characteristics maybe a factor. Appropriate proactive referrals and/or support are then put in place by statutory bodies or third sector organisations.

**Harassment of people based on their protected characteristics – C Division (Forth Valley)**

Engagement events are held throughout the division with groups such as Muslim groups, Chinese Association, LGBTI, Senior Citizen, Visually /Hearing impaired etc. in order to identify and listen to issues concerning their communities and to shape Local Policing Plans. As a result the Forth Valley awareness card has been designed to assist first engagement with service users wishing assistance.

**Holistic assessment of wellbeing concerns – D Division (Tayside)**

Tayside Division recently underwent a holistic review of the delivery of its preventative agenda from strategic level to operational delivery. From this review a business change programme was instigated to implement a more robust strategic governance structure and a re-alignment of existing resources to a new divisional preventions hub. The divisional preventions hub now has a portfolio dedicated to delivering the equality and diversity outcomes for the division. Under this portfolio a dedicated resource reviews the recorded hate crimes/incidents ensuring that an appropriate assessment of wellbeing concerns are addressed with partners and appropriate interventions implemented. This role will also identify trends, high risk vulnerable groups/individuals and guidance and support to police staff and officers.

**Support tailored to individual needs – V Division (Dumfries and Galloway)**

Dumfries and Galloway Division currently operate a MASH unit (Multi Agency Safeguarding Hub) within divisional headquarters where police, health and social work are all based in the same office and can initiate an Initial Review Discussion (IRD) on the spot. The Detective Inspector in charge of this unit works closely with the equality and diversity lead to provide support for any identified vulnerable individuals or groups.

### Equality Outcome 3

**Victims of gender-based violence/abuse are safer and are confident that the police are responsive to their needs.**

#### Activities

- 3.1** We will reduce the harm caused by domestic abuse: by supporting victims, targeting perpetrators and working with local communities and partner agencies to better share information, learning and best practice.
- 3.2** We will continue to build upon our operational response to reported incidents of domestic abuse and will review national training to ensure our response remains current, is reflective of victims' needs and incorporates new and effective ways of working.
- 3.3** We will develop a robust process to enable our partner agencies to securely share intelligence they may have on domestic abuse perpetrators.
- 3.4** We will continue to work with local communities and relevant partner agencies to identify and eliminate barriers to reporting for domestic abuse victims. We will continue to develop our domestic abuse 'online' reporting system, ensuring it is accessible to all.
- 3.5** We will maximise opportunities to engage with the public through joint [partner agency] domestic abuse campaigns and other national events.
- 3.6** We will continue to raise staff understanding and awareness of domestic abuse and coercive control policies and processes.
- 3.7** We will continue to raise staff understanding and awareness of honour-based violence, forced marriage and female genital mutilation policies and processes.
- 3.8** We will engage with partners, locally and nationally, to ensure best practice is used to prevent and investigate sexual crime and target those who pose the greatest risk of harm. Prevention strategies will address each of the levels that influence sexual violence (individual, relationship, community and society). This will include the use of victim risk-reduction techniques and bystander prevention strategies to empower individuals to intervene to prevent a sexual assault from occurring.
- 3.9** We will continue to work with partners to provide support to victims and build their confidence to report sexual crimes. We will review national training to ensure responses to reports of sexual crime are victim-focused. We will work in partnership with Rape Crisis Scotland to increase the number of victims referred for support through the National Rape Crisis Scotland Helpline and the National Advocacy Project. We will increase third party reporting mechanisms across Scotland. We will challenge negative attitudes to sexual crime through joint partner campaigns and encourage confidence to report.
- 3.10** We will expand engagement with key partners who work with perpetrators of rape and sexual crime in order to improve prevention and intervention opportunities.
- 3.11** We will develop and launch Phase III of Police Scotland's national 'We Can Stop it' campaign to support a grass-roots shift in attitudes to rape and sexual crime.
- 3.12** We will continue to work with partners, nationally and locally, to explore opportunities to increase self- referral service and availability of multi-agency sexual assault centres across Scotland.

- 3.13** We will engage with key partners and explore opportunities to improve communications routes in order to receive victim feedback and ensure that it is shared and learned from.
- 3.14** We will work in partnership with Scottish Government and the Scottish Courts and Tribunals Service to improve interview facilities and to consider visual recording interviewing of witness interviews in rape cases.
- 3.15** We will collaborate with academic and research institutions in support of high quality quantitative and qualitative research into rape/sexual crime issues, for the purposes of developing a stronger evidence base.
- 3.16** We will work in partnership to develop and implement intervention strategies to ensure that all reports of Human Trafficking and Exploitation ('Human Trafficking') are appropriately and promptly assessed.
- 3.17** We will collaborate with statutory agencies and 3rd sector support services to develop and implement a Human Trafficking prevention strategy.
- 3.18** We will develop Human Trafficking multi-agency training products for the consideration of the Scottish Government's Human Trafficking Strategy Implementation Group.
- 3.19** In partnership with statutory and 3rd sector services, we will further develop Human Trafficking community awareness products.
- 3.20** We will develop and implement a Human Trafficking community engagement framework that reaches out to all communities across Scotland to raise awareness.
- 3.21** We will work with relevant partners to develop an Inter-agency Referral Discussion approach to all reports of Human Trafficking.
- 3.22** We will work with key stakeholders to consider the introduction of Joint Investigative Interviews with adult potential victims of Human Trafficking and Exploitation, and to improve the quality of forensic interviews.
- 3.23** We will collaborate with academic and research institutions in support of high quality quantitative and qualitative research into Human Trafficking and Exploitation in Scotland, for the purposes of developing a stronger evidence base.
- 3.24** We will develop and publish a toolkit/ investigator guide for broader wellbeing aspects to benefit officers and staff in the early identification of wellbeing concerns (using the GIRFEC guidance and assessment for child wellbeing concerns).
- 3.25** We will develop and implement a child abuse and neglect community engagement framework that reaches out to all communities across Scotland, encouraging more open discussion about child abuse and neglect in society, which will further improve stakeholder confidence to report abuse.
- 3.26** We will undertake work with equality groups, community leaders and Independent Advisory Groups to increase reporting of child abuse and neglect amongst marginalised groups and thereby provide early intervention and support tailored to need.
- 3.27** We will improve processes to ensure information from return-home welfare interviews, to better understand why children have gone missing and intelligence about those who may pose a risk of Child Sexual Exploitation.
- 3.28** We will develop and deliver targeted communications to deter and/ or disrupt online offenders pre-arrest, and signpost to effective self-help services to stop offending.
- 3.29** We will continue to work with Safeguarding Communities – Reducing Offending (SACRO), Crown Office Procurator Fiscal Service, Scottish Government and partners to develop a post-arrest referral for inclusion on targeted programmes and family support for persons charged with online child abuse image possession.

### Equality Outcome 3 - Overview of Progress

**3.1 and 3.3 - We will reduce the harm caused by domestic abuse: by supporting victims, targeting perpetrators and working with local communities and partner agencies to better share information, learning and best practice. We will develop a robust process to enable our partner agencies to securely share intelligence they may have on domestic abuse perpetrators.**

Work is ongoing to improve Police Scotland's domestic abuse information sharing protocols with service providers for victims/survivors of gender based violence and ensure they are GDPR compliant. Information sharing agreements which form the basis of all information sharing with service providers are currently being updated/developed with information management ensuring that victim/survivor services continue to be delivered following police referral.

**3.2 and 3.6 - We will continue to build upon our operational response to reported incidents of domestic abuse and will review national training to ensure our response remains current, is reflective of victims' needs and incorporates new and effective ways of working. We will continue to raise staff understanding and awareness of domestic abuse and coercive control policies and processes.**

Police Scotland has entered into a new contract for a national alarm solution for victims who are at risk as a result of gender based violence. 440 'TecSOS' devices which have GPS tracking functionality have been procured to improve the policing response and safety planning for victims of domestic abuse, stalking and harassment, child sexual exploitation, Honour Based Violence (HBV), Forced Marriage and Female Genital Mutilation (FGM). The alarms will be distributed nationally for use within territorial division's once national guidance and relevant IT systems are complete and operational.

The Domestic Abuse (Scotland) Bill, as proposed, will criminalise psychological abuse and coercive control committed within domestic relationships, and create a new criminal offence when enacted. In advance of the legislation being introduced across the country, Police Scotland has committed to provide a comprehensive package of training to around 14,000 officers and staff about psychological abuse and coercive control in domestic abuse incidents so that they can be upskilled to respond to reports and incidents appropriately.

**3.4 - We will continue to work with local communities and relevant partner agencies to identify and eliminate barriers to reporting for domestic abuse victims. We will continue to develop our domestic abuse 'online' reporting system, ensuring it is accessible to all.**

Reports of domestic abuse via the Police Scotland website portal continue to increase with 177 reports received to date in 2018 (figure correct as at 24/04/2018). In the same period 67 stalking online reports have also been received (figure correct as at 24/04/2018). The online portals were created to encourage those persons who are too afraid, unable or unwilling to report directly to police, to make reports and receive an appropriate policing

response. Work is ongoing with Contact Command and Control (C3) division to route the reports in the same way as hate crime reports ensuring that a parity of response is made regardless of the reporting medium.

**3.5 - We will maximise opportunities to engage with the public through joint [partner agency] domestic abuse campaigns and other national events.**

**16 Days of Action to Tackle Violence Against Women (VAW) Campaign**

The Police Scotland VAW campaign commenced on 25 November 2017, (the International Day for the Eradication of Violence Against Women) and ran until the 11th December 2017. Police worked alongside partners at a range of events which highlighted different aspects of violence against women including domestic abuse, FGM, HBV, commercial sexual exploitation, and online abuse.

All events aimed to maximise opportunities to promote Police Scotland's commitment to challenging violence against women and demonstrating the commitment to proactively target offenders. The campaign was communicated across all available channels, both internal and external. Feedback was extremely positive and the social media content reached well over 1 million people.

**White Ribbon Campaign**

The force executive made a pledge to the White Ribbon Campaign as part of the national VAW campaign.

**Domestic Abuse Festive Campaign**

The #every9minutes campaign was launched on the 10th December 2017 and ran until 7th January 2018 focussing on controlling behaviours used by perpetrators to control victims and encouraging victims/survivors to come forward to report. Cinema, radio and social media advertising was supported by community engagement and poster distribution.

**Stalking and Harassment Campaign**

Police Scotland supported National Stalking Awareness week, #ReportingStalking from 16th -20th April 2018, to encourage victims/survivors of stalking to report to police. The campaign which reiterated the accessibility of the online stalking portal was communicated across Internal and external media.

**3.9 - We will continue to work with partners to provide support to victims and build their confidence to report sexual crimes. We will review national training to ensure responses to reports of sexual crime are victim-focused. We will work in partnership with Rape Crisis Scotland to increase the number of victims referred for support through the National Rape Crisis Scotland Helpline and the National Advocacy Project. We will increase third**

**party reporting mechanisms across Scotland. We will challenge negative attitudes to sexual crime through joint partner campaigns and encourage confidence to report.**

The Specialist Crime Division (SCD) Public Protection Support (PPS) retain the central oversight of the national cadre of Sexual Offences Liaison Officers (SOLO) supported by the Police Scotland College (SPC), and continue to review current business requirements. There are currently 1,230 trained and deployable SOLOs within Police Scotland with further courses planned for April and June 2018. Their use and deployment requires to be reconsidered in tandem with the Joint Investigative Interviewing (JII) Project and wider evidence and procedure review.

The national SOLO conference took place on Wednesday 2 May 2018 at SPC with attendance from police and partners. The timetable took cognisance of the feedback provided by previous attendees and focused on learning obtained from a recently prosecuted rape case which took place in Union Terrace Gardens, Aberdeen.

Feedback from the Rape Crisis Scotland helpline is collated during the rape inspection process which is disseminated across all divisions to support organisational learning and development. The National Rape Review Team (NRRT) also undertake engagement with other support services whilst conducting reviews within all divisions to ensure that a victim centred, holistic approach is undertaken at all times during the investigation process.

Police Scotland formally endorse and support the national 'Ugly Mugs Scheme' in an effort to engage with individuals involved in prostitution and to encourage this difficult to reach community to formally report incidents of rape and sexual crime.

**3.10 - We will expand engagement with key partners who work with perpetrators of rape and sexual crime in order to improve prevention and intervention opportunities.**

The National Rape Task Force (NRTF) continue to work with key partners and engage with universities in an effort to raise awareness of what constitutes rape and sexual assault and to encourage formal reporting / engagement with the criminal justice process. The Equally Safe in Higher Education Toolkit, launched on 25 April 2018, was developed by Strathclyde University in collaboration with several organisations including Police Scotland and provides practical guidance to help Scottish universities and colleges tackle sexual violence and harassment on campus.

**3.11 - We will develop and launch Phase III of Police Scotland's national 'We Can Stop it' campaign to support a grass roots shift in attitudes to rape and sexual crime.**

The 2018 Rape Campaign was launched on 15 February 2018. The campaign lasted 3 weeks and was targeted at perpetrators/potential perpetrators of rape with the main theme focussing on consent. There was considerable exposure on social media in addition to 4 posters which were distributed for display in key locations across the country.

**3.12 - We will continue to work with partners, nationally and locally, to explore opportunities to increase self-referral service and availability of multi-agency sexual assault centres across Scotland.**

Police Scotland continues to work with partners to address the ten recommendations identified within the Strategic Overview of Provision of Forensic Medical Services to Victims of Sexual Crime, published by Her Majesty's Inspectorate of Constabularies Scotland (HMICS). Police Scotland fully endorsed the recommendations and continues to engage with the Scottish Government and health partners to develop proposals for a national self-referral process.

DCC Livingstone responded to HMICS request for an update in relation to progress thus far.

Work continues locally in an effort to relocate forensic medical suites out-with police premises and to introduce nurse support at the earliest stage of victim engagement. Archway Glasgow has secured funding to employ additional nurses and doctors to allow 0800 – 2400 hrs / 7 days a week service provision. The effectiveness of this additional service will be discussed at the newly created Archway Operational short life working group.

Significant work has been undertaken in the east of Scotland with the proposal to create a truly holistic multi-agency centre for victim/survivors of gender based violence and child protection being considered by key partners in statutory and 3rd sector services.

**3.13 - We will engage with key partners and explore opportunities to improve communications routes in order to receive victim feedback and ensure that it is shared and learned from.**

The rape inspection process collates feedback from the Rape Crisis Scotland helpline which is disseminated across all divisions and is utilised to support organisational learning and development. The NHS Service User Review Form is being used to report on and collate issues identified during forensic medical examinations of victims of sexual crime to improve service delivery in this area.

**3.14 - We will work in partnership with Scottish Government and the Scottish Courts and Tribunals Service to improve interview facilities and to consider visual recording interviewing of witness interviews in rape cases.**

Police Scotland acknowledges the importance of victim engagement at an early stage and understands the requirement for policing responses to be contemporary and fit for purpose. We continue to work collaboratively with key stakeholders and will adopt and implement the findings from the evidence and procedure review in order to improve existing service provision.

**3.15 - We will collaborate with academic and research institutions in support of high quality quantitative and qualitative research into rape/sexual crime issues, for the purposes of developing a stronger evidence base.**

SCD supported the Scottish Centre for Crime and Justice Research during an evaluation of the National Advocacy Project by providing feedback on their experience of this service during rape investigations. The evaluation findings consider that close working relationships between the key partners – Rape Crisis, Police Scotland and the Crown Office and Procurator Fiscal Service (COPFS) – are key to providing an effective advocacy service to victim-survivors of rape and sexual assault and indicate that the advocacy project has contributed to improved partnership working and communication between agencies.

**3.16 - We will work in partnership to develop and implement intervention strategies to ensure that all reports of Human Trafficking and Exploitation ('Human Trafficking') are appropriately and promptly assessed.**

Police Scotland held its first Human Trafficking Investigators Course at the Scottish Police College between the 26 and 29 of March 2018. This four day bespoke course was the first time that such training had been delivered to police investigators in Scotland. It was facilitated by officers from the College of Policing (England) and supported by officers from the National Human Trafficking Unit (NHTU). The course was extremely beneficial to the officers who attended, and who will now be able to apply the knowledge and learning to cases of suspected human trafficking and exploitation in Scotland.

Section 38 (1) of the Human Trafficking and Exploitation (Scotland), Act 2015 will place a legal requirement on specified Scottish Public Authorities to notify the Chief Constable of the Police Service of Scotland about a person who is, or appears to be a victim of an offence of human trafficking or an offence under section 4, even if that person does not wish to engage with the police. A duty to notify pilot is ongoing with Edinburgh City Council. The practical implications of the process have been discussed with Edinburgh City Council, and there are scheduled monthly meetings taking place, along with the Scottish Government, to discuss how the project is working in practice. Persons identified as victims of human trafficking continue to be supported, with their consent, through the national referral mechanism.

Police Scotland has taken steps, through publication of appropriate memoranda, to re-inforce its commitment to protecting individuals exposed to the greatest threat, risk and harm, which includes potential victims of trafficking. Improved recording procedures have been implemented to ensure

adherence to the Scottish Crime Recording Standards and recommendations from the Independent Anti-Slavery Commissioner and the National Referral Mechanism process are highlighted to front line officers to ensure indicators of trafficking are highlighted.

**3.17 - We will collaborate with statutory agencies and 3rd sector support services to develop and implement a Human Trafficking prevention strategy.**

Part 4, of the Human Trafficking and Exploitation (Scotland) Act 2015 provides details of prevention and risk orders that may be applied for, either at sentencing of an individual for a relevant offence or by the Chief Constable, where a risk of a person committing a relevant trafficking offence is identified. Prevention orders came into force on 30 June 2017 and risk orders from 31 October 2017.

In order that Police Scotland is able to comply with the legislation a short life working group, chaired by the NHTU has been established with National Intelligence Bureau, Organised Crime and Counter Terrorism Unit (OCCTU), Legal Services, Policy Support Department, Crown Office and Procurator Fiscal Service (COPFS), Scottish Courts and Tribunals Service and the Scottish Government Human Trafficking Team. This group will continue to operate until the orders are firmly in place and allow for a period of review after their enactment.

**3.18 - We will develop Human Trafficking multi-agency training products for the consideration of the Scottish Government's Human Trafficking Strategy Implementation Group.**

In line with the Scottish Government Strategy Implementation Group (SIG), the NHTU is currently delivering tailored training, developed in conjunction with the Scottish Government, to key stakeholders, nationally and locally, along with advice provided from the NHTU. This aims to increase awareness amongst local police officers, social workers, and criminal justice workers, in relation to human trafficking issues.

**3.19 - In partnership with statutory and 3rd sector services, we will further develop Human Trafficking community awareness products.**

Human trafficking literature in the form of Human Trafficking leaflets (translated into a number of languages) have been created and issued to our Human Trafficking partners and police officers. The leaflets outline the support available to Potential Victims of Human Trafficking (PVoT).

The NHTU has delivered a number of awareness inputs to local councils, NHS, and private business organisations. This is achieved by Power Point presentations, to raise awareness, and provide advice on how to recognise the signs of trafficking. The feedback from these sessions has been positive, with local councils now requesting inputs. Training discs have been developed by the NHTU and will shortly be delivered to local authorities. This is standard training material, and based around looking for key indicators of Trafficking and Exploitation.

**3.20 - We will develop and implement a Human Trafficking community engagement framework that reaches out to all communities across Scotland to raise awareness.**

Police Scotland has played a significant and ongoing part in the delivery of the Human Trafficking and Exploitation (Scotland) Act 2015. Membership of the Strategy Implementation and Strategic Oversight Groups continues with close consultation maintained through the NHTU.

As part of the Scottish Government strategy, working groups were established to create a learning environment to ensure local policing is supported, best practice shared, and the long term strategy implemented to the benefit of individuals at risk of trafficking/exploitation and communities. This has proved to be valuable in supporting policing divisions and partners in raising awareness of processes and procedures, for investigating incidents of human trafficking.

Divisional Human Trafficking Champions continue to maintain close working relationships with partners to raise awareness and the NHTU delivers numerous training inputs to public bodies and private businesses.

**3.21 - We will work with relevant partners to develop an Inter-agency Referral Discussion approach to all reports of Human Trafficking.**

The inter-agency referral discussion forms the basis of child protection procedures and all potential child victims of trafficking and exploitation will be subject to this process. Police Scotland works closely with partners from health, education, social work and Non- Government Organisations (NGO's) to identify areas where service provision can be improved. Work is ongoing through the evidence and procedure review in respect of the potential recording of adult victim interviews, which it is hoped will improve our victim engagement strategy.

**3.22 - We will work with key stakeholders to consider the introduction of Joint Investigative Interviews with adult potential victims of Human Trafficking and Exploitation, and to improve the quality of forensic interviews.**

Police Scotland and in particular the NHTU along with relevant partners recognises that on occasion Potential Victims of Trafficking are being subjected to several interviews by different partners thereby having to relay the same traumatic events over again. A Victim Interview Working Group was formed in conjunction with the Scottish Government, Crown Office and partners, with the aim of looking at ways at reducing the amount of times that a potential victim is interviewed.

**3.23 - We will collaborate with academic and research institutions in support of high quality quantitative and qualitative research into Human Trafficking and Exploitation in Scotland, for the purposes of developing a stronger evidence base.**

The introduction of the new legislation and powers is still very much in its infancy. Opportunities for evidence based research on the factors that cause trafficking and how they can be prevented both internally to the UK as well as prevention and intervention options in the countries where victims have been trafficked from and transported through on their way to Scotland will be explored as more data becomes available.

**3.25 - We will develop and implement a child abuse and neglect community engagement framework that reaches out to all communities across Scotland, encouraging more open discussion about child abuse and neglect in society, which will further improve stakeholder confidence to report abuse.**

In February 2018, SCD Public Protection Unit delivered training at a series of workshops to Education Scotland on child sexual exploitation. These events provided an overview of national developments and discussed what action is or can be delivered locally to improve our response to children and young people at risk of harm through sexual abuse and exploitation.

We have continued to improve our Sex Offender Community Disclosure Scheme online application and maintained a high profile awareness campaign. The service ensures that a variety of reporting mechanisms are available which are discreet and accessible to all.

We continue to utilise social media channels to ensure that avenues for reporting information about child abuse are clearly signposted.

**3.7 and 3.26 - We will continue to raise staff understanding and awareness of honour-based violence, forced marriage and female genital mutilation policies and processes. We will undertake work with equality groups, community leaders and Independent Advisory Groups to increase reporting of child abuse and neglect amongst marginalised groups and thereby provide early intervention and support tailored to need.**

We are actively involved with community based and support groups to gain a better understanding of the child abuse picture within Scotland. Female Genital Mutilation (FGM) is an embedded cultural practice and therefore we recognise the importance of positive engagement with other professionals, communities and statutory and voluntary organisations.

We presented at a two day event hosted by Bright Choices in November 2017, supporting the national VAW campaign. Our focus was to continue breaking down barriers in respect of FGM and reinforcing the importance of intelligence gathering within FGM affected communities.

We presented at an NHS led event in February 2018 to mark International Zero Tolerance Day and we will support a national conference being held by Health Scotland and the Woman's Support Project focussing on the health impacts of FGM.

Collaboratively with communities and relevant agencies and support organisations we will enhance awareness, build trust and encourage information sharing to maximise opportunities for early intervention and effective safety planning.

**3.28 - We will develop and deliver targeted communications to deter and/ or disrupt online offenders pre-arrest, and signpost to effective self-help services to stop offending.**

The end-of-campaign analysis of awareness raising in Edinburgh in relation to self-help services available via 'StopItNow' Scotland clearly indicated the effectiveness of the campaign, with a 71% increase in traffic to the 'Get Help' website anonymous advice on desisting the viewing of Indecent Images of Children. New users increased by 103% across the 3 month campaign and new callers to the 'UK StopItNow' helpline from Scottish callers increased by 83% across the same period.

The campaign was funded via the City of Edinburgh Strategic Oversight Group (SOG). Building on this success through further local, regional or national awareness raising will likely require the support of local SOGs in the absence of any national funding. However the National Offender Management Unit staff are meeting with 'StopItNow' Scotland on 1 May 2018 and will discuss further.

**3.29 - We will continue to work with Safeguarding Communities – Reducing Offending (SACRO), Crown Office Procurator Fiscal Service, Scottish Government and partners to develop a post-arrest referral for inclusion on targeted programmes and family support for persons charged with online child abuse image possession.**

Challenges have been experienced in achieving the implementation of the SACRO pilot of a post-arrest targeted support and diversion programme and family support for persons charged with online child abuse image offences, primarily in relation to Crown Office confirmation of information which can be provided to SACRO by Police Scotland. Local defence agents have been briefed re the proposed pilot and are supportive in principle.

Following a further meeting with SACRO on 20 April 2018 it has been agreed to progress the pilot on the basis of voluntary self – referral, with Police Scotland staff signposting relevant offenders to the availability of the service prior to their release from custody. Arrangements are currently being progressed to arrange the briefing of Sheriffs covering the Kilmarnock and Ayr Courts.

**Examples of Supporting Activity:**

**Gender Based Violence – A Division (North East)**

All high risk victims of domestic abuse are referred to a Multi-Agency Risk Assessment Conference (MARAC) where safety planning and support actions are tasked to appropriate agencies for completion. Feedback to victims is provided by independent domestic abuse workers.

**Gender Based Violence – E Division (Edinburgh)**

Community Street surgeries have been undertaken along with partners from Women's Aid, not only raising awareness of gender based violence/abuse, but allowing victims to approach police/partners for advice or further sign posting.

**Gender Based Violence – J Division (The Lothians and Scottish Borders)**

Midlothian continues to prioritise and scrutinise all reports of gender based violence and abuse and refer cases to MARAC and Multi Agency Taking and Coordination Group (MATAC) when appropriate. All such reports are analysed on a daily basis via the Tasking and Coordination Group (T&CG) process and victim safety and support is to the fore.

**Gender Based Violence – K Division (Renfrewshire and Inverclyde)**

Renfrewshire Polish Association (RenPA) approached their local Safer Communities department to assist in the development of a sustainable domestic abuse initiative to raise awareness of domestic abuse and provide support to their community. Work is underway with Police Scotland, RenPA, Women's Aid and the local authority to develop this initiative, produce literature and provide awareness raising inputs to volunteers. This project is expected to be launched during the International Day for the Elimination of Violence against Women.

This project developed a poster which was approved by the national Domestic Abuse Coordination Unit (DACU) and distributed throughout the area. RenPA's work created a national network of Polish associations / groups working together to tackle domestic abuse.

**Gender Based Violence – P Division (Fife)**

The Learning and Development Officer from Fife Violence Against Women Partnership has jointly devised and delivered training to all response officers within Fife Division. The training focuses on the dynamics of domestic abuse and explores victim behaviours, and this gives officers a greater understanding of the issues, addressing preconceived ideas, ensuring that the initial police response is victim centred and appropriate. This has improved the response to domestic abuse and will give victims confidence to report. The independent evaluation of the training has been extremely positive.

**Gender Based Violence – Q Division (Lanarkshire)**

Lanarkshire Division continues to work in partnership with the community planning gender based violence groups. Through the local actions and drivers, the partnership outcome is to encourage reporting of incidents of domestic and gender based abuse at an earlier stage and to ensure that appropriate support is given to victims and to their families.

**Gender Based Violence – U Division (Ayrshire)**

A pan-Ayrshire conference on Stalking was organised with partners and attended by 120 delegates including a number of divisional officers. Delegates heard from a number of speakers including Ann Moulds (Action Against Stalking) and Chief Superintendent Paul Main (Ayrshire Divisional Commander). Following the conference, presentations by police divisional staff were provided to NHS staff and collaboration is ongoing with Women's Aid in order to develop resources for further divisional training to frontline officers.

**Gender Based Violence – V Division (Dumfries and Galloway)**

The Division is working closely with key partners to safeguard victims of gender based violence/abuse through the formation of a Multi-Agency Safeguarding Hub (MASH), containing representatives from Health, Social Work and Police Scotland, all based in one office at divisional headquarters.

### Equality Outcome 4

**People from and across protected groups are meaningfully engaged with us and their views contribute to service improvements.**

#### Activities

- 4.1** We will monitor and report on engagement with key communities and stakeholders across the protected characteristics at a national and a local level.
- 4.2** We will continue to make effective use of Community Impact Assessments and Equality & Human Rights Impact Assessments.
- 4.3** We will work with partners to map local equality & diversity stakeholders. We will include equality & diversity stakeholders within a local community engagement framework and ensure that equality & diversity stakeholders are included within public consultation surveys by police and partners.
- 4.4** In rolling out the Children and Young People approach and action plan 2016/20, we will take proactive and creative measures to engage and consult with a broad diversity of children and young people, and this will shape our service delivery to them.

### Equality Outcome 4 - Overview of Progress

**4.1 - We will monitor and report on engagement with key communities and stakeholders across the protected characteristics at a national and a local level.**

#### Community Engagement Tackling Prejudice and Building Connected Communities Group

Police Scotland is now a key member of this multi-agency Group. It was initiated by the Scottish Government to take forward the recommendations made within Dr Duncan Morrow's Independent Advisory Group report on Hate Crime, Prejudice and Community Cohesion, published in September 2016. The Group is led by Angela Constance MSP and matters being considered include under-reporting of hate crime addressing actual or perceived barriers and the Third Party Reporting process, with a view to improving effectiveness and public awareness.

Continuous and regular engagement with a variety of community support groups has been undertaken, allowing for their views to be fed back influencing ongoing activity.

#### Faith Groups Engagement

Engagement activity has included interaction with faith groups as well as mainstream religions along with interfaith groups such as Interfaith Scotland.

Parallel to engagement at local level, engagement with national community organisations such as the Scottish Council of Jewish Communities (SCoJeC), the Muslim Council of Scotland (MCS) and Interfaith Scotland has been enhanced and also personalised with more regular and meaningful contacts.

### **Race Equality Groups Engagement**

Police Scotland continues to engage with a number of race equality groups such as Black and Ethnic Minorities in Scotland (BEMIS), Council for Ethnic Minority Voluntary Sector Organisations (CEMVO), Edinburgh and Lothians Regional Equality Council (ELREC), Central Scotland Regional Equality Council (CSREC), Coalition for Racial Equality and Rights (CRER), amongst many other similar groups and community organisations. Many of these groups also take part in strategic working groups such as the Tackling Prejudice and Building Connected Communities Action group and also cross party groups on race or equality alongside Police Scotland. Having a good working relationship with such groups allows for critical conversations to take place with positive and constructive progress on many issues.

### **Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Engagement**

Police Scotland continues to develop engagement at all levels with Scotland's LGBTI communities and has a continuing working relationship with third sector organisations and agencies supporting LGBTI communities, including Stonewall Scotland, the Equality Network, Scottish Trans Alliance, LGBTI Youth and LGBTI Health. Police Scotland also continues to support Pride events such as the first Trans Pride Event which took place in Edinburgh during March 2018.

### **Disability Engagement**

Police Scotland staff at both a national and local level, have attended events across the country to engage with disability groups and provide information on policing, including how to contact the police.

### **Traveller Engagement**

Police Scotland has continuous engagement with Gypsy and Traveller (GT) national organisations such as The Travellers' Times National Youth Advisory Group, Minority Ethnic Carers of Older People Project (MECOPP) - specifically funded to work with GT communities, Article 12 Organisation - funded to provide a voice to GT youth communities and the Gypsy Traveller Light & Life church. Such personalised strategic engagement has allowed for cooperation in relation to positive activities and to effectively monitor and respond to tensions within this community.

To ensure Police Scotland has an understanding of our increasingly diverse community groups all divisions submit community engagement forms to the Safer Communities Equality and Diversity Unit after engagement with any relevant diverse group or agency, e.g. race, religion, refugee, LGBTI, disability, traveller, age, etc.

#### **4.2 - We will continue to make effective use of Community Impact Assessments (CIA) and Equality & Human Rights Impact Assessments (EQHRIA).**

##### **Community Impact Assessment (CIA)**

A Community Impact Assessment (CIA) is a tool to help record, monitor and develop appropriate interventions to address impact on communities and assist with reducing raised community tensions. They are also used as proactive documents where future events are known or operations planned and form part of the dynamic risk assessment process.

Incidents such as terrorist activity both within the UK and further afield, political unrest, and high profile hate crimes can all impact nationally, whilst at a local level raised tensions can result from any number of incidents either planned or spontaneous.

A CIA helps ensure confidence in the police response to such incidents and, where possible, enhanced not just for incidents involving serious crime but for any incident that affects an individual, their family or a community, or for predicted events, such as marches or demonstrations where there is the potential to adversely affect community harmony or the attitude of one group of people to another.

Strained relationships may develop within or between specific communities or against particular institutions, based on real or perceived events or information. Such tensions may be fed by fear, prejudice, circumstance, specific actions, media reporting or lack of accurate information, and may develop over a long period or be inflamed by a spark incident leading to disorder and violence.

The benefits of a CIA are that it

- Enables a dynamic assessment of community tensions so as to assist in restoring 'normality' to the groups or areas affected.
- Provides a means to record and monitor actions, the decisions taken and the corresponding rationale.
- Provides a summary of risks and tensions in relation to an incident.
- Assists in identifying communities/persons disproportionately affected.
- Assesses levels of tensions to assist decisions around areas such as resource deployment.

##### **Example of Supporting Activity:**

In March 2018, a number of Anti-Muslim letters were received by Westminster based Members of Parliament and some private households in England, these letters encouraged attacks to be carried out against the Muslim community.

The nature of the letters and the subsequent reporting through national and social media resulted in significant concern being raised within Muslim communities.

The Safer Communities Equality and Diversity Unit raised a National Community Impact Assessment document that considered the communities and stakeholders likely to be affected and the impact and tensions likely to be experienced by them.

From this assessment an action plan was put into place which included:

- Researching hate crimes and incidents on a daily basis.
- Monitoring media and social media.
- Liaison with local policing divisions.
- Undertaking community engagement with relevant groups.
- Ensuring engagement at relevant locations including places of worship.
- Community reassurance messages from Police Scotland.
- Attendance at cross party parliamentary groups.

This assessment and the associated activity work carried out ensured that communities were kept informed and provided the necessary reassurance to them.

In April 2016, an Anti-Semitic video was posted online making references to the gassing of Jews and utilised a dog for this purpose. This video received approximately 1 million views on YouTube before it was removed however its content had already been reported by national media outlets.

In April 2018 the male responsible for producing the video was convicted of an offence under the Communications Act, 2003, the case attracted extensive media attention nationally and on social media networking platforms. Consequently negative comments in relation to the conviction were made by members of the public and activist groups alike.

National and Local Community Impact Assessment documents were created with the aim of addressing issues raised through national/social media channels and identifying and planning for likely scenarios that would result from the conviction.

Potential scenarios included an increased likelihood of right wing groups or people with extreme views seizing the opportunity to publicly criticise the police, stereotype and target specific communities.

Potential scenarios also included an increase in physical attacks to businesses or other premises with links to specific faith/ racial communities.

The reputational risk to Police Scotland in relation to the initial arrest and any future arrests was also considered.

Actions included:

- Monitoring of hate crimes / incidents across Police Scotland was carried out to assist in providing an appropriate mechanism for measuring/identifying change in community tension both locally and nationally.

- Environmental scanning continued on a daily basis.
- Monitoring of social media activity related to the case was carried out.
- All Divisions were contacted with requests for any intelligence / tensions / hate crimes to be submitted to the Safer Communities Equality and Diversity Unit.
- Minority groups likely to be affected were updated regularly and provided with reassurance messages.

The sentencing became a national event but the actions delivered ensured that there was no disproportionate tension detected in any communities or individuals and all possible scenarios that could have occurred were anticipated.

### **Equality & Human Rights Impact Assessment (EqHRIA)**

The integrated approach to EqHRIA, jointly implemented by Police Scotland and the Scottish Police Authority (SPA) in June 2016, has been reviewed.

The review findings were generally positive with user feedback resulting in relatively minor amendments, mainly intended to reduce the size of the Standard Operating Procedure (SOP), and to improve access to the EqHRIA Form Guidance by making it interactive with the EqHRIA Form itself.

The review reinforced the importance of appropriate training for those involved in policy/practice development and/or review. Staff with prior training or awareness noted a more positive experience of completing an EqHRIA than those without.

Efforts are ongoing to better promote the availability of the one day EqHRIA training course, delivered by Police Scotland's Leadership, Training & Development Department to relevant staff. Early beneficiaries of this training include business areas such as, Safer Communities, Leadership and Talent, Marketing, and Strategy, Insight and Innovation.

The Scottish Human Rights Commission (SHRC) views Police Scotland and SPA's approach to this subject as a positive example that is worthy of sharing with other public sector organisations that might be considering a similar change to their current practice. As a response to requests received, presentations have been made at a national multiagency conference on 28 November 2017, and a Peer to Peer Learning Event, organised by the SHRC, on 15 March 2018. A third input is scheduled for delivery to representatives from Scottish universities and colleges on 13 June 2018.

The EqHRIA Scrutiny Group continues to monitor and review deliverables in respect of EqHRIA-related practices, such as provision of and access to training for EqHRIA author's, publication of results and management of mitigating measures noted during impact assessments.

As of May 2018, 29 members of staff are confirmed as having completed the training - including three SPA staff and nine trained as trainers and 25 are on the approved list for future courses 193 EqHRIA summaries of results are accessible on the Police Scotland website with circa 300 EqHRIAs published

internally. Work is ongoing to improve external publication of and access to EqHRIA results and progress related to identified mitigating actions within Equality Impact Assessments (EIAs) and EqHRIAs completed over the past five years, is under scrutiny. Owners of any outstanding actions will be required to explain or justify inaction. Following completion of this review, a periodic dip sampling of higher risk mitigating measures recorded within current and future assessments will be implemented.

**4.3 - We will work with partners to map local equality & diversity stakeholders. We will include equality & diversity stakeholders within a local community engagement framework and ensure that equality & diversity stakeholders are included within public consultation surveys by police and partners.**

#### **Equality and Diversity Directory**

The Equality & Diversity Unit has developed a directory where interaction with our communities is recorded on a bespoke engagement form. Access to the information contained on these forms is provided to all departments and divisions. This engagement process assists in highlighting any concerns felt by specific groups and identifies communities that are either not known or lacking in police engagement, thereby promoting a better understanding of the dynamics of diversity within communities and enabling a more tailored response to specific needs.

**4.4- In rolling out the Children and Young People Approach and action plan 2016/20, we will take proactive and creative measures to engage and consult with a broad diversity of children and young people, and this will shape our service delivery to them.**

Children and Young People 2016/20 – Our Approach sets out Police Scotland’s five priorities to support children and young people. ‘Our Approach’ was developed collaboratively with a group of children and young people. Under each of the five priorities is a set of commitments made directly to Scotland’s children and young people. Central to these commitments is our aim to engage and consult with a broad diversity of children and young people.

The Children and Young People Business Area (CYP) team is responsible for coordinating the delivery of the commitments set out in ‘Our Approach’. They have strong links with a wide cross-section of partner agencies. Through this network the CYP team is developing opportunities for direct engagement with children and young people from across Scotland. This includes developing a dedicated internet page and exploring ways in which engagement can be improved through the use of social media. A vital part of this work will be developing opportunities for engagement with children and young people from protected groups.

#### **Examples of Supporting Activity:**

**Community Engagement C - Division (Forth Valley)**

Divisional work with young people through initiatives such as 'Friday Night Football' have provided new methods for engagement to police and partner agencies. Feedback and analysis has shown improved relationships and increased levels of access to services by these younger people.

**Community Engagement – D Division (Tayside)**

Divisional staff have carried out rural police surgeries in partnership with Angus Alive library van ensuring engagement in these communities and with the elderly/isolated population in these areas.

Divisional Initiative's linked to neighbourhood, rural and shop watch schemes have been carried out, ensuring that people from different sections of the community are involved in crime prevention and community safety which is achieved through a two way interactive web based platform easily accessed by all communities.

Local Community officers are working with the local authority to ensure that the Syrian refugee community are supported and any issues are addressed quickly, with the support of third sector agencies if required.

**Community Engagement – E Division (Edinburgh)**

Divisional Safer Communities department joined local partners running a British Sign Language (BSL) engagement event sponsored by Deaf Action. This event included creating a video suitable for BSL users explaining what BSL facilities are currently available to allow contact to be made with the police when required. The event was also used to obtain suggestions for improvements that could be made to the reporting and communication process, which were collated and subsequently submitted to the Equality and Diversity Unit for further action.

Campus and community officers have undertaken work at local secondary schools engaging with young people who identify as LGBTI, discussing not only reporting mechanisms of hate crime, but also obtaining their views of how the police interact with young people and the LGBTI community.

Divisional staff in North East Edinburgh have identified Single Points of Contact (SPOC's) for minority places of worship, carrying out regular visits to these premises in an effort to engage with the community. These SPOC's also attend youth groups in the area including an LGBTI group based in Leith.

**Community Engagement – G Division (Greater Glasgow)**

The I AM ME programme deals with disability related hate crime. It raises awareness of such within various communities and the wider public in general. Part of “I am Me” is the Keep Safe initiative. Keep Safe allows premises and organisations to elect to be a safe area for vulnerable and disabled people who may be in need of assistance. Training is provided by divisional Safer Communities staff in conjunction with I am Me staff. This also incorporates hate crime training. The process of establishing police offices as Keep Safe centres is currently being rolled out throughout the division.

Divisional staff delivered presentations at the St Vincent Centre for the Deaf and Deaf Connections Ladies Group in Glasgow, whereby a range of topics were covered including Stop and Search, Counter Terrorism and Personal Safety. Local divisional officers supported by Equality and Diversity Unit staff hosted a stall at an Autism awareness event in George Square, Glasgow where information and advice was provided in relation to reporting hate crime and interaction and engagement with the police

#### **Community Engagement – K Division (Renfrewshire and Inverclyde)**

In August 2017 Safer Communities officers participated in a conversation Café in Inverclyde. This event was an opportunity for organisations, services and individuals in Inverclyde, including New Scots from Syria, to come together through conversation to shape and inform the new Refugee Integration Strategy for Scotland. The event was organised by ‘Your Voice’ in Inverclyde. Divisional Safer Communities’ officers had been assisting in preparations for the refugee arrivals through the Vulnerable Persons Relocation Scheme to Renfrewshire and Inverclyde and were able to share experience to shape best practice.

Feedback from the event was submitted to the Scottish Government to inform the next New Scots refugees Integration Strategy 2018 – 2022. Following on from the event a partnership developed between the Health and Social Care Partnership, The Trust, Your Voice, Police Scotland and Magic Torch to develop a youth led programme for refugee children and young people exploring integration, engagement and topics such as children’s rights and Scottish law. The intention from this programme is for our refugee young people to develop a resource based on their experiences that can be used by families in the future.

#### **Community Engagement – N Division (Highlands and Islands)**

Managing and Facilitating Community Engagement Training is being delivered throughout the division focussed on engaging with all of our groups and communities.

#### **Community Engagement – P Division (Fife)**

A number of personal safety talks were delivered across Fife to People First groups. These groups deal with the issues faced by adults with a range of learning difficulties on a day to day basis whilst out and about in the public domain. A significant number of service users attended the sessions and were provided with practical advice and target hardening measures to reduce the fear of crime within this vulnerable group. The talks included information and advice on travel, personal security and home safety.

Following a number of high value housebreakings throughout the division, specifically targeting the Asian community, officers attended at local Mosques to provide reassurance and information in relation to the ongoing investigation. Safer Communities' officers provided business, personal and home safety visits as well as practical advice to over 200 attendees on how to keep safe and alter their daily routines.

#### **Community Engagement – Q Division (Lanarkshire)**

Following extensive work with banks, care homes and communities across Lanarkshire, a Safe and Well event for older people was delivered in December 2017 by Seniors Together, VASLan, Police and Scottish Fire and Rescue Service (SFRS). The event included interactive inputs/stalls to discuss adult protection, bogus-caller crime, financial crime (including online safety) and counterfeit goods. This was tailored to the audience who, due to their vulnerability, are at significant risk of being exploited by organised criminals or unwittingly funding such activity through their purchases.

In order to support people at greater risk online, including those with physical disabilities/illnesses, people with mental health difficulties, minority groups etc., Lanarkshire Division Safer Communities officers delivered a number of Internet Safety/ Child Exploitation Online Protection (CEOP), inputs to young people, adults, parents and carers at various third sector groups across Lanarkshire including Hope for Autism, SLC Adoptive Parents, Lanarkshire Deaf Association and Hamilton School for the Deaf. The inputs were tailored to the audience who, due to their vulnerability, may experience online hate crime or be more susceptible to online grooming and sexual exploitation.

#### **Community Engagement – U Division (Ayrshire)**

Engagement has taken place with members of Scottish Centre for Personal Safety which encompasses a number of protected characteristic groups including people of short stature (people with dwarfism or restrictive growth disorder) a seldom heard from social group that experiences discrimination and abuse which has had no previous representation within the Division. Following inputs on hate crime delivered by divisional community safety officers, work is underway to assess the suitability for their establishment as a Third Party Reporting centre.

#### **Community Engagement – Contact Command and Control (C3) Divisional Co-ordination**

C3 are taking an active role in the production of a transgender awareness short film in association with the Scottish Transgender Alliance. The purpose of the film is to provide guidance to staff in relation to 'getting trans engagement right' and involves a planned scenario where a member of staff fails to properly identify the gender of a trans female who has contacted the police. The learning points will be delivered to staff by a member of C3 Senior Management Team.

### Equality Outcome 5

**Everyone accesses services, communication and information from Police Scotland in ways or methods that best suit their needs.**

#### Activities

- 5.1 We will work with equality groups to review all contact methods to identify where alternative or additional support may be required (e.g. BSL video services, appropriate adult provision, allowing use of intermediaries/advocates to report on behalf of victim).
- 5.2 We will facilitate improved communication, where necessary, for children who are unable or reluctant to engage directly with officers.
- 5.3 We will scope potential to create a network of police officers/staff skilled in Deaf Awareness and BSL, to act as link officers for the Deaf and BSL communities across Scotland.
- 5.4 We will use diverse communication methods/platforms/formats to provide personal and community safety advice and/or to inform and reassure communities regarding crime, disorder, arrests, detections and convictions.
- 5.5 We will ensure that Police Scotland Equality & Diversity action plans include regular review of accessibility of services, communication and information.
- 5.6 We will ensure front line and contact centre staff have the knowledge and technical support to manage contact from all members of our communities.
- 5.7 We will enhance Website usability for all protected groups.
- 5.8 We will explore potential use of digital platforms for contacting the police.
- 5.9 We will carry out site audits of our buildings to identify any physical access barriers, and this information will be made available on our website.
- 5.10 We will develop easy read and other accessible information resources for literature we produce that is available to the public.

#### Equality Outcome 5 - Overview of Progress

**5.1 - We will work with equality groups to review all contact methods to identify where alternative or additional support may be required (e.g. BSL video services, appropriate adult provision, allowing use of intermediaries/advocates to report on behalf of victim).**

Police Scotland recognises that any barriers to communication can discourage or prevent people from accessing police services or reporting crimes, for example some disabled people who need to use augmentative or alternative communications methods to access services, or for those for whom English is not their first language. In an effort to mitigate the potential impact of language or communication barriers, a wide range of alternate methods of contact are offered. These alternative methods were outlined in Police Scotland's Equality Outcomes progress report presented to the SPA People Committee on 24 Oct 2017.

**Deaf/British Sign Language (BSL) Communities**

The Equality and Diversity Unit continues to engage regularly with the providers of Contact Scotland BSL the government supported and funded video interpreting service for Deaf (BSL) users to contact Police Scotland in non-emergency situations. This has led to guidance being developed for Contact Command and Control (C3) Division service centre staff to ensure they respond appropriately to a video interpreted call and also how they can contact the Deaf BSL user using the system.

Officers with BSL skills based in the Equality and Diversity Unit continue to support other divisions and departments to produce BSL videos of marketing campaigns and information. Examples of this include Doorstep Crime and more recently the Your View Counts public consultation survey.

**BSL / English Interpreters**

The need to improve the provision of BSL interpreters when required by police has led to Police Scotland procuring BSL services direct from BSL specialist companies. This was due to feedback received from Deaf BSL users and BSL / English interpreters regarding the inability of spoken language companies to understand the needs specifically relevant to BSL. Guidance regarding the change in service provision has been circulated across the Force.

The Equality and Diversity Unit staff have attended BSL / English interpreter events to provide opportunity for interpreters to highlight concerns and issues with the long term aim of encouraging more BSL interpreters to work in justice settings.

In February and March 2018 the Equality and Diversity Unit along with Criminal Justice Division and the Crown Office and Procurator Fiscal Service worked with Queen Margaret University to develop and deliver an online module for interpreters regarding the Criminal Justice (Scotland) Act 2016. There were around 230 participants from across the world with 51 interpreters identified as working in Scotland. 87% of people who submitted feedback stated that they felt more confident with the concept of interpreting in police settings as a result of the course.

Criminal Justice Division also delivered face to face sessions on the Criminal Justice (Scotland) Act 2016 to Appropriate Adults and BSL / English interpreters.

The Equality and Diversity Unit continues to work with a PhD student from Heriot Watt University on the use of video-mediated interpreting in police settings. Simulations have been completed using the C3 service centre and further simulations in custody are planned for June 2018. This research will assist in identifying where we could consider extending video interpreting for police prior to any procurement process.

Furthermore Police Scotland is a key partner in the Interpreter Apprenticeship pilot programme being delivered in partnership with Heriot Watt University (HWU) and NHS Greater Glasgow and Clyde (NHS GGC). This programme involves the secondment of post graduate BSL interpreters to Police Scotland. The implementation stage of the programme is anticipated to commence in July 2018 with 2 newly qualified interpreters being seconded to Police Scotland. The interns will be used for a variety of activities such as community engagement events, meetings with BSL users, crime prevention advices and initial engagement at incidents. The potential benefits include reduced waiting time for BSL interpreters by members of the public, improved access to services for the Deaf community, improved confidence and satisfaction within the Deaf community and increased engagement with the Deaf community. It is hoped that this project will also build confidence amongst qualified interpreters to work within a policing environment and encourage newly qualified interpreters to remain and work in Scotland, which will increase future numbers of BSL interpreters available to police.

### **BSL National Plan**

As a result of the implementation of the British Sign Language (Scotland) Act 2015, Police Scotland has a responsibility to report to Scottish Ministers on progress made against actions within the British Sign Language national plan 2017-2023. There will be a requirement to update on progress in 2020.

Police Scotland's Equality and Diversity Unit, its People and Development Department and the Scottish Police Authority have created a working group who will meet regularly to discuss progress on actions. An action plan template has been developed for capturing all work linked to the BSL National plan.

### **Learning Disabilities**

The Equality and Diversity Unit continue to work with the Supporting Offenders with Learning Disabilities (SOLD) project to identify ways we can improve the criminal justice system for people with learning disabilities. We are currently looking at the suitability of a short guide / aide memoire to help police officers and staff identify if a person has a learning disability and therefore the requirement for an Appropriate Adult.

### **Keep Safe**

The Equality and Diversity Unit continue to work with I Am Me Scotland to promote the use of Keep Safe places and the Keep Safe Scotland app. The app has a police contact section that gives you your GPS location before calling 101 or 999 and also links to a hidden shorter more accessible online hate crime form on the Police Scotland website.

### **Autism**

The Equality and Diversity Unit has been working with Autism Network Scotland and justice partners to identify improvements to delivery of justice services to people with autism.

On 18 April 2018 Police Scotland organised and hosted an autism awareness event at the Scottish Crime Campus. Community group, Reach For Autism attended and delivered a short play and audience discussion on autism to an audience of internal police departments and divisions as well as external partners from the Scottish Prison Service, Scottish Children's Reporter Administration, Crown Office Procurator Fiscal Service, Scottish Courts and Tribunal Service and Scottish Government. This was to generate discussion within these departments and organisations regarding service improvement. This includes the need to review training for staff and consideration of communication and contact methods.

**5.2 - We will facilitate improved communication, where necessary, for children who are unable or reluctant to engage directly with officers.**

Police Scotland is represented on the implementation programme which stemmed from the Evidence and Procedure Review, Joint Investigative Interview recommendations. Along with our partners in Social Work/ Scottish Government we are committed to designing and delivering a new concept in child interviewing. This new concept will include a review of the current Scottish Government guidelines in child interviewing. The long term vision of this programme is to remove children from the court process entirely. We are also working with the Scottish Government, Scottish Courts and Tribunals Service, Crown Office Procurator Fiscal Service to increase the use of pre-recorded evidence in advance of trials.

**5.3 - We will scope potential to create a network of police officers/staff skilled in Deaf Awareness and BSL, to act as link officers for the Deaf and BSL communities across Scotland.**

Police Scotland is currently scoping the potential to establish a Police Link Officers for the Deaf (PLOD) System. The system uses police officers and staff who have BSL skills and deaf awareness to provide advice and information at incidents and events, provide crime prevention and safety advice, provide enquiry updates and assist with basic communication within custody centres while awaiting the arrival of an interpreter.

As per update in 5.1 officers with BSL skills have been used to produce information videos in BSL.

**5.4 - We will use diverse communication methods/platforms/formats to provide personal and community safety advice and/or to inform and reassure communities regarding crime, disorder, arrests, detections and convictions.**

An internal review of hate crime work streams, highlighted the benefit of providing a bespoke national hate crime resource for schools. In March 2018 as part of Police Scotland's Hate Crime Campaign, this training resource was piloted in a number of schools which included among others, Holyrood High School Glasgow, Drummond High School Edinburgh and Braes High School in Falkirk. After a successful pilot with feedback received from delivering officers and young people, the resource was adapted refined and thereafter launched for national use. Through a balanced mix of presentations, videos

and group discussion the resource raises young people's awareness of hate crime and the impact it has on victims, witnesses, communities and offenders as well as educating children on reporting methods.

The Hate Crime Campaign 2018 was targeted at young people aged 11 to 18 years. Social media messages and campaign graphics were designed to relate to this age group. A Police Scotland sponsored competition ran in a number of selected schools throughout the country where by young people in the target age group designed their own posters. The winning poster was shared on Police Scotland social media sites to encourage peer to peer influence and learning.

### **Deaf / British Sign Language (BSL) Communities**

In relation to existing engagement with the Deaf community, officers from within Safer Communities, at both a national and local level, have attended events across the country to engage with groups and provide information on policing, including how to contact the police.

The Equality and Diversity Unit have also produced a number of information videos in (BSL) several of which contain subtitles. These can be accessed via our Police Scotland website and topics covered to date include the Policing 2026 strategy, Hate Crime and Stop and Search.

### **Use of Social Media for People with Visual Impairments**

On 20 March 2018 staff from the Equality and Diversity Unit and Corporate Communications Department attended training delivered by the Royal National Institute for the Blind (RNIB). The training provided guidance on how Police Scotland could improve accessibility to our social media for people with visual impairments. Corporate Communications have subsequently incorporated audio descriptions onto all picture uploads.

### **5.5 - We will ensure that Police Scotland Equality & Diversity action plans include regular review of accessibility of services, communication and information.**

As identified in previous updates a revised structured reporting template has been developed as part of improvements to Equality and Diversity Governance. It captures divisional and departmental work towards the Police Scotland Equality Outcomes. The template asks divisions and departments to select the main highlights and challenges from their Equality and Diversity-related work over the preceding six months. These updates inform the progress reporting to Police Scotland's and SPA's Equality and Diversity Governance meetings.

Consideration is also being given to developing an effective quality assurance process for this reporting mechanism to assist divisions and departments in producing appropriate reports.

**5.6 - We will ensure front line and contact centre staff have the knowledge and technical support to manage contact from all members of our communities.**

The Equality and Diversity Unit continues to advise internal police departments and divisions and work with external partners to identify ways to improve access to our information and services for all members of the public by offering advice/guidance to authors/reviewers of organisational development projects, as well as colleagues from divisions and departments across the force who are undertaking Equality and Human Rights Impact Assessment activity. We ensure that equality considerations and mitigation of potential barriers to access to our information and services are an integral part of any decisions, policies and/or practices.

Equality and Diversity Unit staff members have provided role specific diversity awareness inputs to all C3 Pinnacle staff to enhance their delivery of services to all communities. These services are generally delivered by telephony. The awareness sessions include information on gender referencing, sexual orientation, cultural and language considerations as well as disability considerations.

We are currently looking to extend these awareness sessions across other areas of C3, in particular service centre staff.

Equality and Diversity Unit staff continue to support divisions with the roll out of the Keep Safe initiative. In efforts to increase staff awareness and the network of trained officers we have identified dates to train staff from across the force on Keep Safe.

To date we have supported I Am Me Scotland in training 46 Keep Safe ambassador trainers across the force. The ambassador training is suitable for young people of high school age, people with learning disabilities and Police Scotland Youth Volunteers (PSYV).

The Equality and Diversity Unit have been contacted by Argyll and West Dunbartonshire divisional staff who have created a Deaf Awareness Response Training (DART) aide memoire which provides advice to police officers and staff on deaf communities. Advice and support is being given to these divisional officers allowing the aide memoire and a video training resource to be developed. Planning is underway to deliver these resources force wide.

**5.7 - We will enhance Website usability for all protected groups.**

As members of the Scottish Government's BSL National Advisory Group, Police Scotland in partnership with other members advised ministers on the first BSL National Plan which was published in October 2017. Previously this group worked with Contact Scotland BSL in developing a video explaining how to

use the Government-funded BSL video service to contact the police. This contact method along with BSL information videos relating to hate crime and doorstep crime has been embedded onto our website.

**5.8 - We will explore potential use of digital platforms for contacting the police.**

The use of the 'I Am Me/ Keep Safe' App is being proactively promoted at events and meetings, as this is an accessible method of reporting to the police, that has been developed in partnership with disabled people.

**5.10 We will develop easy read and other accessible information resources for literature we produce that is available to the public.**

Police Scotland considers any requests for information in different languages and/or formats and responds appropriately wherever possible. In response to a recent request, we provided a member of the community with a visual impairment a hard copy of our Equality and Diversity Mainstreaming and Progress Report 2017, in a specific font size.

**Examples of Supporting Activity:**

**Access to Services and Information – G Division (Greater Glasgow)**

Hate Crime information leaflets have been translated into the 10 most common languages and have been widely distributed throughout the Division on an ongoing basis. An easy read version is also being developed. Staff within the Division have been trained to use BSL allowing information sharing and engagement with the Deaf community.

**Access to Services and Information – K Division (Renfrewshire and Inverclyde)**

Staff from ethnic minority backgrounds have been introduced to advocacy workers at both the Renfrewshire Effort to Empower Minorities (REEM) and the West of Scotland Racial Equality Council (WESREC). This has resulted in numerous interactions to encourage recruitment, culminating in on-site recruitment directed activity at a major local African community event.

**Access to Services and Information – P Division (Fife)**

Divisional staff have delivered inputs during Fife Deaf Children's Society event at Lochore Meadows. During the event, staff and members of the Dunfermline Police Scotland Youth Volunteers (PSYV), highlighted the SMS Text Service, and provided personal safety and home security advice. Staff and PSYV at event were competent in BSL and able to engage with and raise confidence within Fife Deaf community.

The Division's local policing plan was recently made available in a number of languages to ensure that Fife's diverse community can access the information. A number of Twitter and Facebook feeds were delivered in a range of community languages, highlighting the availability of the Local Policing Plan.

#### **Access to Services and Information – Q Division (Lanarkshire)**

Divisional staff and the local authority liaison officer attended the Lanarkshire Chinese Association meeting during an ongoing issue about members of the Asian community being targeted by house breakers (Operation Suitcase). Crime prevention advice was provided and encouragement given to report all incidents to the police. This meeting provided the opportunity for staff to promote the 'Your View Counts' survey which was made available in Mandarin.

Deaf awareness training and an introduction to BSL will be given to 19 officers throughout Lanarkshire during May and June 2018. In the public Census in 2011 over 1500 individuals identified themselves as being part of the deaf community. Lanarkshire has three deaf hubs in the area. The training will increase the Officers' knowledge and confidence when dealing with the deaf community. The deaf community have embraced this and as there is currently under reporting of disability hate crime, it is likely this will lead to increased confidence in reporting.

#### **Access to Services and Information – Operational Support Division (OSD) Specialist Services**

Police Scotland's Football Co-ordination Unit (FoCUS) continues to be accessible to the public through a variety of methods including 'Contact Us' and Police Scotland social media accounts. In addition FoCUS is engaged with Football Cubs through Supporter Liaison Officers', who act as a direct link to supporters and supporter organisations.

Plans are already being made to create a short social media video message that explains the roll out of 'TASER' to Police Scotland's officers and to have that messaging converted into BSL. This will assist in sharing the message with wider society ensuring that messaging precedes deployment.

Training for 'TASER' officers will include an additional day that covers scenarios on the skills required to engage with people with all types of communication needs including those whose first language is not English or are deaf. This will ensure that deployed officers have a greater understanding of how to interact with vulnerable people or people from protected groups who may be under stress and in a conflict situation. This is additional training to the core requirement aimed at best protecting those most vulnerable to being the subject of officer interaction with 'TASER'.

**Access to Services and Information - C3 Division**

C3 supports 'Contact Scotland BSL', a government funded video interpreting service for the deaf community, helping users to contact Police Scotland in non-emergency situations.

Members of staff have received social media training as a further way to engage with communities on key C3 related information. The C3 control room Twitter account has over 7,600 followers and is used to good effect to communicate information on various topics including major incidents, appeals and updates on missing persons, significant road closures, weather warnings and pictures from the Police Scotland helicopter.

**Access to Services and Information - Strategy, Insight and Innovation**

Development is underway to deliver a BSL version of the Annual Police Plan 2018/19.

**Access to Services and Information – Criminal Justice Services Division**

Breathing Space is a free and confidential phone service for adults aged 16 years or over who are experiencing low mood, anxiety or depression. The service, already available to all health boards in Scotland, is being introduced into police custody suites, initially as a pilot, to provide access to a telephone support service to persons within police custody in the same way as those provided to persons in the community. This service works towards addressing the recommendations in the Scottish Government's Mental Health Strategy 2017- 2027.

An opportunity has been identified by Police Scotland staff to provide an information leaflet to all custodies, signposting them to accessible local services, including mental health practitioners. Work is ongoing with partners, including NHS to develop and evaluate a pilot within the East Command area.

**Access to Services and Information - Governance, Audit and Assurance**

Governance, Audit and Assurance - Information Management - Ensures access to information either published or available under Freedom of Information (Scotland) Act 2002, Data Protection or through our Information Charter, can be provided in alternative languages or formats, depending on an individual's personal needs or requirements.

Information Management - Launched the Police Scotland Publication Scheme and Disclosure Log, giving improved access to information about the organisation. Again information can be provided in alternative formats where required and dependant on their needs.

## Equality Outcome 6

### We have a workforce that is more reflective of the communities we serve

#### Activities

- 6.1 We will review and refresh positive action at a national and regional level to improve the recruitment, retention, development and promotion of officers and staff from minority groups.
- 6.2 We will formulate and progress positive action targeted measures to ensure that Police Scotland is more reflective of the communities it serves.
- 6.3 We will work with Statutory and Equality staff associations and key stakeholders to identify barriers and improve opportunities for officers and staff from and across all protected groups.
- 6.4 We will raise staff understanding of the importance of equality monitoring.
- 6.5 We will continue to improve our data monitoring arrangements to report on our organisational strategies.
- 6.6 We will monitor the impact on workforce diversity arising from organisational change and ensure appropriate mitigating actions are put in place.

#### Equality Outcome 6 - Overview of Progress

**6.1 and 6.2 - We will review and refresh positive action at a national and regional level to improve the recruitment, retention, development and promotion of officers and staff from minority groups. We will formulate and progress positive action targeted measures to ensure that Police Scotland is more reflective of the communities it serves.**

- The People Strategy (incorporating the Leadership Framework) was supported and signed off by the Senior Leadership Board (SLB) on 11 April 2018. This will be circulated to our Statutory and Diversity Staff Associations and our Business Partners to their organisational areas to help shape local People Plans.
- Police Scotland was ranked 90<sup>th</sup> in the Stonewall Workplace 2018 Equality Index Top 100 UK Employers.
- In order to expand benchmarking opportunities in respect of Equality and Diversity a benchmarking tool covering all protected characteristics has been sourced. Utilising an inclusive benchmarking tool will enable Police Scotland to consistently measure progress against its Equality Outcomes and demonstrate its commitment in delivery a service in keeping with the public sector equality duties.
- Police Scotland will continue with its membership of Disability Confident, Carers Positive and will continue to provide a submission to the Stonewall Workplace Equality Index.
- Since January 2017 the Positive Action Team (PAT) have delivered 6 introduction to policing programmes. To support the work of this team a force steering group was created in 2017 to ensure organisational accountability. Representation on this group includes staff and officers from

Safer Communities Department, People and Development, Information Technology and Local Policing. The team also have a closed Facebook page with over 650 people signed up.

- Agreement has been reached with Police Scotland and Glasgow Caledonian University (GCU) to facilitate two distinct pieces of work which is intended to identify best practice and learning from which we can continue to improve our recruitment and employment experience.

**6.3 - We will work with Statutory and Diversity staff Associations and key stakeholders to identify barriers and improve opportunities for officers and staff from and across all protected groups.**

- The Disability and Carers Association (DACA) held their AGM at Scottish Police College (SPC) on 8 March 2018. The event was well attended with around 30 members from all over Scotland, guests including MSP Jeremy Balfour and representatives from Police Treatment Centres. After the presentation of the first ever DACA award updates on disability and mental health issues were delivered to attendees. There was also discussion around a range of topics including dyslexia, autism, mental health, carers and reasonable adjustments.
- The Diversity Staff Associations (DSA) continue to attend the “Equality for All” quarterly event held at SPC to raise awareness of the existence of these associations with police probationers and new members of staff. This event is also attended by members of the Wellness team, Police Treatment Centre’s, Scottish Police Federation and Scottish Police Recreation Association (SPRA). The intention is to deliver similar awareness sessions throughout Scotland thereby increasing staff awareness and understanding of what DSAs offer and what services they provide.
- DSAs have a secretariat meeting every quarter, which provides an opportunity for these associations to meet and discuss issues relevant to their role. The group are currently in the process of reviewing the Memorandum of Understanding and Protected Hours Agreement. It also provides a forum for members of Police Scotland or SPA to meet with the DSAs and consult with them on pieces of work they are progressing.
- Statutory and Diversity staff Associations attend the Equality, Diversity and Inclusion Employment Group which meets quarterly and is chaired by the relevant Deputy Chief Constable. Statutory and Diversity staff Associations are encouraged to add agenda items for this meeting. We have developed a SharePoint resource accessible to all group members that captures the work of this group, provides access to information and research.

**6.4 - We will raise staff understanding of the importance of equality monitoring.**

- The Data Protection Act 1998 has been replaced by the General Data Protection Regulations (GDPR) and the Data Protection Act, 2018.
- These changes will fundamentally change the way organisations process information. This includes how Police Scotland currently obtains personal and sensitive employment monitoring information from officers and staff. To ensure that Police Scotland/Scottish Police Authority (SPA) are compliant with the new legislation officers and staff have been asked to positively “opt in” and provide their employment monitoring personal information.

- A communication and marketing campaign will be put in place to encourage officers and staff to positively opt in and share their personal information with Police Scotland/SPA.
- Work is being progressed by the Head of Resourcing to simplify the Exit Interview Survey to include monitoring information to identify trends.
- Work has been undertaken to produce an Equality and Diversity Dashboard that will be produced on an annual basis at 31 March or covering the reporting period 1 April – 31 March. This will be subject to review each year and an increase in the frequency will be dependent upon the rate of progress that is made within Police Scotland each year.
- Work will be undertaken to produce “mini” Dashboards on specific employment activities e.g. Promotion, Recruitment and Leavers. Whilst the main Equality, Diversity and Inclusion Dashboard gives an overview on key trends, the “mini” Dashboards will allow more detail for interested stakeholders to benchmark against and provide a consistent approach. The Equality and Diversity Unit receive a number of similar data requests and it is anticipated that this will be a much better use of resources, providing the information in a more accessible format.

**6.5 - We will continue to improve our data monitoring arrangements to report on our organisational strategies.**

Employment monitoring data gaps have been identified and collated into the Police Scotland /SPA Data Gaps Action Plan. Meetings have been held with each of the People and Development level 2 Heads of Service, where their sectors Data Gaps Action plan has been shared and discussed with them to progress.

**6.6 - We will monitor the impact on workforce diversity arising from organisational change and ensure appropriate mitigating actions are put in place.**

The EqHRIA Scrutiny Group has been established and is meeting every two months. This group will support the overarching tactical groups namely the Equality, Diversity and Inclusion Employment Group and the Equality and Diversity Service Delivery Sub Group through the provision of reports in relation to the review and quality assurance of Police Scotland EqHRIA process, with particular focus on Divisional / Departmental compliance regarding the:

- Management of mitigating actions.
  - Retention and accessibility of records.
  - Publication of results.
  - Completion Rates
  - Provision of appropriate training.
- A dedicated resource has been identified to support the delivery of equality, diversity and inclusion in employment through the work being undertaken to implement the Policing 2026 Serving a changing Scotland Strategy.

- Work has begun to engage with the Portfolio Management Office (PMO) (responsible for coordinating the programmes and projects to deliver the Serving a Changing Scotland 3 year plan) and the Strategy and Innovation team (responsible for providing support for those developing Police Scotland enabling strategies). Initial response to support offered has been positive with buy-in at senior and operational levels.
- Regular meetings are ongoing with the Director of Change. An equality and diversity workshop was held on 7 December 2017 for the project officers who support the 2026 programmes & projects. The workshop focused on providing relevant background and sources of support and highlighted the EqHRIA course for those requiring to deliver EqHRIAs. Project Officers will now help to ensure project teams are aware of the requirements in relation equality and human rights (including EqHRIA) and highlight where to get further advice and support as required. Dates are also being arranged to provide equality and diversity background and updates to the Change Leaders Board & Business/Project Leads Workshops. Additional equality and diversity workshops will be offered to project teams as required focusing on their specific projects.
- A toolkit has been developed to support project teams by providing high level overviews to summarise the requirements and approach to delivering equality and diversity policies. This guidance aims to engage the project teams in relation to equality, diversity and inclusion and link to the formal guidance set e.g. EqHRIA SOP and guidance. The toolkit focuses on the thinking and outcomes that will benefit understanding of equality.
- Consideration is also being given to how we can positively and effectively mainstream equality considerations into the relevant project documentation and stages of the project. The Project Management (PM) Centre has also been updated to include an area for EqHRIA documentation to be stored. Options for internal and external publication of EqHRIA results are being discussed with the PMO and corporate communications.
- Discussions are also underway with the PMO staff and project teams to assist with screening and prioritising support available to the most relevant areas with the greatest opportunity or risk in relation to equality and diversity.

#### **Examples of Supporting Activity:**

##### **A Division (North East)**

- Positive action initiatives have taken place to encourage under-represented groups to apply for specialist posts, promotion, police diploma, etc.
- The divisional recruitment team are currently exploring ways of encouraging and supporting candidates from the Polish community.

##### **C Division (Forth Valley)**

- The division supports recruitment at multicultural events, fresher's weeks at colleges and universities to engage with those from underrepresented groups who may be interested in a career in policing.
- A divisional campaign for the recruitment of Special Constables is being developed to reach all areas of our diverse community.

- The Police Scotland Youth Volunteers (PSYV) programme is planned to be extended from Clackmannanshire to include Stirling and Falkirk Council Areas and will be reflective of the local communities.

**D Division (Tayside)**

- Recruitment events carried out to promote regular and Special Constabulary as well as opportunities for careers in policing. These events have been run throughout the division in schools, colleges and one off events in the community.
- The PSYV team within the division, are engaging with young persons to allow them to understand policing and support the police in their local area through volunteering.
- A recruitment event organised by the divisional equality and diversity officer in conjunction with Perth and Kinross Association for Voluntary Service took place on 9 June 2018 at Perth aiming to reach out to minority groups.

**E Division (Edinburgh)**

- Preventions, Interventions and Partnership staff attended the Muslims Women's Group Conference and Trans Pride during March and April 2018, during both events recruitment stalls were utilised. Both groups were provided with information that our organisation is forward thinking and a diverse employer.

**J Division (The Lothians and Scottish Borders)**

- The division has recruited and trained 24 PSYV who continue to engage in various events and initiatives.
- Youth community officers work in partnership with schools during recruitment fairs to promote careers in policing.
- PSYV are now attending Midlothian events and supporting "Year of the Young Person" activities.

**G Division (Greater Glasgow)**

- G Division Safer Communities department supports the work of the Positive Action Team ensuring access to Glasgow's minority communities through our network of contacts. G division also support the recruitment team by attending events in Glasgow to maximise recruitment opportunities.

**L Division (Argyll and West Dunbartonshire)**

- PSYV in the division are encouraging children and adult volunteers to work alongside Police Scotland PSYV Co-ordinator on a weekly basis learning new skills and becoming involved in events locally.
- PSYV groups are established within outlying areas such as Campbeltown and Oban along with the more urban areas within West Dunbartonshire.
- These PSYV groups are time structured to meet the needs of transport within rural areas this ensures inclusion of all with no isolation or discrimination to certain geographical areas of L division.
- Information sessions have been held throughout Argyll and Bute and West Dunbartonshire which have promoted recruitment. Social Media accounts have been utilised to promote working with Police Scotland within Argyll, Bute and West Dunbartonshire.

#### **U Division (Ayrshire)**

- Within the division there have been 3 “Lean In Circle” events which have been open to all staff. “Lean In” aims to provide a support network to encourage women, in particular, to pursue their life and career goals. Keynote speakers at the events have included Helen Keenan from Princes Trust, Sheriff Principal Iona Macdonald and Amy Macdonald Head coach for Rangers Women’s football club. Feedback from the events has been positive and a number of female officers have confirmed that they have subsequently applied for development and promotion opportunities.
- Aligned to ‘Lean In’ activity divisional promotion seminars have been provided by representatives of the senior management team.

#### **Q Division (Lanarkshire)**

- The division continues to host an annual open day event, partners are invited from across the community planning and equalities spectrum to showcase their department and group in partnership throughout Lanarkshire.

#### **V Division (Dumfries and Galloway)**

- The Division utilises embedded national positive action recruitment initiatives at a local level through use of local media, social media, and engagement with minority groups, as detailed on the Divisional Equality and Diversity Action Plan.
- The Division are raising awareness amongst minority groups across Dumfries & Galloway of the role of Special Constable, by attending local events and engagement with minority groups.

#### **Professional Standards Department (PSD)**

- PSD is committed to Equality and Diversity within the workplace, supporting everyone and ensuring their specific needs are met. The equality and diversity unit are working with PSD to the deliver bespoke training for all PSD staff to enhance their awareness of the Equality Act 2010 and

understanding of the practical considerations in the application of the legislation in order that their investigations are fair to all officers concerned.

### **Specialist Services**

- The creation of an Integrated People and Development Strategy (IPDS). The strategy includes a specific section on “Encourage Workforce Diversity” with a key priority of “ensuring that recruitment methods delivers a staffing profile that better reflects the profile of the force and wider society” To support this strategy actions have progressed including.
- Benchmarking with several forces in England and Wales and the British Army to establish good practice for recruitment from underrepresented groups. Information and learning currently being evaluated.
- Interaction with Positive Action Team to support internal recruitment strategies for specialist roles.
- Amendment of approach to recruitment to ensure that adverts are inclusive of all underrepresented groups in Specialist Services
- IPDS action plan preceded by significant staff engagement with over 200 people seen face to face during over 20 engagement sessions throughout Scotland. Further interaction with the senior women’s development forum to establish their view on how to increase recruitment from female officers who are underrepresented in Specialist Services.
- Role profiles being drafted by female armed policing staff that will be circulated as part of improvement efforts to recruit and increase profile of Specialist Services. These role profiles will be included in recruitment packs and will amended to reflect inclusive terminology and marketing pictures.
- Images of the newly qualified female ‘TASER’ instructors have been obtained and will be used as marketing for internal and external recruitment.
- The inaugural meeting of the Women in Armed Policing forum took place on 26 February 2018 at SPC. This was chaired by CI Linda Russell, with input from Supt David Baird and was attended by 28 officers an intranet news article 'Female Officers' come together for Armed Policing forum, has now been published. Following this a number of Single Points of Contact have been identified who are progressing regional meetings, a further event at the SPC will take place this year.
- Review conducted of job advert and creation of an information pack for recently advertised Dundee Operational Support Unit (OSU) post resulting in 16 applications (3 female) being received a significant increase to previous adverts.

### **Strategy, Insight and Innovation**

- Work is ongoing to develop an Innovation Hub which will empower our staff to identify areas for innovation and improvement. This will support and enable service transformation and impact on public service provision.
- Development of the 3-Year implementation plan is underway focussed on creating capacity so that investment can be made in operational policing.

**Partnerships & Collaboration (Corporate Services)**

- Staff within the department are due to undertake the Equality and Human Rights Impact Assessments (EqHRIA) course training, which will provide an enhanced understanding of both the process and implementation of EqHRIA.
- Force Values and Policing Ethics inputs are given to minority community recruitment events to demonstrate the force commitment to our inclusive behaviours when seeking to attract and recruit staff from these under represented communities.

**Anti-Corruption Unit (ACU)**

- ACU work in conjunction with Force Vetting Unit to ensure an open, transparent, inclusive and robust recruitment process that is attractive and fair to all candidates including applicants from minority or underrepresented groups.

**Governance, Audit and Assurance (GAA)**

- The ACC is planning a Professionalism and Assurance event for summer 2018 at SPC to actively engage staff and allow familiarisation with the work undertaken by different areas and facilitate sharing of best practice.

**Major Investigation Teams (MIT)**

- Open Days are being developed to improve awareness of Major Crime Investigations, liaison is ongoing with the Scottish Women's Development Forum (SWDF) to encourage underrepresented groups into specialist roles.

**Specialist Crime Division (SCD)**

- The SCD requires officers and staff from diverse backgrounds and underrepresented groups to operate effectively, drawing on police and non-policing experience. We liaise with staff associations regarding recruitment, an open day at the Scottish Crime Campus is planned for 2018 to increase divisional awareness and the wider organisation to broaden our staff demographic. We recognise that our staff are our most valuable asset and are committed to helping them achieve an effective work/life balance.
- The SCD Assistant Chief Constable (ACC Gillian MacDonald) is the lead of the "Lean In Network", which is primarily focussed on encouraging and supporting women officers navigate their career aspirations through the development of trusted networks of support and the delivery of relevant lean In events. Feedback indicates that more women are putting themselves forward for promotion processes and other development

opportunities due to the lean In process. ACC MacDonald has hosted three Lean In events at SPC and SCC since this initiative commenced in November 2016. This was in recognition of the low number of women officers applying for the senior promotion processes and a real desire to improve that picture as well as diversity more generally in promoted posts and senior ranks and roles. The aim thereafter was that divisions and departments would create their own local networks, this has been achieved in several divisions. Police Scotland will also host the Annual Senior Women in Policing Conference in 2020.

### Equality Outcome 7

**We have a workplace where officers and staff feel valued and respected and have their needs met appropriately.**

#### Activities

- 7.1 We will provide support and opportunities for officers and staff to maintain their health, wellbeing and safety.
- 7.2 We will support equal access to training and development opportunities.
- 7.3 We will develop the role of managers and the use of Performance Development Conversations to reinforce our values, behaviours and performance.
- 7.4 We will conduct a biennial staff survey ensuring that it can be disaggregated by protected characteristic.
- 7.5 We will analyse staff survey results by protected characteristic and initiate any mitigating action necessary.
- 7.6 We will consider how 'complaints against the police' can be used as a relevant measure.
- 7.7 We will review grievances and disciplinary cases and exit surveys to identify any patterns/issues in respect of minority police officers and staff.
- 7.8 We will continue to identify trends to improve communication in the workplace.
- 7.9 We will eliminate any unfair, unjust practices that impact on pay (including overtime) or reward.
- 7.10 Where any inequality in pay may arise, we will investigate promptly and take appropriate action as required.
- 7.11 We will build a workplace culture based on Police Scotland's Ethics and Values.

#### Equality Outcome 7 - Overview of Progress

**7.1 and 7.8 - We will provide support and opportunities for officers and staff to maintain their health, wellbeing and safety. We will continue to identify trends to improve communication in the workplace.**

- Your Wellbeing Matters is an initiative aimed at ensuring officers and staff who require support or assistance are able to access it, the initiative was developed with the assistance of staff associations, partner organisations and key stakeholders and was overseen by the Health and Wellbeing Group.
- A blended range of products has been developed with an emphasis on accessibility.
- A dedicated mobile enabled website has been developed which will be accessible both in and out of the work place. This website contains detailed information on the range of support available to officers and staff and how to access them.
- A revised intranet site has been developed specifically focusing on wellbeing and the support available to officers and staff.
- A network of Wellbeing Champions (200) is in place to provide officers and staff with guidance on support services available to them. The primary role of our Wellbeing Champions is to signpost officers and staff to the most appropriate support service to assist with an individual's

issue. Wellbeing Champions are not counsellors and they will not assume ownership of managing wellbeing issues. A Wellbeing Champion charter has been developed which fully outlines the role of our champions.

- Wellbeing Champions attend 2.5 days of dedicated training to effectively prepare them for the role in supporting others. Induction training outlines the role, how champions will support officers/staff alongside an in-depth overview of the support services available. Scottish Mental Health First Aid training is an externally recognised course which all champions attended. The course provides additional skills for champions to give them confidence when approached by individuals who are potentially in distress and in need of support and help.
- A member of the People and Development Senior Management team attended the Durham University Business School conference on the Engagement and Wellbeing survey currently utilised by 30+ other UK forces. Representatives from staff associations and unions were also invited to attend and were positive about being involved at this early conceptual stage and supported the planned approach.

### **7.2 - We will support equal access to training and development opportunities.**

- CIMplexity Leading Critical Incidents training is ongoing following the pilot in November 2012. The training is currently being delivered to all Chief inspector and Superintendent Ranks and police staff equivalents.
- Previously, recording mechanisms were not in place to capture access to training information. A possible solution has been identified and further discussion will be taking place with the head of training, particularly in relation to the equality and diversity monitoring of training overall.
- The People Strategy outlines a commitment to establishing a talent management programme, which will connect all relevant people processes, and will support staff and officers through a structured career development framework and includes participation in a range of different learning opportunities to support professional development.
- The People Strategy also provides a commitment to build a coaching support programme, designed to ensure the development of our most talented aspiring leaders.

### **7.3 and 7.11 – We will develop the role of managers and the use of Performance Development Conversations (PDC) to reinforce our values, behaviours and performance. We will build a workplace culture based on Police Scotland’s Ethics and Values.**

- G Division (Greater Glasgow) will be running Police Scotland’s first Ethics Advisory Panel in June 2018 and will be seeking volunteer panel members.
- PDCs aim to ensure that all officers and staff have the opportunity to understand what is expected of them and how this fits with Police Scotland’s strategy. PDC’s provide the opportunity to discuss any issues with line managers which might be impacting on the work environment, agree objectives, talk about future career plans and receive feedback on performance.

- A Police Scotland Ethics Conference 'Ethical Policing in an Operational Environment' took place on 19 September 2017. Keynote speakers included DCC Livingstone, Cabinet Secretary for Justice, Michael Matheson MSP, Professor Philip McCormack and John Scott QC.

**7.4 and 7.5 - We will conduct a biennial staff survey ensuring that it can be disaggregated by protected characteristic. We will analyse staff survey result by protected characteristic and initiate any mitigating action necessary.**

- A 'Have Your Say On Change Within The Service' survey was launched in March 2018 and continued until the 15 April 2018. The survey asked for police officers and staffs views, attitudes and perceptions of readiness for change, with a particular focus on our strategy, Policing 2026 and serving a changing Scotland. This survey is part of a three year research project commissioned by the Scottish Police Federation (SPF) with the School of Business, Carleton University. The survey has been developed with the SPF, Association of Scottish Police Superintendents, Unite union, the SPA and Police Scotland.
- Work on the Exit Survey process is ongoing, this will enable comparison between the Exit Survey equality and diversity profile against the equality and diversity leavers' profile which is collated and analysed annually by the Equality and Diversity Unit.
- Discussions are ongoing with Analysis and Performance Unit (APU) and the Exit Survey manager to ensure that the equality and diversity information from the Exit Survey can be used to inform and develop mitigating actions.
- A further Staff Survey is planned for 2018/2019

**7.7 - We will review grievances and disciplinary cases and exit surveys to identify any patterns/issues in respect of minority police officers and staff.**

- Information to be included in Police Scotland Employment Monitoring Report 31 March 2017- 1 April 2018
- Recent review of Grievance and Disciplinary Standard Operating Procedure has been undertaken.
- Work is being progressed in relation to the Exit Survey to ensure that it is fit for purpose.

**7.9 - We will eliminate any unfair, unjust practices that impact on pay including (overtime) or reward.**

- Given that the "modernisation programme is one of the most complex to take place in the UK" (Deloitte 2016) EqHRIs are threaded through all levels of the Project. These help shape and inform the numerous options for pay, grading and terms and conditions (pay and non-pay).
- Where the output of an EqHRIA identifies there is a potential negative impact for any of the protected characteristics, there is a proposed mitigating action unless there is an objective justification as defined by the Equality Act 2010. It equally importantly provides the opportunity for capturing where equalities have been promoted or improved.

- The Staff Pay & Reward Modernisation project re-submitted a proposed employment package to the SPA Board in February 2018, which was approved. This will be presented to the Scottish Government Remuneration Group for consideration and preliminary negotiations have commenced with the Trade Unions.
- The pay modelling work in relation to the new pay and grading structure for staff is progressing with equality and fairness as guiding principles.
- As a starting point, the new pay and grading models will all be subject to analysis in relation to sex, race and disability as we develop pay and grading options. An EqHRIA will be carried out on the preferred model internally and by an external Consultant in terms of sex, race and disability. We will investigate and assess any impacts where these materialise to ensure that we eliminate where possible, and provide mitigation when this is appropriate.

**7.10 Where any inequality in pay may arise, we will investigate promptly and take appropriate action as required.**

- The development of the new pay and grading structure will give Police Scotland the first real opportunity of assessing a truly integrated staff profile within a common framework of pay and grading, and the assessment of gaps based on sex, race and disability will be a significant consideration of the design process. We are committed to developing a pay and grading structure with equality and fairness at the heart of the modelling process.

**Examples of Supporting Activity:**

**A Division (North East)**

The Division's Sergeant and Inspector Reference Forum has been in existence since January 2016 and seeks to consider and discuss emerging trends and issues which affect North East Division and impact both operationally and in terms of wellbeing upon those ranks specifically and the staff under their supervision. The intention of the group is to provide a two way flow of information and ideas between Supervisors, Line Managers and Command. The Scottish Police Federation also sit upon this group. The staff members who form this group are expected to give regular updates to fellow Line Managers and indeed actively inform the content of meetings. The group meets quarterly with the Divisional Commander and other members of the command team. An interim meeting is held again quarterly to coordinate any common concerns and their presentation to the wider meeting. All actions are recorded and tasked accordingly. Further to this, any issues identified to command team officers during the course of any planned engagement meetings with staff are also managed, discussed and resolved within this forum.

**C Division (Forth Valley)**

- The Health and Wellbeing group meets monthly and is attended by all ranks, staff associations and representatives from core shifts and CID. The group looks at issues raised by staff and officers regarding wellbeing, employment opportunities, identifying relevant champions. The group creates a weekly bulletin allowing staff to see the outcome of any issues/concerns that had been raised.
- All officers subject to violence or hate crime are discussed at the morning meeting with Area Commander and are reviewed for injury and impact. Contact and reassurance is tasked to supervisors to ensure they are all supported fully through advice, assistance or external support.
- LGBTI Allies has been set up and implemented within Forth Valley division and quarterly meetings are held to discuss issues and marketing of the group.

### **E Division (Edinburgh)**

Edinburgh Division launched 'Enhance Edinburgh'. This is the division's overarching approach to continuous improvement. It encompasses four key work streams:

- ENGAGE – Improve communications, senior management visibility and maximising divisional branding opportunities.
- ENABLE – Invest in our people through training and development to maximise their potential and improve our service.
- ENDEAVOUR - Recognise and value the commitment and endeavour of our staff.
- EXCEL – Strive towards the Force vision of 'Sustained Excellence in Service and Protection'.

An ongoing piece of work in E Division is the development of the 'Runaround' Project. This project will provide all officers the opportunity to be exposed to specialist departments with the aim of enhance the knowledge and skills of our staff through exposure to and learning within specialist departments.

### **J Division (The Lothians and Scottish Borders)**

- The division is engaging fully with the Divisional Commander's focus on health and wellbeing and has a number of Wellbeing champions.
- The division is committed to the 'You Said We Did' business area.

### **L Division (Argyll and West Dunbartonshire)**

- In April 2017 L Division elected a committee member to join the Scottish Police Disability and Carers Association (DACA), since this time assistance has been provided reviewing policies and attending awareness events promoting equality and diversity in the workplace.
- Wellbeing Days were held in January 2018 within Dumbarton and Lochgilphead promoting police officer and Staff Wellbeing. Several external agencies attended to show their support such as local gyms, tourist attractions, sports clubs, pharmacists, credit union, PMAS.

- These Wellbeing Days will be held again in May 2018 to promote these services to the further outlying offices such as Oban, Campbeltown ensuring all staff are included and feel valued and respected.

**N Division (Highland and Islands)**

- 'Managing & Leading the Team' Training is being delivered to 32 officers and staff in the division. Modules covering staff wellbeing.
- The division now has Wellbeing Champions in place to provide additional support and guidance to staff.

**P Division (Fife)**

- With a focus on opportunities for career development, staff are not only being supported for acting roles but a number of promotion seminars, Sergeant and Inspector level, have already been held with more planned.
- Health and Wellbeing champions meet with the Divisional Commander every six weeks to discuss any issues and provide support. Work is ongoing to set up a Health and Wellbeing week following on from the successful health and wellbeing themed days.
- Local and Divisional Line Management Forums have been established. Inspectors, Sergeants and Acting Sergeants forums are running across the division, positive improvements are being delivered.

**Q Division (Lanarkshire)**

- Lanarkshire Division held a further Divisional Improvement Forum in February 2018. This involved officers splitting into syndicates to discuss the 53 specific actions generated from the first event in 2017. All attending officers had the opportunity to discuss the solutions to the actions and prioritise the actions. These were reported back to the whole division. All officers commented that the event had been positive and felt that senior management were listening to issues identified.
- The Wellbeing Pilot which initiated in Lanarkshire in 2016, was introduced nationally in 2017. Lanarkshire Wellbeing Champions offered advice and support to the new Wellbeing Champions trained throughout Police Scotland due to their experience.
- Local Supervisors are also being provided with dyslexia awareness training to better understand the condition and learn how to assist staff and members of the community displaying signs of dyslexia.

**U Division (Ayrshire)**

- Work is currently ongoing to establish a mentoring framework within the division and liaison is ongoing with Leadership and Professional Development (LPD) and the Scottish Women's Development Forum in this regard.

- Staff who are on maternity leave or pregnant have the opportunity to attend a 'Keeping in Touch Day' and provide feedback and questions on any pregnancy or work related matter. The events are supported by a Human Resources representative and Divisional Resource Manager and allows for a variety of topics to be discussed and guidance provided to front line managers.
- Divisional Commanders Wellbeing bulletin is published quarterly to all members of staff the division.
- A number of Wellbeing events are being planned for the division.

#### **V Division (Dumfries and Galloway)**

- Events are held regularly, and communications regularly issued, within the division to support staff and their health and wellbeing, supporting the Scottish Women's Development Forum, Police Mutual 'Benefit4life', Optima Health, etc.
- A 'Lean-In' event took place in November 2017 at Police HQ, Cornwall Mount.

#### **Change Management Portfolio**

- Performance, Demand and Productivity - Work is ongoing to include equality measures (linked to the Equality Outcomes) in the new Performance Framework. This will improve and mainstream equality and diversity performance reporting and increase the ability to share areas of good practice and identify areas that require further work without duplication. This will assist in creating a positive performance culture which encourages proactive progression of equality, diversity and inclusion.
- Work has been undertaken to embed equality, diversity and Inclusion into the Serving a Changing Scotland programmes and projects. This includes providing equality and diversity workshops, presentations and updates to project support officers, project/business leads and senior managers. The approach being developed is action focused and encourages identifying opportunities to advance equality as well as potential impacts.

#### **Specialist Services**

- All management and supervisors have been briefed regarding the development of a culture of trust and support.
- Mentoring and feedback has been offered to those progressing to interview in the promotion process or external post applications.
- Active ongoing engagement has taken place with staff and officers to contribute ideas relating to improvement of the workplace environment.
- Regular meetings are held with supervisors and teams to ensure effective communications opportunities and identification of issues impacting on them and/or the department.

- Meaningful roles identified for officers who are pregnant or otherwise not fit for full duties. This includes temporary placement in external departments such as Criminal Justice, supporting the ongoing 'TASER' Specially Trained Officers (STO) project and transfer to non-operational posts.

#### **Partnerships & Collaboration (Corporate Services)**

- Work is being carried out to develop a strong values driven culture through the development of our ethics and values function
- Force Values and Policing Ethics Inputs are given to all new recruits and key senior officer courses.
- The Force has introduced clear guidance under a whistle blowing SOP, supported by the 'Integrity Matters' helpline, to build an environment based on the highest standards of integrity when officers and staff carry out their duties and roles. The 'Integrity Matters' process is widely promoted across the Force.

#### **Strategy & Planning**

- Equality and Diversity Outcomes have been included in the core strategy planning template to ensure mainstreaming of equality and diversity across all strategic development activity.
- The Strategy & Planning team is scheduled to attend an EqHRIA training course on Wednesday, 25 April, 2018. The training is aimed at enhancing knowledge and understanding when providing support in the development of future strategies and plans. EqHRIA considerations, will form part of the strategy development toolkit being developed by Strategy & Planning to assist and advise business areas across the organisation when developing strategies.
- Ongoing work with the Equality and Diversity Unit to review and develop the EqHRIA process to ensure relevance for strategy and planning and development towards mainstreaming. A strategic toolkit being developed by Strategy and Planning will include equality and diversity considerations and governance as a core consideration to all strategic planning and development approaches across the organisation
- Strategy and Planning will continue with development of an equality and diversity action plan for the Strategy & Innovation Division.

#### **Anti-Corruption Unit (ACU)**

- ACU provide advice and guidance to police officers and police staff, highlighting vulnerabilities and corruption risks and practical advice on how to identify and counteract them.
- ACU provide information, advice and guidance to officers and staff via e-learning Corruption Prevention training, Standard Operating Procedures, 60 second policies, briefings and via the ACU intranet page in order to raise awareness of potential criminal, conduct or integrity issues that may be occurring within Scottish Police Authority/Police Scotland ensuring they are aware of the potential vulnerabilities and corruption risks and

conduct themselves appropriately in accordance with our Code of Ethics. Continued promotion of confidential reporting mechanism, Integrity Matters, on Police Scotland and Scottish Police Authority intranet pages.

- ACU is committed to equality and diversity and supporting everyone through opportunities to demonstrate their abilities, talent and develop their potential. Through the PDC framework ACU ensure that all police officers and staff have equal opportunity to participate in each stage of the process, to receive feedback and to take part in planning for a successful future career.

#### **Criminal Justice Services Division (CJSD)**

- Regular recognition of good work through divisional bulletins by members of custody operations staff and backfill officers within custody suites, whose early intervention ensured urgent medical care was provided to members of the public coming into police custody.
- Departmental representative is a committee member of the Scottish Women's Development Forum and represents the division and in particular Custody at specialism working groups.
- Senior Management making themselves available to staff in CJSD and their local area, providing support, guidance and mentoring. This includes holding development workshops for officers who are considering making an application for promotion, members of police staff who may be considering applying for developmental vacancies and officers who are through the first stage of the National Police Promotion Process (NPPP) awaiting an interview.

#### **Specialist Crime Division (SCD)**

- The SCD Tactical People Board has been created to provide oversight and governance to all people related matters, ensuring that SCD have the right number of people in place, who have the skills, training, experience and competence to provide excellent services. This includes ensuring staff health and wellbeing is at the forefront of the division's priorities.
- We recognise that the ability to use rest days and annual leave impact on our wellbeing. We are liaising with the Resource Deployment Unit to ensure workplace flexibility to address this and other issues such as absenteeism, flexible working plans and annual leave. This will enable line managers' to have greater decision making and accountability.
- A SCD Intranet Page is being introduced, outlining key people and messages, broken down in to each business area. Senior Management will ensure regular meetings with staff, involving practitioners in change processes.

#### **Public Protection Unit**

Given the nature of work undertaken within SCD Public Protection, in particular SCD National Offender Management Unit; National ViSOR Unit; National Rape Task Force, National Child Abuse Investigation Unit; National Human Trafficking Unit and Domestic Abuse Task Force, staff welfare and wellbeing is a primary consideration. All staff have attended the available annual wellbeing health checks.

- Where possible remote working and flexible work plans have been accommodated to enable sustainable work/life balance for both staff and department.
- Continuous Professional Development Days have been held for Offender Management Unit supervisors.

#### **MIT (Major Investigation Teams)**

- The senior management team hold monthly meetings with staff listening to and addressing their concerns and provide feedback from these meetings.
- A Quiet Room is being refurbished for expectant and new mothers who return to work and are still feeding their child. This will allow for expressing and storage of breast milk.

#### **Governance, Audit and Assurance. (GAA)**

- Members of the Wellbeing Champion Cadre proactively engaged with Maggie's, a charity offering practical, emotional and social support for people with cancer and their families and friends. It was recognised that, in seeking to return to work, employees, their managers and colleagues each face different and complex challenges that can have a significant impact in the workplace. Maggie's have agreed to conduct a workshop at Dalmarnock in May 2018 to help managers support colleagues affected by cancer.
- An Inspector is working with the Social & Public Health Services Unit of the University of Glasgow gaining their assistance and financial support to conduct a 12 month project entitled 'Understanding the Needs of the Scottish Police Service'. This project will identify the organisational and operational stressors and make recommendations for interventions to prevent crisis situations from occurring. In addition, work is also being undertaken with the AIRWAVE project team from Imperial College London and the University of Glasgow to involve Police Officers and police Staff in a medical research study which will afford them a comprehensive physical medical examination (at no cost to Police Scotland).

## Overview of Activity

It is acknowledged that the following activities have not been reported on throughout this submission. It is noteworthy however that the existing Police Scotland Equality Outcomes cover the time period of 2017 – 2021, with this being the second progress report. Several outcomes/activities have been addressed previously and, subsequent updates will be provided in future reporting.

Equality Outcome/Activity	Details
<b>EO2 – Activity 2.2</b>	We will implement nationally consistent roles, responsibilities and common business processes within Concern Hubs. (A Concern Hub is a single information repository in a Police Division for all wellbeing concerns to be triaged, researched, assessed and - where appropriate - shared securely with partners).
<b>EO2 – Activity 2.6</b>	We will work collaboratively with partners to develop innovative approaches and make a decisive shift towards early intervention and prevention rather than waiting for crises responses.
<b>EO2 – Activity 2.8</b>	We will develop a national method to record Inter-agency Referral Discussion outcomes; adult protection concerns and risk factors.
<b>EO2 – Activity 2.11</b>	We will work with Scottish Government and partners to introduce a nationally consistent Initial and Significant Case Review procedure for adult protection.
<b>EO2 – Activity 2.12</b>	We will develop and publish a toolkit/ investigator guide for broader wellbeing aspects to benefit officers and staff in the early identification of wellbeing concerns (using the GIRFEC guidance and assessment for child wellbeing concerns).
<b>EO2 – Activity 2.14</b>	We will support vulnerable individuals who may be susceptible to radicalisation. We will do this by working in partnership with communities and statutory organisations, ensuring early identification of such vulnerabilities.
<b>EO3 – Activity 3.8</b>	We will engage with partners, locally and nationally, to ensure best practice is used to prevent and investigate sexual crime and target those who pose the greatest risk of harm. Prevention strategies will address each of the levels that influence sexual violence (individual, relationship, community and society). This will include the use of victim risk-reduction techniques and bystander prevention strategies to empower individuals to intervene to prevent a sexual assault from occurring.

<b>EO3 – Activity 3.24</b>	We will develop and publish a toolkit/ investigator guide for broader wellbeing aspects to benefit officers and staff in the early identification of wellbeing concerns (using the GIRFEC guidance and assessment for child wellbeing concerns).
<b>EO3 – Activity 3.27</b>	We will improve processes to ensure information from return-home welfare interviews, to better understand why children have gone missing and intelligence about those who may pose a risk of Child Sexual Exploitation.
<b>EO5 – Activity 5.9</b>	We will carry out site audits of our buildings to identify any physical access barriers, and this information will be made available on our website.
<b>EO7 – Activity 7.6</b>	We will consider how ‘complaints against the police’ can be used as a relevant measure.