# Dundee Local Policing Plan

Contents

[Dundee Local Policing Plan 1](#_Toc117629792)

[Foreword 3](#_Toc117629793)

[Introduction 5](#_Toc117629794)

[National strategic alignment 6](#_Toc117629795)

[Police Scotland’s strategic objectives 8](#_Toc117629796)

[Local policing delivery context 9](#_Toc117629797)

[Local priorities 10](#_Toc117629798)

[Local objectives and activity 12](#_Toc117629799)

[National Strategic Outcome 1 12](#_Toc117629800)

[Threats to public safety and wellbeing are resolved by a proactive and responsive police service 12](#_Toc117629801)

[National Strategic Outcome 2 15](#_Toc117629802)

[The needs of local communities are addressed through effective service delivery 15](#_Toc117629803)

[National Strategic Outcome 3 18](#_Toc117629804)

[The public, communities and partners are engaged, involved and have confidence in policing 18](#_Toc117629805)

[National Strategic Outcome 4 19](#_Toc117629806)

[Our people are supported through a proactive working environment, enabling them to service the public 19](#_Toc117629807)

[National Strategic Outcome 5 20](#_Toc117629808)

[Police Scotland is sustainable, adaptable and prepared for future challenges 20](#_Toc117629809)

[Governance and performance 23](#_Toc117629810)

[Equality, diversity and inclusion 23](#_Toc117629811)

[Engaging with us 25](#_Toc117629812)

## Foreword

As the Divisional Commander for Tayside, I am delighted to introduce our Dundee Local Police Plan for 2023-2026. The plan outlines how we intend to deliver policing services over the next three years and highlights the outcomes we aim to achieve over that period.

Our plan is based on our local and national policing priorities and strategic outcomes, those of our partners and the views of Dundee’s communities on what matters to them. In the challenging environment we currently operate in, constructive partnerships and close relationships with our communities are crucial to ensuring that we can deliver successfully against the priorities highlighted in this Local Police Plan.

In Tayside Division we will focus our efforts on those who cause the most harm within our communities, whilst maximising opportunities to reduce offending and prevent crime occurring in the first place. With the support of our partners, we will promote the highest standards in public protection and ensure the safety of the most vulnerable within our communities. We remain committed to continuous improvement in order to provide the highest level of service to our communities. To do this we will use our local policing teams supported by specialist support from national divisions in Police Scotland.

This plan will remain flexible and will

adapt to the changing needs of

our communities over the next

three years, delivering a service

that generates confidence in

policing and one that creates a

safer Fife for us al

This plan will remain flexible and adaptable to the changing needs of our communities over the next three years, delivering a service that provides trust and confidence.

We will report our performance against this plan through regular presentation to the Community Safety and Public Protection/Neighbourhood Services Committee.

This plan will remain flexible and will

adapt to the changing needs of

our communities over the next

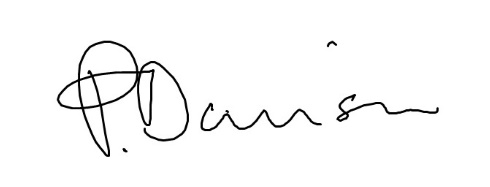
three years, delivering a service

that generates confidence in

policing and one that creates a

safer Fife for us al

I am proud to be the Divisional Commander for Tayside Division and look forward to delivering on this Local Policing Plan for Dundee.



#### **Chief Superintendent Phil Davison, Local Police Commander, Tayside Division**

## Introduction

Dundee is a major city situated on the east coast of Scotland covering 60 square kilometres and has a population of 148,270 (National Records of Scotland 2016 Mid-year population estimate). It has two universities, a broad spectrum of successful sports clubs, a major trauma hospital and continues to be a centre of excellence across a range of business sectors. In recent years, it has seen significant re-development and investment, with the opening of major tourist attractions and events venues aligned to the modernisation of the city centre delivering transformational change. The city remains ambitious with a coherent long term plan in place to build on these successes, which will continue to drive forward development and enhance Dundee’s reputation as a modern, vibrant city which is open to all.

Dundee continues to face some complex issues, which are also reflected in cities and communities across the country, driven largely by under-lying socio and economic factors. Looking forward, we will build upon the strong foundations created in conjunction with our key partners as we retain a clear focus on the impact of poor mental health, addiction issues and other critical vulnerabilities which impact on local people’s sense of safety and security.

We continue to support innovation in our local service delivery and look towards the anticipated opening of a Community Wellbeing Centre and the Dundee Community Custody Unit, as we will seek to support colleagues in both NHS Tayside and the Scottish Prison Service who are equally determined to support the people of Dundee and tackle those issues aligned to vulnerability head on.

Dundee has a lot to celebrate and a strong basis for optimism as we embark on the delivery of our next Local Policing Plan. A key tenet of the plan is ensuring that our service reflects the needs and asks of local people, with officers resolved to work hard in the service of all of our local communities.

## National strategic alignment

Since April 2013, the Police and Fire Reform (Scotland) Act 2012 has required Divisional Commanders to produce and publish a Local Policing Plan (LPP) for each local authority area.

The content and character of Local Police Plans are determined by Local Area and Divisional Commanders in negotiation with local authorities, who are each responsible for approving their respective Local Police Plan.

This Local Policing Plan for Dundee is supportive of the priorities in the City Plan 2017- 2026 and the local outcome improvement plan published by Community Planning Dundee. Outlined within this document are our priorities for policing and outcomes, which, when achieved, will contribute to the City Plan and the strategic vision for Dundee. These priorities and outcomes were identified through a number of sources and processes which include:

• Police Scotland Strategic Assessment 2022/23 for Tayside Division which details threats that impact on Policing at both Divisional and Local Authority level.

• Community consultation

• City Plan for Dundee 2017-2026

• Police Scotland Annual Police Plan 2022/23

• Joint Strategy for Policing (2020) – Policing for a safe, protected and resilient Scotland

Information has also been obtained through direct engagement and community consultation including:

* Direct contact with victims of crime
* Consultation responses to Police Scotland’s Your Police survey
* Consultation with locally elected members and community representatives
* Engagement with partners and local businesses
* Direct consultation with members of the public

All of these sources have provided critical information in identifying what is important to the diverse communities within Dundee and as such we have structured our resources to meet these demands.

In this plan we will provide some context on our communities and the local authorities we work alongside, the consultation, considerations taken into account in forming the plan and finally the priorities identified and how we seek to address these in the coming years.

## Police Scotland’s strategic objectives

Multi-coloured graphic with the Police Scotland logo of a thistle and crown in the top left corner. At the top of the page Police Scotland's visions is stated as Policing for a safe, protected and resilient Scotland. Police Scotland's purpose is described as to improve the safety and wellbeing of people places and communities in Scotland. Police Scotland's values are described as fairness, integrity, respect, and human rights.

Underneath this information is a blue dark blue banner with the text 'Strategic Police Priorities' in white writing thereon. These strategic police priorities are listed in white underneath the banner in blue writing on a white background and are crime and security, confidence, sustainability, partnerships, people, and evidence.
Underneath this text is another dark blue banner with 'Priorities for Policing' in white writing thereon. These priorities are listed below in dark blue lettering on a white background and are - protecting vulnerable people, tackling crime in the digital age, working with communities, support for operational policing. 

Beneath these priorities for policing are a series of outcomes and these outcomes' associated objectives. This text is in white font and is overlaid on five different colours as follows:

Sky blue - Outcome: Threats to public safety and wellbeing are resolved by a proactive and responsive police service. Objectives: Keep people safe in the physical and digital world, design services jointly to tackle complex public safety and wellbeing challenges, support policing through proactive prevention.

Dark blue - Outcome: The needs of local communities are addressed through effective service delviery. Objectives: Understand our communities and deliver the right mix of services to meet their needs, support our communities through a blend of local and national expertise, support the changing nature of communities.

Orange - Objective: The public, communities and partners are engaged, involved and have confidence in policing. Objectives: Embed the ethical and privacy consideration that are integral to policing and protection into every aspect of the service, protect the public and promote wellbeing across Scotland by providing services that are relevant accessible and effective, work with local groups and public third and private sector organisations to support our communities.

Yellow - Outcome: Our people are supported through a positive working environment, enabling them to serve the public. Objectives: prioritise wellbeing and keep our people safe, well equipped and protected, support our people to be confident leaders, innovative, active contributors and influencers, support our people to identify with and demonstrate Police Scotland values and have a strong sense of belonging.

Green - Outcome: Police Scotland is sustainable, adaptable and prepared for future challenges. Objectives: use innovative approaches to accelerate our capacity and capability for effective service delivery, commit to making a positive impact through outstanding environmental sustainability, support operational policing through the appropriate digital tools and delivery of best value.

Underneath these outcomes and objectives there is the text 'Performance and implementation' in white on a dark blue background. Underneath this is the text 'evidence based policing' in black text on a light grey banner.

## Local policing delivery context

Dundee is a diverse and multi-cultural community, served largely by officers and staff who are from the local area and know the city well. Those officers and staff reflect local communities and are responsible for tackling a wide range of policing responsibilities. Those responsibilities include those functions which are readily linked to policing: crime investigations in respect of violence and acquisitive crime; domestic violence; fraud; anti-social behaviour; road safety and road crime; policing major sporting, cultural, music and community led events; missing persons investigations; children and young persons at risk; tackling the supply of drugs and supporting those suffering from addiction to drugs and alcohol.

Local officers also deliver a broad range of activity closely aligned to vulnerability and public health. Officers are routinely the first responders to local people in crisis due to poor mental health, addictions issues or other personal circumstances which result in people needing further support. Analysis of current demand indicates that over 80% of all policing activity across the city is non-crime related.

The Local Area Commander has responsibility for the overview of the operating model and delivery of local policing on a day to day basis. The model remains locality based, with teams operating from eight stations situated within local communities across the city. Each locality area retains its own Response and Community officers, ensuring an effective response to emergency and priority calls, with Community teams able to deliver a local problem solving approach to those more complex or enduring issues which are important to local people. Divisional and local criminal investigation and public protection teams provide our investigative response to serious, complex and organised crime. We also benefit from the dedicated and selfless work of volunteers, including Special Constables and younger members of our local communities who have joined our Police Scotland Youth Volunteers. Both contribute fully in areas such as crime prevention and community engagement. All our teams work closely on a daily basis with statutory and third sector partners, contributing towards our collective goal of ensuring Dundee is a safe, healthy and welcoming city based on a strong sense of community.

The Local Area Commander has the ability to access and deploy a range of other local, national and specialist resources, such as detectives, roads policing officers and public order officers in support of our policing priorities for the city. Local activities are supported and complemented by specialist teams with expertise in areas such as serious crime, search, community resilience, event planning, counter-terrorism, forensic investigation, communications, armed police and public order, operating not only across Tayside, but also nationally and international.

## Local Priorities

## 

## Local objectives and activity

**National Strategic Outcome 1**

**Threats to public safety and wellbeing are resolved by a proactive and responsive police service**

National Policing Objective: Design services jointly to tackle complex public safety and wellbeing challenges

Local Priority/Activity: Reduce the stigma and harm of drug use

Key milestones:

* Develop our approach and response to identified victims of cuckooing
* Continue to support partners and promote the Non-Fatal Overdose Pathway
* Deliver cuckooing and county lines awareness sessions to partner agencies to educate and encourage information sharing
* Alongside Positive Steps, NHS Tayside and Dundee’s Criminal Justice Service, continue to support the custody referral scheme to signpost and assist people with problem drug use whilst in police custody
* Continue to promote uptake of Naloxone by members of the public

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

* How well does Tayside Division identify and support people at risk of harm?
* Continuing evaluation of the Non-Fatal Overdose Pathway

National Policing Objective: Use all available information and intelligence to address policing priorities

Local Priority/Activity: Target those involved in drugs supply

Key milestones:

* Deliver local policing initiatives to tackle those dealing drugs and exploiting those with vulnerabilities, making best use of legislation and enforcement to detect offenders.
* Target the production, cultivation and supply of illegal drugs

Update expected: Y1 Q1, Q3, Y2 Q1 Q3, Y3 Q1 Q3

Performance measures and insights:

* How well does Tayside Division tackle drug dealing?

National Policing Objective: Support policing through proactive prevention

Local Priority/Activity: Protect vulnerable people from harm

Key milestones:

* Work with partners to reduce the threat, risk and harm and maximise the safety of persons reported missing
* In partnership, develop the support and promote the pathways available to those affected by the impact of suicide
* Deliver in partnership with Scottish Government, NHS, SAS and Penumbra Distress Brief Intervention (DBI) which provides support for individuals in distress
* Strengthen partnership relationships to improve the support and outcomes for those in crisis

Update expected: Y1 Q4, Y2 Q4, Y3 Q4.

Performance measures and insights:

* How effective are the processes in place to ensure that people are safeguarded?
* DBI Training, awareness and guidance is in place for officers and staff.
* How effective are the measures in improving Police Scotland’s and partners responses to vulnerable and repeat missing persons?

National Policing Objective: Support policing through proactive prevention

Local Priority/Activity: Support victims of crime and prevent re-victimisation

Key milestones:

* Promote the ‘Keep Safe Initiative’ to provide a safe place for victims of crime or those who find themselves in distress
* Work with partners to improve public confidence to report incidents of harm and abuse, including the promotion of third party reporting systems
* Promote and deliver ‘Bystander Training’ to prevent offences of a sexual nature and hate crimes
* Support ‘Choices for Life’ programme to educate young people on online safety and dealing with peer pressure
* Work with Victim Support Scotland to provide support and information to those affected by crime

Update expected: Y1 Q4, Y2 Q4, Y3 Q4.

Performance measures and insights:

* How effective are the processes in place to ensuring that victims are supported?

### National Strategic Outcome 2

### The needs of local communities are addressed through effective service delivery

National Policing Objective: Support our communities through a blend of local and national expertise

Local Priority/Activity: Address violence through preventative and enforcement measures

Key milestones:

* Work collaboratively to identify and target violent offenders using all appropriate tactical options to prevent offending, including proactive bail checks and executing warrants relating to violent offenders
* Collaborate with NHS Tayside to capture under-reporting of violence and explore preventative approaches such as the ‘Navigator’ programme
* Promote preventative programmes in schools including Violence Against Women and Girls, ‘No Knives Better Lives’ and ‘Fearless’
* Work in partnership with Dundee City Council ASB, Social Work and SFRS to identify those involved in ASB and work collaboratively to provide focused prevention and diversionary activity
* Work with partners to support victims of domestic abuse and gender based violence
* Alongside the National Domestic Abuse Task Force, proactively target domestic abuse offenders
* Conduct high visibility patrols and engage with partner agencies, local residents and businesses to identify intervention opportunities and prevent and detect antisocial behaviour in particular alcohol related criminality
* Develop night time economy plans with licensed premises and promote ‘Bystander Awareness Training’

Update expected: Y1-3 Quarterly

Performance measures and insights:

* How effective are the diversionary activities provided?
* Evaluation of Bystander Awareness inputs
* Victims of domestic abuse and women and girls at risk of violence are safer and confident that the police are responsive to their needs
* How well does Tayside Division identify and support people at risk of violence?

National Policing Objective: Support our communities through a blend of local and national expertise

Local Priority/Activity: Deal with disorder and antisocial behaviour

Key milestones:

* Work in partnership with Dundee City Council, Social Work and SFRS to identify those involved in ASB and work collaboratively to provide focused prevention and diversionary activity.
* Conduct high visibility patrols and engage with partner agencies, local residents and businesses to identify intervention opportunities and prevent and detect antisocial behaviour in particular alcohol related criminality.
* Develop night time economy plans with licensed premises and promote ‘Bystander Awareness Training’

Update expected: Y1-3 Quarterly

Performance measures and insights:

* How effective are the diversionary activities provided?
* Evaluation of Bystander Awareness inputs
* How well does Tayside Division respond to complaints of antisocial behaviour and disorder?

National Policing Objective: Support our communities through a blend of local and national expertise

Local Priority/Activity: Tackle acquisitive crime and support victims

Key milestones:

* Work collaboratively to identify and target offenders using all appropriate tactical options to prevent offending, including proactive bail checks and executing warrants to recover stolen property
* Work with partners and communities to raise awareness of crime trends and provide effective prevention opportunities
* Continue to promote Neighbourhood Watch
* Use of Police Scotland Youth Volunteers to deliver crime prevention advice to communities
* Through the National Acquisitive Crime Board, understand and tackle the prevalence of cross-border offenders
* Jointly work with partners including Victim Support Scotland to support victims and raise awareness and impact of acquisitive crime

Update expected: Y1-3 Quarterly

Performance measures and insights:

* How effective are the processes in place to prevent acquisitive crime?
* How well does Tayside Division identify and support victims of acquisitive crime?

National Policing Objective: Support the changing nature of communities

Local Priority/Activity: Make our roads safer

Key milestones:

* Support and contribute to the Tayside Road Safety Partnership
* Facilitate high-visibility patrolling with a focus on high risk areas
* Deliver educational inputs through the New Driver Scheme and Rider Refinement programme
* Undertake speeding initiatives to support community concerns in relation to road safety
* Work in collaboration with road safety partners on local/national initiatives and campaigns

Update expected: Y1-3 Quarterly

Performance measures and insights:

* Have road traffic collisions decreased?
* Have deaths and injuries from road traffic collisions decreased?
* Has high-visibility patrolling influenced driver behaviour?
* Findings from the evaluation of the Rider Refinement programme

### National Strategic Outcome 3

### The public, communities and partners are engaged, involved and have confidence in policing

National Policing Objective: Protect the public and promote wellbeing across Scotland by providing services that are relevant, accessible and effective

Local Priority/Activity: Enable and support effective engagement and communication with the public

Key milestones:

* Deliver the Tayside Division Communication Strategy to enhance public engagement and identify and respond to concerns and issues affecting the local area
* Identify new and emerging ways to provide warnings and information to the public about areas of concern or safety
* Increase engagement with all of our local communities
* Continue to work with academia to look at innovative ways to reach seldom heard communities

Update expected: Y1-3 Quarterly

Performance measures and insights:

* How well are we engaging with the public?
* Feedback from members of the public, community groups and partners

### National Strategic Outcome 4

### Our people are supported through a proactive working environment, enabling them to service the public

National Policing Objective: Prioritise wellbeing and keep our people safe, well equipped and protected

Local Priority/Activity: Protect, support and empower our people

Key milestones:

* Promote the availability of wellbeing tools to benefit colleagues
* Launch the Your Safety Matters – Police Assaults Group to reduce the impact and number of officer assaults regionally
* Deliver the Tayside Communication Strategy to develop the way we communicate with our people, share good practice and recognise and acknowledge good work

Update expected: Y1-3 Q2, Q4

Performance measures and insights:

* How well are we supporting and empowering our people?
* How well is Tayside Division improving the wellbeing of our officers and staff?
* What impact is the Your Safety Matters – Police Assaults Group having on the safety of our people?

National Policing Objective: Support our people to be confident leaders, innovative, active contributors and influencers

Local Priority/Activity: Support colleagues’ performance and development

Key milestones:

* Overview of progress and benefits for our people
* Continue to develop and deliver local development forums to be able to listen and engage with our people
* Recognise the everyday contribution that our people make and focus on individual performance, development and personal training needs through MyCareer

Update expected: Y1-3 Q2, Q4

Performance measures and insights:

* How well are we supporting our people?
* How effective is our workforce development?
* Our leaders are invested in and supported to sustain and enhance the positive relationship they have with their people.
* Our people feel aligned and connected to activity within the Division.

### National Strategic Outcome 5

### Police Scotland is sustainable, adaptable and prepared for future challenges

National Policing Objective: Use innovative approaches to accelerate our capacity and capability for effective service delivery

Local Priority/Activity: Seek out shared learning and training opportunities with partners

Key milestones:

* Alongside local partners, continue to support the Tayside Leadership Academy Programme
* Develop the work of our Domestic Abuse Champions, Hate Crime Champions and Local Contest Liaison Officers to share learning and best practice
* Support criminal justice partners with the delivery of the Summary Case Management Pilot in Dundee
* Through the Local Resilience Partnership, develop the testing and exercising of plans to ensure we are fully prepared for all types of emergencies
* Capture and embed the learning from post-incident reviews, ICRs/SCRs and inspection findings to improve our local practices

Update expected: Y1-3 Quarterly

Performance measures and insights:

* How effective is Police Scotland at continuous improvement and workforce development?
* How effective is Police Scotland at sharing learning with partners?
* Evaluation of the Tayside Leadership Academy experience

National Policing Objective: Commit to making a positive impact through outstanding environmental sustainability

Local Priority/Activity: Embed environmental responsibility into current and future planning and estate management

Key milestones:

* Promote the new cycle to work scheme and the work of the Tayside Cycling for Wellbeing group to encourage cycling within and to the workplace.
* Increase the use of the division’s ULEV vehicles.
* Engage with local partners to explore opportunities for enhanced collaboration and sharing of premises
* Support the work of the Dundee partnership Climate Action Plan.

Update expected: Y1-3 Q1, Q3

Performance measures and insights:

* Increase in the use of the Cycle to Work scheme
* What progress has been made in terms of collaboration and what percentage of the divisional estate is co-located with our partners.

## **Governance and performance**

Effective scrutiny and oversight are key to ensuring that policing retains the trust and confidence of the communities of Scotland. We pride ourselves on transparency and accountability and as such, have created comprehensive and robust arrangements for the governance of this plan.

The Scottish Police Authority (SPA) is the body with overall formal responsibility for scrutiny and holding Police Scotland to account for delivery of the priorities set out in the National Policing Plan. Tayside Division’s performance against the national priorities is monitored centrally by the National Analysis and Performance Unit, who compile a wide variety of analytical products to support operational policing activity at tactical and strategic levels.

Performance in relation to the identified policing objectives and outcomes is monitored and reviewed at the Tayside Division monthly Tasking and Delivery Meeting.

Reports are also produced to allow local scrutiny by Dundee City Council Community Safety and Public Protection/Neighbourhood Services Committee.

## **Equality, diversity and inclusion**

Police Scotland promotes equality and diversity, both externally and internally, striving to exceed the requirements of the Scottish Public Sector Equality Duty.

Across Police Scotland we are committed to developing and promoting best practice in the advancement of our Equality Outcomes. In order to support this requirement, we embed equality, diversity and human rights in all of our strategies, plans and performance framework. Equality and Human Rights Impact Assessments (EqHRIA) are used to help us to ensure that policy and practices proactively consider the potential impact on equality and human rights. We will ensure that all of strategic plans and activities relating to delivery are assessed to a high standard using relevant evidence in a systematic and structured way.

A code of ethics was introduced in 2013 with the creation of Police Scotland and provides guiding principles that define how we perform our duties. The code of ethics sets out the standards we expect of all our employees and the standards that the public can expect to ensure we provide a professional service to all. Encompassing the values of the service and our commitment to human rights, the code is designed to help us provide positive outcomes and improve the safety and wellbeing of people, places and communities in Scotland. Police Scotland’s values are;

• Integrity.

• Fairness.

• Respect.

• Human Rights.

Tayside Division is continually working to ensure that these values and the code are understood by all our officers and staff and are preserved in all of our decisions and actions.

We are committed to developing and promoting best practice in the delivery of our Equality outcomes. These can be found along with our commitment and duties to equality, diversity & inclusion at: <https://www.scotland.police.uk/about-us/equality-and-diversity/>.

This plan will be subject to an Equalities and Human Rights Impact Assessment (EqHRIA) in compliance with the Scottish Public Sector Equality Duty in its final iteration in 2023.

Separate EqHRIAs were undertaken for the activities described in this plan as required.

## Engaging with us

Police Scotland Tayside Division

West Bell St.

Dundee

DD1 9JU

For more detailed information on how to contact your Local Policing Team please refer to our website at www.scotland.police.uk or through our social media platforms.

We will continue to keep in touch with you to keep you updated on the ongoing work being done to tackle the issues that are affecting life for you and your community: Dial 999 for an emergency that requires urgent police attention.

For non-emergency contact, call 101, the single non-emergency number. If you have information about crime in your area and wish to provide it anonymously, call CRIMESTOPPERS on 0800 555 111.

Police Scotland is committed to continuous improvement in all that we do. If you have something to tell us about our service, please contact us at: <https://www.scotland.police.uk/contact-us/>

Further information about our wider engagement can be found in our consultation and engagement hub at: <https://consult.scotland.police.uk/>

Police Scotland has a number of active social media channels that provide a range of information and insight into policing, both nationally and in your local area. A full list of our social media accounts can be found on our website. Our local channels can be found at:

Twitter: @TaysidePolice

Facebook: Tayside Police Division

Please note that our social media channels are not monitored 24/7 and should not be used for reporting crime. Please dial 999 in an emergency, and 101 in a non-emergency situation.

Inclusive and accessible engagement

We aim to embed accessibility and inclusivity into our services to make them work for everyone.

This Local Police Plan was subject to an Equality and Human Rights Impact Assessment (EqHRIA). A summary of the EqHRIA has been published alongside this Plan.

This Local Police Plan can be made available in various alternative formats. For more information, please contact us via our online form: <https://www.scotland.police.uk/contact-us/>.

Deaf, deafened, hard of hearing or speech-impaired callers can contact us via Text Relay on 18001101.