| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-1417  Responded to: 16 September 2025 |
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Your recent request for information is replicated below, together with our response.

## Accessibility of Information for Disabled Victims of Crime

## The process that Police Scotland officers and staff follow to ensure that disabled individuals can access the information collected and held about them as victims of crime.

The information sought is publicly available:

[Subject Access Requests - Police Scotland](https://www.scotland.police.uk/access-to-information/data-protection/subject-access-requests/)

[Data Protection Standard Operating Procedure](https://www.scotland.police.uk/spa-media/u1cjpnyy/police-scotland-publication-scheme-sop-data-protection-v10-00.docx)

The information is therefore held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the section 25(1) exemption applies:

“Information which the applicant can reasonably obtain other than by requesting it […] is exempt information”.

Any member of the public can request to access their own personal data held by Police Scotland by using the Subject Access Request process.

To be clear, there are no specific policies or procedures that relate to the exercise of these rights by disabled individuals specifically, and the information signposted relates to all individuals.

## The formats in which this information can be made available (e.g., written hard copies and PDFs).

Generally, SAR are responded to with electronic information via email, however, hard copy responses can also be provided where possible/ appropriate.

Police Scotland will work with applicants to accommodate any particular needs on a case-by-case basis.

## How does this process align with the Transparency Principle (Article 5(1)(a) UK GDPR)?

The information sought is publicly available and I would refer you to Section 5 of our [Data Protection Standard Operating Procedure](https://www.scotland.police.uk/spa-media/u1cjpnyy/police-scotland-publication-scheme-sop-data-protection-v10-00.docx)

The information is therefore held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the section 25(1) exemption applies:

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## The procedures Police Scotland officers and staff follow to ensure disabled victims can easily access and understand relevant records about their cases, including their legal rights and available support.

## Informing Disabled Victims of Their Rights

## How Police Scotland officers and staff inform disabled individuals of their rights when they are victims of a criminal act.

## Copies of any recorded policies, guidance, or materials (e.g., leaflets, website content) used to inform disabled individuals about their rights under the Equality Act 2010, including:

## The right to reasonable adjustments. Protection from discrimination. How this information is made accessible and distributed to vulnerable disabled individuals.

The information sought is publicly available and is therefore held by Police Scotland.

I am however refusing to provide it in terms of section 16(1) of the Act on the basis that the section 25(1) exemption applies:

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As detailed in our [Standards of Service for Victims and Witnesses](https://www.scotland.police.uk/spa-media/4hffyrui/standards-of-service-for-victims-and-witnesses-2024-25-accessible.pdf), the [Victims and Witnesses (Scotland) Act 2014](https://www.legislation.gov.uk/asp/2014/1/contents) sets out that victims of crime will:

* “Be able to understand the information you get – so the language should be easy to understand, and the information should be available in alternative languages or formats if you need them
* be told who to contact if you want to talk about the information you’ve been given and get an explanation of anything you don’t understand.”

The following information might also be of interest to you:

[Your Care Card - Police Scotland](https://www.scotland.police.uk/contact-us/yourcarecard/)

[Victims' Code for Scotland](https://www.mygov.scot/binaries/content/documents/mygov/browse/crime-justice-law/contact-police-victim-support/victim-witness-rights/documents-victims-code/victims-code-for-scotland/victims-code-for-scotland/publishing%3Adocuments/publishing%3Adocument)

[Standards of Service for Victims and Witnesses - Police Scotland](https://www.scotland.police.uk/about-us/how-we-do-it/standards-of-service-for-victims-and-witnesses/)

[Victims and Witnesses - Police Scotland](https://www.scotland.police.uk/about-us/how-we-do-it/strategic-planning/children-and-young-people/victims-and-witnesses/)

[Equality and Diversity - Police Scotland](https://www.scotland.police.uk/about-us/how-we-do-it/equality-and-diversity/)

To be clear, there are no *specific* policies or procedures that relate specifically to the subject matter of this question, and the information signposted relates to all individuals.

Police Scotland will work with individuals to accommodate any particular needs on a case-by-case basis.

## Equality and Complaint Procedures

## A copy of Police Scotland’s Equality and Diversity Policy, particularly regarding the rights of protected groups (e.g., disability and age) under the Equality Act 2010.

The information sought is publicly available:

[Equality, Diversity and Dignity Policy](https://www.scotland.police.uk/spa-media/p3dboqcw/equality-diversity-dignity-policy.pdf?view=Standard)

[Equality, Diversity and Dignity SOP](https://www.scotland.police.uk/spa-media/3lka0za4/equality-diversity-and-dignity-sop.pdf)

The information is therefore held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the section 25(1) exemption applies:

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## Guidance or policies that outline the procedures Police Scotland officers and staff follow when handling complaints related to Equality Act rights (e.g., discrimination, harassment, victimisation).

## Recorded procedures followed by officers and staff when an individual complains about discrimination related to a protected characteristic, including:

## How Protected Acts are identified, investigated, and resolved.

## Does Police Scotland officers and staff have a specific procedure for handling Protected Act complaints regarding vulnerable groups?

The information sought is publicly available:

[Responding to Hate SOP](https://www.scotland.police.uk/spa-media/rfwdhysd/responding-to-hate-psos-sop-publication-scheme.docx)

[Hate Crime - Police Scotland](https://www.scotland.police.uk/advice-and-information/hate-crime/)

The information is therefore held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the section 25(1) exemption applies:

“Information which the applicant can reasonably obtain other than by requesting it […] is exempt information”.

## Recorded information on Police Scotland’s reasonable adjustments policy for disabled individuals, including how Police Scotland officers and staff ensure compliance with the Equality Act 2010, particularly the Public Sector Equality Duty.

The information sought is not held by Police Scotland and section 17 of the Act therefore applies. By way of explanation, Police Scotland do not hold a specific policy regarding reasonable adjustments for disabled individuals.

I would however refer you to the links previously signposted.

## Recorded information on Police Scotland’s complaints procedures, specifically how disabled individuals can raise concerns or make complaints.

The information sought is publicly available:

[Make a Complaint - Police Scotland](https://www.scotland.police.uk/about-us/how-we-do-it/complaints/make-a-complaint/)

Please refer to the ‘Feedback and Contact Information section at the foot of the page.

The information is therefore held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the section 25(1) exemption applies:

“Information which the applicant can reasonably obtain other than by requesting it […] is exempt information”.

To be clear, there are no specific policies or procedures that relate to the exercise of these rights by disabled individuals specifically, and the information signposted relates to all individuals.

## Definition of Criminal Offences Under Scots Law

## Please provide the recorded information that Police Scotland has that defines when or how the following are offences under Scots law, particularly and when the victim is disabled:

## Criminal assault Theft Robbery Coercive and controlling behavior Threats Hate crimes against disabled individuals

The information sought is publicly available:

[Scottish crime recording standard: crime recording and counting rules - gov.scot](https://www.gov.scot/publications/scottish-crime-recording-standard-crime-recording-counting-rules/)

[Hate Crime and Public Order (Scotland) Act 2021](https://www.legislation.gov.uk/asp/2021/14/contents)

The information is therefore held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the section 25(1) exemption applies:

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## Contact and Compliance

## Details of an accessible contact point within Police Scotland for individuals raising Equality Act-related complaints.

The information sought is publicly available:

[Make a Complaint - Police Scotland](https://www.scotland.police.uk/about-us/how-we-do-it/complaints/make-a-complaint/)

Please refer to the ‘Feedback and Contact Information section at the foot of the page.

The information is therefore held by Police Scotland, but I am refusing to provide it in terms of section 16(1) of the Act on the basis that the section 25(1) exemption applies:

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## Recorded information on how Police Scotland officers and staff are trained to inform disabled individuals of their Equality Act rights proactively.

Unfortunately, I estimate that it would cost well in excess of the current FOI cost threshold of £600 to process your request. I am therefore refusing to provide the information sought in terms of section 12(1) of the Act - Excessive Cost of Compliance.

The concepts of equality and diversity are interwoven throughout all Police Scotland training packages, giving officers and staff knowledge to allow them to discern the best method of communication for each unique circumstance.

To review all Police Scotland internal training alone for reference to such matters would greatly exceed the cos threshold set out within the Act.

## Recorded information demonstrating how Police Scotland ensures compliance with the Public Sector Equality Duty under Section 149 of the Equality Act 2010.

The information sought is publicly available:

[Equality and Diversity - Police Scotland](https://www.scotland.police.uk/about-us/how-we-do-it/equality-and-diversity/)

[Police Scotland Policing Together Equality, Diversity and Inclusion strategy - Police Scotland](https://www.scotland.police.uk/about-us/how-we-do-it/strategic-planning/policing-together-equality-diversity-and-inclusion-strategy/)

[New joint equality outcomes published - Police Scotland](https://www.scotland.police.uk/what-s-happening/news/2025/april/new-joint-equality-outcomes-published/)

[Strategic Planning - Police Scotland](https://www.scotland.police.uk/about-us/how-we-do-it/strategic-planning/)

[Equality and Human Rights Impact Assessments](https://www.scotland.police.uk/access-to-information/policies-and-procedures/standard-operating-procedures/standard-operating-procedures-a-b/)

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Please note that as you have already requested a review in relation to this request, any further dissatisfaction with the response should be escalated to the Office of the Scottish Information Commissioner (OSIC) for a decision. We cannot conduct a second review.

Applications must be submitted to OSIC within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.