

Police Scotland Equality Outcomes 6 Monthly Progress Report

Report on work undertaken between April and September 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

TPR aims to overcome potential barriers to hate crime reporting by providing support and an alternative reporting method.

A short life working group was formed, involving representatives from key partner and community organisations, spanning across all of the protected characteristics and geographic regions to discuss how to overcome barriers to reporting. No further meetings have been scheduled due to the positive discussions on key topics now being completed. Police Scotland will continue to consult the group via e-mail on specific topics and if more in-depth discussion is required then single issue meetings will be scheduled.

As a result of the sessions delivered to senior English for Speakers of Other Languages (ESOL) practitioners, Police Scotland is working collaboratively with Education Scotland, Convention of Scottish Local Authorities and other key stakeholders to develop a suite of lessons covering hate crime and third party reporting for delivery to ESOL audiences of varying levels.

Police Scotland are working with Victim Support Scotland (VSS) to assist them in reviewing and updating their hate crime and third party reporter training. This seeks to improve the service offered by VSS to victims and witnesses of hate crime at their premises and telephone helpline service.

C-Division (Forth Valley), E-Division (Edinburgh) and N-Division (Highlands and Islands) report that all existing TPR centres within their respective areas have been contacted and refresher training is being delivered. The remaining 10 divisions are continuing to contact their TPR centres to offer training and to encourage use of activity monitoring forms which provide more comprehensive information on all contacts between victims/witnesses and TPR centres.

SCD Safer Communities Equality & Diversity Unit staff have had continuous dialogue with representatives from Contact Command and Control (C3) Divisional Co-ordination and provided feedback to assist them in developing the new Police Scotland Online Contact Form.

Discussions with the Scottish Government have resumed on the subject of partnership working to improve the TPR service following recent governmental portfolio changes. These discussions will shape the direction for the scheme going forward. Consideration with regards to a marketing/promotional plan will commence following these discussions.

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(s)

National Hate Crime Awareness Week 2018 (NHCAW), entitled 'Stop Hate UK' takes place from 13th to 20th October 2018. In support of this campaign Police Scotland Equality and Diversity Unit (E&D Unit) are working with the BBC to raise awareness of hate crime and encourage reporting. The

programme of activity will include a total of three radio pieces aired throughout the week. These recordings will contain an input from a local policing officer during which the officer will highlight ways in which hate crime can be reported, an input from our partner 'I Am Me' to raise awareness of the keep safe initiative and an input by a senior officer from Safer Communities E&D Unit. Each radio piece will also contain a testimony from a victim of hate crime.

Police Scotland has endorsed and is supporting the Scottish Government Hate Crime Campaign that launched on the 24 September. This campaign is entitled 'Hate has no Home in Scotland,' which will run throughout NHCAW. The campaign launch was attended by senior police officers with a supporting statement being issued. Throughout the campaign Police Scotland re-enforced the campaign messaging on its Social Media platforms increasing its visibility. Police Scotland has 215K followers on its national twitter feed and 282k on the national Facebook page.

Planning is currently underway for the annual Police Scotland Hate Crime Campaign 2019. The campaign will focus on the night time economy with the target audience being victims and witnesses of hate crime and in particular night time economy workers. The aim of the campaign will be to increase reporting of hate crime with objectives to raise awareness of hate crime, its Impacts and means of reporting it. Safer communities E&D Unit will consult and seek support from partner organisations and local policing divisions to ensure a successful campaign.

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

Safer Communities, Equality and Diversity Unit monitors hate crime across the force, identifying trends and supporting divisions. The hate crime Standard Operating Procedure (SOP) aims to ensure a consistent approach is taken to all hate related issues across the force and undergoes continuous assessment and amendment where necessary.

Work has been also been ongoing to review hate crime policy and procedures, to improve the recognition, recording and reporting of hate crimes and incidents across the force, ensuring a consistent approach is taken. Consideration has been given to hate crime operational guidance, developing awareness training for all officers and staff, relevant to a variety of roles and reviewing associated governance procedures. It is anticipated that this work

will afford a greater awareness and understanding amongst officers of what constitutes a hate crime or incident, the potential impact on the victim, their families and communities and ensure responses are consistent and appropriate.

Divisional Hate Crime Champions Role

Safer Communities Equality and Diversity (E&D) Unit monitors hate crime reported by divisions; identifying trends and supporting divisions, ensuring a consistent approach to all hate crime related issues. Following an internal review of hate crime it was evident there were inconsistencies across the Force in how hate related matters were addressed. To improve service delivery, E&D Unit developed an internal Hate Crime Champion's Scheme delivering training to a cadre of officers. This training provided practical advice on recognising the difference between hate crimes and hate incidents. To emphasise the impact hate abuse can have on the victim, their family and wider community the training incorporated a number of real life case studies as well as external speakers (specifically 'Talking Heads') to personalise with their experiences the significant impact of hate abuse.

Following on from these initial training sessions, continued support has been provided to the Hate Crime Champions by the E&D Unit including through a bi-monthly newsletter, (issue no 1 was circulated in June/July 2018).

Examples of Supporting Activity:

Community Engagement/Hate Crime – A Division (North East)

Police Scotland's North East Divisional Partnerships & Events Unit staff participate fully in the 'Gypsy Travellers Interagency' Group, which focuses on both operational issues around the challenges of unauthorised encampments but also has a firm focus on the welfare of travellers, including dealing with hate & diversity issues. Partnerships & Events Unit staff also contribute to the 'Aberdeenshire Gypsy Travellers Officers' Group and the 'Aberdeenshire Gypsy Travellers Sub-committee'.

Partnerships & Events Unit staff, Senior Officers and the Diversity Liaison Officer through briefings and face-to-face meetings provide support and guidance to all staff dealing with hate crimes and hate incidents. In addition relationships have been developed with numerous minority communities and partners allowing staff to act as a conduit for these communities to divisional management. This allows support for their activities to be given which include attendance at events and forums such as 'Integrate Grampian', the 'Syrian Vulnerable Persons Resettlement Scheme' and the 'Grampian Gypsy Traveller Interagency' Group. The Diversity Liaison Officer's proactive activities to promote positive attitudes to Equality & Diversity is further supported by School Liaison Officers who provide consistent messaging across the division on hate crime matters.

Hate Crime/TPR/Disability – C Division (Forth Valley)

Third Party Reporting (TPR) is being carried out alongside the Regional Equality Council, as and where appropriate with newly identified organisations. 3 new officers have been trained to deliver training within the division.

A Hidden Disabilities Awareness Card has been designed by the Divisional Preventions Team in partnership with 3 Local Authorities, NHS Forth Valley, Scottish Fire and Rescue Service and the Scottish Ambulance Service after consultation with sensory impaired service users. This card is designed to allow service users to identify the extra support they may require when dealing with the above agencies. The card has been rolled out with a full media campaign.

Presentations about Hate crime and personal safety have been given at Forth Valley Colleges to students, including those with learning difficulties and those taking English for Speakers of Other Languages (ESOL) classes.

Community Engagement/Disability – D Division (Tayside)

Community officers are working with the local authority to ensure the Syrian Refugee community are supported and any issues within the community are addressed quickly with the support of third sector agencies if required. A refugee family based in Angus received reassurance visits from local community officers regarding complaints of youths causing annoyance. They were provided with an information sheet in Arabic regarding support and the reporting of crimes. Officers also highlighted issues with their security entrance system to the council to assist with their safety.

'I Am Me/Keep Safe', has been operational in Tayside for some time. This scheme continues to expand with new premises being considered on a regular basis and 30 officers in Dundee have been trained over the past six months. The Advocating Together Charity had been the lead agency in delivering Keep Safe in Dundee, however as this funding has ended Police Scotland are now the lead agency for this service locally, and work is ongoing to ensure that all premises have the appropriate literature and training requirements.

Community Engagement/Hate Crime – E Division (Edinburgh)

Meetings were held with the Centre for Scotland/Israel Relations and the Scottish Council of Jewish Communities (SCOJEC), following on from anti-Israel protests in Edinburgh. An extremely fruitful relationship has now been created, where we raised awareness of reporting mechanisms, when to report and why to report hate crimes. We looked at ways to increase confidence in the police around feedback for hate incidents and increasing confidence in reporting by creating new TPR centres, refreshing their messaging system and sign posting them to police contacts should there be any concerns.

A full schools hate crime programme has been delivered raising awareness of equality and inclusion with 4 local schools initially being involved in the 'Tull 100' football initiative.

Community Engagement/TPR - G Division (Greater Glasgow)

Significant work has been undertaken in G Division in order to engage with hard-to-reach communities to increase their confidence in reporting hate crimes to Police Scotland via the methods available. The wide diversity of the population of Glasgow is recognised and the different communities proactively engaged with, e.g. Syrian Community (via integration networks and other community groups), Ahmadiyyan Muslim Community (regular visits to the Mosque and engagement with community leaders), regular engagement with the Sunni and Shia Muslim communities, regular visits to most Mosques in the city, regular visits to the Sikh Gurdwaras. During this engagement, the issue of hate crime is discussed and Third Party Reporting (TPR) is promoted. The Govanhill Service Hub was established to facilitate engagement with the various communities who are located in the Govanhill area of Glasgow, including the Roma community. The Hub was established in 2010 to facilitate a more coordinated working approach between Glasgow City Council and other service providers including Police Scotland. The other agencies involved in the Hub include City Property, Glasgow City Council Social Work, Cleansing, Environmental Health and housing providers. Working together the hub agencies seek to develop local multi agency responses to a wide range of issues including, Anti-social behaviour, Cleansing, refuse or bulk problems, Community Safety issues, Criminality, Landlord issues and Property/Factoring repairs.

A review of, and subsequent engagement with, all existing TPR centres in G Division is ongoing. This is to obtain up-to-date contact details and to ascertain if it is still appropriate for the centre to carry out the TPR function. This has led to further training being delivered to centres, improved engagement with communities and the long term goal is to increase the use of TPR centres and the number of hate crime reports received from them.

Hate Crime/TPR – J Division (The Lothians and Scottish Borders)

Officers are continuing to raise awareness of hate crime by delivering training to local businesses in respect of the national "Keep Safe" campaign which provides an added layer of protection to the most vulnerable persons in our community. Links to TPR centres are being refreshed and new reporting centres are being enlisted.

Officers raised awareness of hate crime whilst taking part in the West Lothian Pride event in July 2018, which was highlighted and well received through social media.

Disability/TPR - K Division (Renfrewshire and Inverclyde)

There are now 32 TPR centres across the division and refresher training has been provided to these centres. A further 6 officers have received TPR training to support the division and partners. K Division Safer Communities also formed part of the TPR Short Life Working Group.

There are now 162 Keep Safe Premises within the division. An additional 4 police officers have been trained to deliver Keep Safe Ambassador training. This has resulted in 129 Keep Safer Ambassadors being trained across the division.

Community Engagement/Disability – L Division (Argyll and West Dunbartonshire)

The Keep Safe Initiative through the 'I Am Me' charity is now up and running within the division. Local Authority Liaison Officers for the division are progressing this initiative.

There are currently 25 fully registered 'I Am Me' premises in Argyll and Bute and 17 in West Dunbartonshire. All 8 local libraries are now fully signed up and we are awaiting confirmation from the local authority corporate communications team to promote these premises through our social media channels.

Community officers have been working alongside the Awards Scheme Development and Accreditation Network (ASDAN) group who are a group of pupils from the Vale of Leven Academy who have Autism or Asperger's. The pupils were given a tour of Dumbarton Police Office and shared an input on internet safety which was well received.

Community officers developed a drop-in café initiative in May 2018. It was a joint venture between Police Scotland and West Dunbartonshire Council. These cafés were devised as an informal way to provide security and safety advice to the vulnerable, elderly population within the area. Subsequently 4 cafés were opened across the area where the local community were welcomed to attend. The conversations were focused on door step crime and online scams and partners from Victim Support and Trading Standards also contributed to the discussion.

Community Engagement – P Division (Fife)

Following police involvement to investigate a number of hate-related incidents targeting Dunfermline Mosque, Community Safety Officers reached out to offer a programme of security and safety events to members of the Mosque. A Personal Safety event was held at Dunfermline Mosque with approximately 50 attendees. A number of inputs were delivered including ATM Fraud, Personal & Home Safety, using Public Transport, and Reporting Hate Incidents and Hate Crime to the Police. Community Safety Officers then carried out Home Security Surveys at Dunfermline Mosque, homes of members of the Mosque and also businesses. Persons were offered practical advice and ongoing support from the officers to re-build confidence within the business community/Mosque attendees in reporting matters to the police.

In Dunfermline, Community Ward Officers identified that the area was suffering from high levels of antisocial behaviour and assaults, and recognised that a significant proportion of incidents involving younger offenders included a hate element (both identified hate crimes, and hate-related bullying incidents). In consultation with schools and young people, they recognised that social media was frequently used in the perpetration of hate crimes, and struck on the idea of using social media as part of the solution. The resultant “STOP HATE” programme supported a group of young people planning, writing, and producing a series of eight short videos raising awareness of and challenging the causes of hate crime. These were premiered at a local cinema, made available for schools to deploy, and published on Police and Education social media accounts.

Community Engagement/ Disability – N Division (Highlands and Islands)

All police stations within the Division are now ‘Keep Safe’ locations. There has been a significant amount of work raising the profile of the initiative through various organisations such as High Life Highland, Sutherland Care Forum and Business Improvement District (BID) Inverness. This work will continue in the coming months and we are hopeful that a 3 month Intern post funded by Inclusion Scotland and hosted by Highland Council will support this work.

Hate Crime/TPR - Q Division (Lanarkshire)

A review is currently being undertaken of the 50 confirmed TPR centres sites located throughout Lanarkshire. Joint training for front-facing staff is ongoing with Lanarkshire Divisions 13 trained facilitators assisting staff.

Officers from Safer Communities ran local hate crime awareness sessions with Additional Support Needs (ASN) pupils and students. Pupils in Sanderson High ASN in East Kilbride will be visited on a monthly basis until December 2018.

Hate Crime/Disability – U Division (Ayrshire)

Additional ‘I Am Me/Keep Safe’ premises have been introduced and promotion of these is ongoing throughout the division. Staff training has continued with more understanding of hate crime in our communities. There have been an increased number of ‘I Am Me’ ambassador training events through local schools, encouraging individuals to use the forum to report hate crime. The number of Keep Safe sites continues to increase month on month. The Ayrshire division currently has 42 Keep Safe Sites.

Divisional community officers are working in participation with the local Ayrshire Equalities Partnership which seeks to address diversity issues and hate crime across Ayrshire. Sharing of local information has been progressed and an analytical document produced which will allow the partnership to identify priorities and develop appropriate responses. This will also be shared with the Local Authority Scrutiny boards.

Community Engagement/Staff Engagement - Criminal Justice Services Division (CJSD)

Posters of support mechanisms are prominently displayed within custody centres in conjunction with staff awareness on how to direct prisoners who may be 'silent victims' to support that is available to them.

'Future Pathways' offer help and support to people who experienced abuse or neglect in care in Scotland. Leaflets are included in prisoners' property to signpost the service to them.

Community Engagement/Staff Engagement – Corporate Communications Department

Corporate Communications delivered a fully integrated marketing campaign focused on hate crime "Be Greater than a Hater" making use of all disciplines within communications. This was developed along with Safer Communities E&D Unit staff and included paid for marketing to a targeted audience and supported widely by partners across the country. The 'call to action' was for people to report this type of crime and promoted heavily across both national and local social media channels as well as our intranet, website and through traditional media locally and nationally.

We use the intranet to support Police Scotland campaigns internally in order to raise awareness of the campaigns among our officers. We publish articles that promote the campaign, when it's running and what resources are available to help officers deliver the campaigns locally.

We also supported the design of the Scottish Governments #ReportHate campaign and the launch at the end of September 2018. This 'Dear Hater' campaign is currently ongoing and being supported by Police Scotland channels, in particular social media.

Staff Engagement – Operational Support Division (OSD) Specialist Services

In support of Police Scotland's priority to tackle hate crime, Armed Policing are identifying Hate Crime Champions across command areas, who will be provided with additional training. This will ensure we are delivering the best possible service to effectively tackle hate crime.

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

The Contact, Command and Control (C3) Service Centres are carrying out work with Safer Communities E&D Unit colleagues to standardise and streamline processes for non-emergency online reporting of hate crimes, domestic abuse and stalking type incidents. This will simplify reporting to a single form to facilitate the assessment of threat, risk, harm and vulnerability. The form will accommodate TPR, identify any special requirements and improve the user experience through the look and feel of the form and the use of inclusive language.

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.

There are fifteen Lesbian Gay Bisexual Transgender (LGBT) allies across the C3 estate, covering all geographical areas. LGBT allies assist in creating an inclusive workplace where everyone feels safe and supported. This allows discussions on equality and diversity matters to be held in a positive and constructive manner with a view to supporting those who are LGBT and who as a result, may be less confident in being themselves in their workplace.

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

We ensure that intelligence received that relates to hate incidents, the harassment of persons based on their protected characteristic or gender based violence is accurately collected recorded, assessed and disseminated to key internal and external partners assisting in the detection and prevention of offences thereby maintaining relationships within Police Scotland and our wider multi-agency partners where appropriate.

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.

The national training package for concern hub staff which aims to deliver a high professional and efficient standard of practice continues to be developed and delivered through the Detective Training programme at the Scottish Police College.

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.

Nursing staff within Custody centres ensure that medical needs and potential mental health issues are identified early and proper support provided. This has developed in some areas with third sector organisations attending at custody suites to provide support to persons in custody who experience a range of issues, the aim being to direct them to the appropriate support network upon release.

Custody Development is ongoing to ensure that staff are aware of the need to identify and facilitate the individual needs of persons in custody including provision of rights and access to interpreter/translation where required by the individual in custody and Appropriate Adults contacted when required.

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.

Child Sexual Exploitation (CSE) pilot schemes are ongoing across divisions, with Barnardo's advisors delivering awareness training for officers and assisting in missing person's interviews, which has received positive feedback.

We supported Child Protection Committees Scotland with the 'Eyes Open' national campaign which ran in June 2018. A key message of the campaign was 'it is better to do something than nothing if you are concerned about the welfare of any child'. Police Scotland shared this initiative through national and divisional social media channels.

In March/April 2018 we launched an online campaign against child sexual abuse 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 the 'Stop It Now' organisation. The campaign involved digital advertising, social media messaging and poster distribution. It was supported by a range of partner organisations across statutory, public and private sectors. Initial results from the Online Child Sexual Abuse campaign have been extremely positive. The results include 7.3 million social media views on platforms such as Twitter, Facebook, Snapchat and Instagram. Click 'throughs' to the 'Stop It Now' website saw an increase of 1108% in the first 21 days of the campaign, compared to the equivalent previous period.

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

World Elder Abuse day was held on the 15 June 2018 with the aim to reinforce the message that abuse of older people will not be tolerated. A number of themes were covered on the days leading up to it and we showed our support by publishing key messaging, via Twitter and Facebook.

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 childhood abuse are supported through the investigation and criminal justice process. We continue to work with support groups to obtain invaluable feedback from survivors of child abuse to continually review and improve our response. We have been consulting with partners on new literature 'Survivors of Child Abuse Leaflet' which is intended to promote survivor engagement with relevant support organisations.

2.11 - We will work with Scottish Government and partners to introduce a nationally consistent Initial and Significant Case Review procedure for adult protection.

Police Scotland Public Protection Unit continue to work with partners and Scottish Government and Local Police Divisions to ensure there is consistent practice nationally with regards to initial and significant case review procedures for adult protection. Additionally, we are engaging with partners to ensure there is Police involvement during large scale investigations, at the appropriate time. We have developed an Adult Support and Protection (ASP) Detective Inspector forum to ensure learning from significant case reviews and large scale investigations is captured and disseminated nationally and any emerging risks are identified.

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

We have supported wellbeing events around the country with material developed within corporate communications graphics unit.

We have broadened our wellbeing messages to support staff via the Police Scotland Intranet. <https://spi.spnet.local/policescotland/org-support/hs/n-wellbeing/Pages/default.aspx>. In addition wellbeing has featured prominently in the August edition of 'The Beat', both how we can support and train staff in the organisation and other groups / stakeholders including those with a focus on mental health e.g. Breathing Space.

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 which is the multi-agency governance group for Appropriate Adults services nationally. We have been involved in consultation about the Scottish Government's proposal to introduce a National Funded Scheme for Appropriate Adults.

Examples of Supporting Activity:

Support tailored to individual needs – A Division (North East)

Police Officers attending Domestic Abuse, Stalking or Honour Based Violence incidents complete a risk assessment which is recognised by 'Safe Lives', a national charity whose aim is to end Domestic Abuse. The risk assessment score is used to determine future safety planning and support options.

Support tailored to individual needs – C Division (Forth Valley)

Divisional CID are introducing a new Priority Crime Team, which will target all acquisitive crime but with a particular focus on doorstep crime and those which target elderly and/or vulnerable individuals.

Victims of bogus caller crime are visited by a Crime Prevention Officer and provided with a bogus caller alarm which is monitored by the local council. The alarm is intended to be activated by the victim to allow a quick response and prevent repeat victimisation.

All reports of hate incidents and crimes are triaged from the outset and prioritised for attendance at the earliest possible opportunity. The reports are scrutinised by response Sergeants and Inspectors, until the matter has been fully investigated and all strands, including wellbeing and repeat victimisation, addressed.

Support tailored to individual needs – D Division (Tayside)

After the divisions re-alignment of existing resources to a new Divisional Preventions Hub, the Divisional Partnership, Interventions and Preventions has a portfolio dedicated to delivering the Equality and Diversity Outcomes for the division. Dedicated resources review hate crimes, ensuring any identified wellbeing concerns are addressed with partners and appropriate interventions implemented. Any trends or high risk vulnerable groups/individuals identified are provided with guidance and support. For example a pending court case involving a member of the deaf community highlighted the

challenges that the deaf community have in contacting the police in an emergency. Work is ongoing 'Deaf Links' to explore options to promote Police Scotland's contact processes and to identify if any additional methods can be used in future.

Officer's work in partnership with Barnardo's on a regular basis. For example, an extremely vulnerable adult refused to engage with the Social Work Department. Officers acted as a conduit between the vulnerable adult and Barnardo's, utilising the police station for one to one therapy and support sessions.

Support tailored to individual needs - K Division (Renfrewshire and Inverclyde)

Since January 2017 Renfrewshire and Inverclyde Safer Communities Department has worked in partnership with Health and Social Care Partnership and Trading Standards within Inverclyde to raise awareness of the range and prevalence of Financial Harm as well as assistance available. A three hour training course is delivered by all partners once a month and all attendees are provided a pack for future reference. The course is delivered to staff who work in:

- Inverclyde Council.
- Inverclyde Health and Social Care Partnership.
- Registered Social Landlords in Inverclyde.
- Voluntary Sector Providers within Inverclyde.
- Private Sector Providers within Inverclyde.

Renfrewshire Financial Harm Group - Currently operating under the auspices of the Renfrewshire Adult Protection Committee (RAPC) comprising representatives from a range of key stakeholder organisations. This group meets 6 times per annum with a number of core functions. Achievements have included a Financial Harm Event and the development of collaborative training inputs provided by Police Scotland, Adult Protection, Trading Standards and the Office of Public Guardian. Inputs are provided on a monthly basis to a range of frontline staff similar to the Inverclyde area process.

Support tailored to individual needs/Prevent repeat victimisation – L Division (Argyll and West Dunbartonshire)

The Banking Protocol is a partnership between the police, trading standards banks and Post Offices to prevent vulnerable customers falling victim to fraud.

The Protocol aims to:

- increase knowledge of current fraud methods.
- ensure consistency with bank branches and financial institutions recognising and questioning unusual transactions.
- provide a standardised method for how these concerns are dealt with and reported to police.
- ensure consistency in the police response.
- increase confidence in the police.

Support tailored to individual needs – N Division (Highlands and Islands)

Engagement is ongoing with Highland User Group/Spirit Advocacy to listen to concerns and work to address and shape local service delivery.

Every victim of hate crime is sent a survey to understand their level of satisfaction with police response, barriers to reporting and access to support services.

A concern report is completed in relation to all vulnerable persons and shared, through the Concern Hub, with appropriate agencies.

Wider Multi-Agency Investigation and Intervention - Q Division (Lanarkshire)

The Local Authority Liaison Officer for South Lanarkshire Council and Equality and Diversity officer for Lanarkshire Division attend the Diversity Monitoring Group which meets on a quarterly basis. The group consists of partners from various agencies and discuss current trends in relation to hate incidents and looks at ways of improving the partnership approach.

Support tailored to individual needs – U Division (Ayrshire)

A local analytical report is produced which also assists the identification of trends, repeat victims or perpetrators. Staff training continues with two staff identified as Hate Crime Champions with ongoing training being delivered.

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.

Support tailored to individual needs/Harassment – Criminal Justice Services Division (CJSD)

Nursing staff within custody centres ensure that medical needs and potential mental health issues are identified early and proper support provided. This has developed in some areas with third sector organisations attending at custody suites to provide support to persons in custody who experience a range of issues, the aim being to direct them to the appropriate support network upon release.

There is continual Custody Development to ensure staff awareness of the need to identify and facilitate the individual needs of persons in custody including provision of rights and access to interpreter/translation where required by the individual in custody and Appropriate Adults contacted when required.

Custody officers in the West area are receiving 'interim Vulnerable Persons Database (iVPD)' training, ensuring incidents of harassment which are reported whilst in custody are properly recorded and referred to partner agencies for further action and support where necessary. Custody officers in the North and East areas have already received this training.

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.

The new TecSOS Mobile Alarm System which offers an improved and consistent national safety planning option for victims of domestic abuse, honour based abuse including forced marriage, stalking and harassment and child sexual exploitation is now operational across all 13 territorial divisions offering a greater degree of protection to victims.

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.

The multi-agency Domestic Abuse Matters (Scotland) delivery and implementation team is now working to ensure that a comprehensive training package is available for delivery to more than 14,000 officers and staff from October 2018 in preparation for the enactment of the Domestic Abuse (Scotland) Act in February 2019 which criminalises abusive and controlling behaviours. The training package includes online learning, 1 day of face to face training and the establishment of a Champions Network which will embed and sustain new learning and practice. Internal messaging which highlights the national commitment and priority status of the training programme will commence in the next few weeks.

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.

In order to mitigate identified risks associated with the current method for managing online reports for domestic abuse and stalking and harassment, Contact Command and Control Co-ordination (C3) division has agreed to take responsibility for devising and implementing a process for all online reporting to be managed consistently on a national basis.

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

There is a pilot initiative with HM Prison Greenock where Police Scotland Public Protection Unit (PPU) staff in conjunction with Inverclyde Women's Aid are engaging with female prisoners to provide advice and assistance and where appropriate initiate investigations across the range of Public Protection

Unit matters. This pilot is being examined to determine whether it can be rolled out on a national level across the prison estate and a working party has been established.

'ReadyWhenYouAre' is a social media campaign with numerous support agencies involved. A video from each agency highlighting their work was showcased on Police Scotland Facebook and Twitter feed and also across Police Scotland main sites and individual agency sites. Videos have been made with partner organisations in order to promote the message to a wide audience but also with smaller organisations to target minority and ethnic communities.

The Domestic Abuse Investigation Unit (DAIU) have been continuing to highlight and educate personnel to increase awareness of the Domestic Abuse Disclosure Scheme, which has involved providing training inputs to multi- agency domestic abuse awareness training days in Inverclyde.

The Domestic Abuse Investigation Unit (DAIU) are preparing for the annual '16 days of action' campaign against domestic abuse due to run from 25 November to 10 December 2018. As part of the approach to this, the DAIU will highlight domestic abuse utilising local social media to provide daily tweets providing stats and general awareness of domestic abuse issues, and in particular highlighting to the business community the need for vigilance and third party reporting due to the volume of absence of staff members that can potentially be attributed to domestic abuse.

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.

Police Scotland continues to engage with our partners in Rape Crisis Scotland to capture and respond to feedback from victims of sexual crime. This process is reinforced with quarterly meetings between Police Scotland, Rape Crisis Scotland, Crown Office and Procurators Fiscal Service (COPFS), Victim Information and Advice (VIA), and representatives from the National Advocacy Project where good practice and areas for organisational learning and development, at a local and national level, are identified and shared. The learning is cascaded to appropriate staff within Police Scotland through internal communications including the Rape Bulletin and national meetings with Detective Inspectors within Divisional Rape Investigation Units and Divisional Sexual Offence Liaison Officer Coordinators.

A series of events are planned during the forthcoming '16 days of action' campaign aimed at preventing incidents of serious sexual crime. These include relaying preventative messages via Social Media platforms and initiatives at Higher Education establishments and through engagement with the student population to reinforce the preventative messages of the 2018 Rape Campaign.

The Prostitution Working Group has been established and will meet to discuss intervention strategies aligned to the Prostitution Policy, Strategic Directive and Lord Advocates guidelines aimed at reducing the risk of threat and harm caused to those exploited through prostitution.

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.

This year's National Sexual Offence Liaison Officers (SOLO) Conference was hosted on Wednesday 2 May 2018 at the Scottish Police College with attendance from both police officers and representatives from various partner agencies involved in investigations into rape and serious sexual assaults. The event focussed on shared learning from a recently prosecuted rape case in Aberdeen and included presentations from the Senior Investigating Officer, SPA Forensic Services and the Crown Office Procurator Fiscal Service (COPFS). Feedback from the event has been evaluated and work is underway to plan for next year's conference.

A new mini-site on the Police Scotland Intranet has been developed, which will be a valuable resource for SOLO's to access policy and guidance documents and find key national contacts/forms to assist in performing the SOLO role effectively. The site went live in July 2018 and feedback from SOLO officers will shape its future development.

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.

Police Scotland have recently launched an online student safety campaign #BELIKE ALEX augmented by police officers attending at Fresher's Fairs at Universities and Colleges around the country to provide students with safety advice. Part of this campaign focusses on rape prevention and on reinforcing the message to students that sex without consent is rape.

The 'Equally Safe in Further and Higher Education' toolkit, is a free resource for Scottish Universities working to prevent gender based violence on their campuses. It was launched on 25 April 2018. The working group for this met again in August 2018 to identify and work on, issues and responses that may need further refinement and to devise and plans ways to raise awareness and provide information.

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 targeted at perpetrators/potential perpetrators of rape. The main theme being 'sex without consent is rape' and focussing on 4 topics of:

- Rape whilst victim is asleep.
- Rape that has occurred within a relationship.
- Rape as a result of attendance at a party.
- Rape due to coercion/control.

There was considerable exposure on social media. 4 posters, one for each topic distributed for display in key locations across the country. Evaluation of the success of the campaign has revealed the engagement rate of the social media platforms 'Facebook' and 'Twitter' were both well above the industry average. The 'Instagram' stories platform was also used for the first time in this campaign which also saw considerable engagement from Police Scotland Instagram followers. The use of this will be explored further for future campaigns. It is anticipated the 2019 Rape Campaign will launch early next year and planning will soon commence to prepare for this.

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.

Work continues in an effort to create standardised force forms to support Forensic Medical Examinations. The existing Archway 'National Pro-forma for Sexual Offence Examinations' has been used as a template and this 45 page document has been condensed into a more 'user friendly' format which includes information required by SPA / Police and clinical information required by Health. A draft version of this document has been circulated via the Clinical Pathways sub-group and feedback will be collated and considered.

The Scottish Police Authority has developed Decontamination Guidelines for Forensic Medical Examination Suites which has been tentatively approved by members of The Forensic Decontamination Short Life Working Group (SLWG). This document has now been shared with NHS Health Facilities Scotland and a meeting has taken place with SPA to discuss their feedback in anticipation of securing support for implementation.

An interim facility for forensic medical examinations has now been identified within the Astley Ainslie Hospital, Edinburgh and work is ongoing to progress towards an implementation date of September 2018. Efforts to create the multi-agency child and adult victim centre continue and work is ongoing to agree Heads of Term (A non-binding document outlining the main issues relevant to a tentative agreement), with NHS Estates in order to inform a Business Justification Case to secure Police Scotland funding for payment during the forthcoming financial year.

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 National Rape Review Team continue to undertake engagement with other support services, responding to their feedback to ensure that a victim centred holistic approach is provided at all times during the investigation process. Use of the NHS Service User Review Form assists to capture and collate issues identified during forensic medical examinations of victims of sexual crime. The feedback is reviewed by the Police and NHS 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.

The Victim and Witnesses Criminal Evidence (Scotland), Bill has identified the need for increased commissions in respect of evidence of vulnerable witnesses including victims in serious sexual offence cases. In order to achieve this the use of visually recorded interviews for victim-survivors of rape would be best practice. It is recognised there is a training implication with many of the current cadre of Sexual Offences Liaison Officers not presently trained in Joint Investigative Interviews (JII) procedures where visually recorded interviews are already in use. Initial consultation is ongoing to consider a bespoke training package to upskill SOLO officers in this area. Consultation is also ongoing involving Police Scotland and the Scottish Government regarding the need for suitable facilities and equipment to support the use of Video Recorded Interviews of victims 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.

Specialist Crime Division (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.

Findings from this research have been presented in three main sections: key national stakeholder perspectives; survivor data and perspectives and practitioner perspectives. Key themes and learning points from the evaluation findings, and recommendations for future policy and practice have been identified. A shorter executive summary of this report has also been made available for use as a policy and practice briefing.

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.

The National Human Trafficking Unit (NHTU) is the Single Point of Contact (SPOC) for all Human Trafficking National Referral Mechanism (NRM) forms that are made to Police Scotland, by the Modern Slavery Human Trafficking Unit (MSHTU).

The NHTU has established procedures in place to receive/record and distribute all NRM investigations out to territorial divisions within the Police Scotland area for investigation. This process allows for experienced investigators within the NHTU to appropriately and promptly assess Human Trafficking and Exploitation referrals.

In addition, any actionable intelligence received via the Scottish Intelligence Database (SID) is passed to local policing divisions via their Human Trafficking Champions or Divisional Intelligence Offices for progression.

On a weekly basis an assessment of individuals/premises deemed worthy of further intelligence development in respect of their links to Human Trafficking or offences is published amongst Police Scotland's Local Policing Divisions and Specialist Crime Division to highlight individuals/premises that are impacting on our communities.

All of this intelligence is collectively assessed and documented in bi-monthly Threat Assessments which demonstrate the particular threat(s) from Human Trafficking in Scotland. This Threat Assessment is shared within Police Scotland and partner agencies, and informs multi-agency response/action.

Police Scotland continues to work with partners to identify opportunities to prevent all aspects of Human Trafficking in Scotland and further afield. The National Human Trafficking Partners Group, chaired by Police Scotland, focuses on the Scottish Government strategy of eradicating Human Trafficking within Scotland and beyond.

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

Opportunities for Trafficking and Exploitation Prevention and Risk Orders (TEPOs and TEROs) continue to be progressed by Police Scotland.

A total of 52 nominals (individuals) have been considered since the enactment of the Human Trafficking and Exploitation (Scotland) Act 2015 in June 2017. Out of these, 4 are wanted on warrant, and 11 have not been progressed due to there being no relevant trafficking or exploitation offences libelled, insufficient evidence to support a criminal case, or prosecuted out-with the jurisdiction.

A further 35 TEPO applications are in development and dual applications for TEPOs and Serious Crime Prevention Orders (SCPOs) have been submitted to COPFS.

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

The National Human Trafficking Unit (NHTU) training DVD entitled "Reading the Signs" has now been fully developed. Members of the Scottish Government's Human Trafficking Strategy Implementation Group have reviewed and endorsed this DVD, which has now been distributed to a number of partners networks, including, Scottish Fire and Rescue Service, Scottish Ambulance Service, NHS Lothian, Local Authority Social Work departments, Crown Office Procurator Fiscal Service, Scottish Judiciary Institute, National Crime Agency and Border Force.

Internally, this training is also available for police employees through Police Scotland's on-line training platform. This training is mandatory for all operational officers up to and including the rank of Inspector and recommended for all other employees.

Further learning also took place with the delivery of a Human Trafficking Investigators course which took place at the Scottish Police College (SPC) delivered by officers from the College of Policing, assisted by officers from the NHTU. As a result of learning gained during this course, a further course is scheduled to take place in October 2018, being delivered by officers from the NHTU with assistance from SPC staff.

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

Police Scotland works effectively with local authorities, the Trafficking Awareness Raising Alliance (ARA) and 'Migrant Help' to develop Human Trafficking community awareness products. Along with the DVD training material mentioned previously, the NHTU has developed and published the "Reading the

Signs” information booklet, printed in English, Romanian, Slovakian, Bulgarian, Lithuanian and Vietnamese. This information booklet aims to raise awareness in relation to recognising the signs of Human Trafficking and also provides information about organisations that can help potential victims.

The NHTU continues to identify opportunities to work with 3rd sector organisations, to promote and deliver training in relation to Human Trafficking, and has taken part in a number of community events to deliver training and raise awareness.

In addition to the above, the NHTU have developed a Memorandum of Understanding (MoU) between Police Scotland and the Modern Slavery Helpline “Unseen”, who provide 24 hour support service for victims of Human Trafficking. This is to ensure appropriate sharing of information to enable support being provided to victims of trafficking in line with Scottish Government strategy.

A further MoU is currently being developed between Police Scotland and the Trafficking Awareness Raising Alliance (TARA) to ensure the support and safety of victims of trafficking and to improve communications routes in order to receive victim feedback

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’s National Human Trafficking Conference took place on 12 September 2018, at the Scottish Police College. It was attended by representatives from all Scottish local authorities. This community engagement event focused on successful Human Trafficking prosecutions in Scotland/UK, and provided information on what Police Scotland, and partners are doing to tackle Human Trafficking.

Police Scotland’s first ever national media campaign will take place in October 2018, to raise awareness, and will provide the public with advice and reporting mechanisms in relation to Human Trafficking and Exploitation.

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.

A victim interview working group was formed in conjunction with the Scottish Government, COPFS and partners, with the aim of looking at ways at reducing the number of times that a potential victim is interviewed. This group has been suspended pending the outcome of the Evidence and Procedure Review, from which recommendations are anticipated in relation to the recording of 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.

The NHTU are currently assisting Stirling University, who have been commissioned by the Scottish Government to carry out research into child trafficking in Scotland.

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.

We have continued to improve our Sex Offender Community Disclosure Scheme application process, and have worked closely with Police divisions to ensure consistency in recording and service delivery across the country. The service ensures that a variety of reporting mechanisms are available and accessible to all.

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.

Police officers recently attended 'Making a Difference' workshops held by community organisations Saheliya and Community InfoSource. The target audience was our ethnic minority communities. The purpose was to support women who have been victims of Female Genital Mutilation (FGM), and their families to educate communities and to ensure that all those affected by or with knowledge of this practice are aware of how to access legal and well-being services, and to build confidence in community relations.

A conference hosted by Shakti Women's Aid and Police Scotland will be held at Scottish Police College on 5 December 2018 entitled "What Honour Means to Me". The conference themes are awareness raising, dispelling myths and promoting good practice. Key note speakers include Nazir Afzal OBE. The revised Scottish Government Statutory Guidance on Forced Marriage may also be launched at the conference, however this is dependent on parliamentary process.

A campaign of activity which will reflect the variety of partnership working across public protection is planned for the '16 days of activism against Gender Based Violence' starting on 25 November 2018, which includes the International Day for the Elimination of Violence Against Women.

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.

We continue to provide advice to individuals and communities through social media in order to provide reassurance, guidance and access to our 'online' reporting system. In support of this work has been undertaken to design and deliver material to promote the 3rd Anniversary of the Disclosure Scheme for Domestic Abuse in Scotland (DSDAS) on the 1 October 2018 and the benefits of this system.

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.

All high risk perpetrators of domestic abuse are referred to a Multi-Agency Tasking and Coordinating Group (MATCG) which aims to target and disrupt criminal offending.

Potential victims and concerned third parties can apply to Disclosure Scheme for Domestic Abuse Scotland for a disclosure of concerning behaviour or convictions of partners. Disclosure is made by trained police officers with the support of independent Domestic Abuse Workers.

On 28 August 2018, North East Division alongside Grampian Women's Aid hosted a 'Facebook chat' event in relation to domestic abuse. The event reached over 38,000 people, meaning this number interacted in some way- whether it was asking a question or simply watching what was delivered.

Gender Based Violence – C Division (Forth Valley)

An operation was undertaken with prolific / repeat domestic abusers involving use of a warning letter, which included signposting for help and assistance to address their offending behaviours.

The introduction of the new Criminal Justice Act may have an impact on victims of domestic abuse in relation to Investigative Liberations. This is being monitored on a daily basis by the Area Commander at morning meetings to highlight the impact and identify any gaps caused by the legislation. Dialogue with Custody Division is ongoing around the implementation to ensure proper risk assessment and victims are protected.

A 'Mentors in Violence Prevention' programme (MVP) is being created. There is Multi agency agreement to progress and a steering group has been set up with a view for all 3 high schools in the area to roll out the programme, providing training for staff, partners and students to deliver inputs on gender based violence, especially against girls, bullying, sexting, etc.

Multi-Agency Risk Assessment Conference (MARAC) is now delivered in all Area Commands of Forth Valley Division involving community supervisors who are providing more detailed knowledge and coverage enabling direct actions to be progressed to increase the safety of the victim.

Gender Based Violence and Abuse – D Division (Tayside)

The 'Ask Angela' scheme is a national preventative scheme, aimed at preventing violence or abuse where people are meeting primarily through online dating. The scheme is currently being developed in Dundee City Centre, with research on the scheme being carried out by Dundee University.

'Safe and Together' training has been delivered in both Dundee and Angus to multi-agency partners to tackle Domestic Abuse and Violence against Women.

The 'Looked After Child' Liaison Officer based in Angus protects young people at risk of harm by engaging with looked after children, their parents or guardians, and professionals involved in their care, by providing opportunities for early intervention or diversion from risk, or anti-social or criminal behaviour. In working to protect young people from harm, the liaison officer engages with local social work, education and voluntary sector services.

Gender Based Violence/Abuse – E Division (Edinburgh)

The Domestic Abuse Investigation Unit's "To Trace" initiative has been now mainstreamed after a successful pilot. All divisional Medium and High Risk Domestic Packs are retained at local area command level resulting in better service delivery / response to victims and therefore better safeguarding.

Gender Based Violence – G Division (Greater Glasgow)

G Division officers fully understand the harm and sensitivities caused by Gender Based Violence and abuse and all incidents are treated as a priority all staff understand and are aware of the police procedures and protocols in relation to progressing investigations and supporting victims. In particular, GK sub division which covers the London Road, Shettleston, Baillieston and Easterhouse areas of Glasgow has a dedicated officer who reviews all equality and diversity incidents to maximise support measures and streamline investigations. Various partner agencies are engaged with this, including Assist, The Scottish Refugee Council, Hemat Gryffe Women's Aid, Amina Muslim Women's Resource Centre and the Daisy Project.

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

‘No Bystander’ Training continues to be delivered to staff from the licensed trade across West Lothian. Training is aimed at crime prevention, providing trainees with the skills, knowledge and confidence to be an active bystander, identifying and safely challenging any instances of harassment, abuse or violence.

West Lothian police continue to be part of the working group for the ‘16 Days of Action against Gender Based Violence’, with multi agency involvement.

As part of raising awareness of Gender Based Violence, the Local Delivery Officer (West Lothian) ran a number of information stalls within the Designer Outlet Centre Livingston, offering support and advice.

Police engagement has also been undertaken with ‘Friends Unite’ a support group for vulnerable women at Dalkeith Arts Centre, Midlothian.

Gender Based Violence – K Division (Renfrewshire and Inverclyde)

The divisional Public Protection Unit (PPU) continue to work in partnership with the multi-agency Gender Based Violence (GBV) Strategy Group co-ordinated by Renfrewshire Council. The group has recently formulated a strategic action plan which has identified numerous objectives and actions aimed at ensuring that the victims of GBV are properly supported.

Divisional officers have in conjunction with staff and children at Kibble school created a film about Child Sexual Exploitation. Having obtained funding through Scottish Government Choices for Life, the film has been shown to Renfrewshire and Inverclyde school pupils. This has featured in local media across the division. The film was distributed to each school in attendance so that they could schedule further work with our assistance.

Gender Based Violence – L Division (Argyll and West Dunbartonshire)

We are engaging with major employers within West Dunbartonshire including the Golden Jubilee Hospital, the West of Scotland College in Clydebank, Aggreko and CHIVAS (Pernod Ricard) in Dumbarton. The objective of engaging with employers is to build on existing company policies aligned to Domestic Abuse through provision of appropriate assistance and information to their HR / Health and Well-being teams.

This initiative was launched in September 2018 and is designed to complement existing policies aligned to domestic abuse and enhance community engagement through the use of collaborative initiatives. The initiative also presents the opportunity for employers in West Dunbartonshire to identify the role they can play in recognising harmful behaviours linked to domestic abuse. Initial feedback from attendees has been very positive.

Gender Based Violence – P Division (Fife)

Staff from the Child Abuse Investigation Team (CAIT) and Divisional Rape Investigation Unit (DRIU) formed a collaborative working group with NHS Fife to establish methods to improve services to victims of serious sexual offences, specifically reviewing options to move the sexual examination suite out of a Police Station and into a hospital. A site has now been identified and plans are moving forward. When this delivers it will be a significant change in practice led by needs identified from victims during previous reviews of service.

Gender Based Violence – Q Division (Lanarkshire)

Lanarkshire Division continues to work in partnership with the gender based violence groups through local actions and drivers, the partnership outcome is to encourage victims to report incidents at the earliest opportunity and to ensure that appropriate support is given to victims and their families.

Gender Based Violence – V Division (Dumfries and Galloway)

The Division are 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 which provides the following benefits.

- A single point of entry and joint screening for all child and adult referrals.
- A shared understanding of risk.
- Faster, effective joint decision-making.
- Co-ordinated intervention.
- Commitment to continuous improvement.
- Effective use of resources.
- A shared understanding of thresholds.

Gender Based Violence – Criminal Justice Services Division (CJSD)

Following the introduction of the new Domestic Abuse Protocol between Police Scotland and COPFS, there is continued significant focus on Domestic offences, raising staff awareness within Custody centres that counter allegations must be correctly dealt with and reported.

Gender Based Violence - Operational Support Division (OSD) Service Delivery and Co-ordination Unit

OSD staff supported territorial police divisions by engaging in domestic bail checks, protecting the victim from any further harm, confirming they are safe and well and preventing re offending.

OSD staff focused on priority warrants resulting in arrests, removing violent offenders and those responsible for gender-based violence from the community, supporting the victims and providing intelligence for further support via other internal departments and agencies.

OSD continually support territorial police divisions locally in the arresting and targeting of domestic abuse offenders, notably those who have been identified as posing a high risk of offending.

Gender Based Violence – Contact Command and Control (C3) Divisional Co-ordination

The TecSOS GPS Personal Safety Device (a type of smart phone) and the associated computer application are now in use throughout Scotland. The devices are issued by Police Scotland to victims of Domestic Abuse, Stalking, Harassment, Child Sexual Exploitation, Honour Based Violence, Forced Marriage and Female Genital Mutilation. Each device has a special built- in ‘alarm’ which when activated will use any available GPS or Wi-Fi signal to provide an accurate Eastings/Northings location for the user. The tracking software is web based and C3 supervisors have the ability to log into the application and proactively track a device when activated to ascertain the exact whereabouts of the victim. Appropriate briefings and training have been rolled out across the division to ensure service centre staff and C3 supervisors are aware of their responsibilities to assist with the safety and protection of the recipients of these alarms.

Gender Based Violence – Strategy & Planning | Strategy & Innovation

The ‘Serving a Changing Scotland, Creating Capacity to Improve’ Implementation Plan 2017-20 has been completed. The plan was presented and ratified at the Scottish Police Authority Public Board meeting on 2 May 2018 and published on the Police Scotland Intranet and describes the transformational change activity that is being undertaken to improve policing delivery. We are continuing to provide analytical products to support the operational response to gender based violence/abuse.

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.

Extensive consultation around the survivor support leaflet "Information for Adult Survivors of Childhood Abuse" has been completed and a final draft approved. A bespoke distribution strategy has also been compiled ensuring focussed distribution across areas likely to be most concentrated with adult survivors such as Survivor Support Groups, Homeless groups, Addiction services, Scottish Prisons and local Health Centres. Further to this, Police Scotland officers will also distribute leaflets to relevant survivors via their work within the National Child Abuse Unit and Divisional Public Protection Units.

£20,000 funding from Scottish Government has been secured to support the creation of an e-clip for survivors complementing the content of the aforementioned survivor information and support leaflet.

Scottish Government Liaison

Police Scotland continues to participate in the Tackling Prejudice and Building Connected Communities Group which 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.

Scottish Parliament Cross Party Group on Racial Equality in Scotland/ Scottish Parliament Cross Party Group on Islamophobia in Scotland

Senior staff from the Safer Communities E&D Unit have attended several meetings of both groups at the invitation of their respective conveners and provided inputs on Safer Communities continuing work within Police Scotland and with partners in relation to Equality and Diversity/Hate Crime issues.

National Independent Strategic Advisory Group (NISAG)

NISAG provides independent strategic advice to Police Scotland on Equality & Diversity matters. As part of the quarterly NISAG meetings which have taken place during the reporting period, presentations were delivered to members on several policing topics including the Contact Assessment Model, Stop and Search, Equality and Diversity, Drugs Deaths, Tasers, and Diversity Training provision for probationers. Discussions have also taken place on the continuing consultation process with NISAG. This has led to a new recording process being established to ensure that the most effective consultation with NISAG members is taking place.

Faith Groups Engagement

Engagement activity continues 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 Scottish Government's 'Tackling Prejudice and Building Connected Communities' group and also Scottish Parliamentary 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

At a National level Police Scotland works closely with criminal justice partners and with third sector organisations and agencies supporting LGBTI communities. In May 2018 Police Scotland hosted an LGBT Youth Justice Event to discuss training, policy and best practice across the whole sector.

Representation was made from Includem, Time for Inclusive Education, LGBT Youth Scotland, the Centre for Youth and Criminal Justice, the Children's Hearings Improvement Panel, the Youth Justice Improvement Board, COPFS, Social Work Scotland, Young Scot, Children in Scotland, Children First, the Scottish Transgender Alliance and Equality Network.

Police Scotland also hosts a national LGBTI reference group which comprises of Police Scotland, the Scottish LGBTI Police Association, British Transport Police, LGBT Health, Scottish Transgender Alliance, Equality Network, Terence Higgins Trust, HIV Scotland, ROAM (NHS Lothian), Stonewall Scotland, LGBT Youth, Waverley Care and Sx.

This group enables the mutual support of campaigns, sharing of research findings, update on progress made to improve service delivery and collaborative work to support LGBTI communities in Scotland.

Police Scotland continues to participate in and provide advice on the planning and support of Pride events throughout Scotland. The Scottish LGBTI Police Association participated in Dundee's first Pride event in September 2018 and support was given by Police Liaison Officers and Hate Crime Tactical Advisors in relation to potential disorder.

Police Scotland continues to make good use of social media both locally and nationally to promote messages relating to hate crime and also to highlight significant dates in the LGBTI annual calendar and support campaigns in support of LGBTI communities.

Disability Engagement

Police Scotland staff at both a national and local level continue to meet and engage with disabled people and disability organisations to identify opportunities for service improvements. Including the following:

In partnership with Disability Equality Scotland, Transport Scotland and SEStran we have hosted 2 public consultation events to discuss the incidence and impact of hate crime on public transport. These events were held in June and September in Fife and Alloa. This was an opportunity to engage directly with disabled people about their experiences, so they could provide their views on the development of a public transport hate crime charter. One final event is due to take place in West Lothian in December.

In April 2018 the Equality and Diversity team hosted an Autism awareness event at the Scottish Crime Campus inviting officers and staff from across a range of divisions and specialist departments to view a short play about Autism and then engage in a question and answer session with young people from the REACH for Autism group. This was a great opportunity to hear first-hand the experience of young people with autism and how we can improve services.

In August the Equality and Diversity team met with the People First national Hate Crime group to discuss opportunities for future work. People First is an organisation run by people with learning disabilities for people with learning disabilities.

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), the 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 police 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.

In June 2018 Safer Communities E&D Unit represented Police Scotland at the newly formed Cross Party Group, organised by Mary Fee MSP, which will focus on issues faced by the Gypsy/Traveller community in Scotland. The initial meeting provided an opportunity to contribute to setting out the Group's priorities, agenda and the nomination of post holders within the Group.

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:

On 28 August 2018, a wilful fire-raising incident occurred whereby the front door of a Sikh Temple in Edinburgh was set alight causing extensive damage (fire and smoke). The incident immediately raised tensions and concerns amongst Scottish and UK wide Sikh communities, with potential damage to community cohesion.

The incident additionally raised some concerns amongst other faith communities about places of worship being targeted and the concerns about perceived increased far right activity.

The E&D Unit supported E Division in creating a divisional Community Impact assessment document and assisted in reassurance engagements with the Sikh community members in Glasgow and Edinburgh.

A male was arrested and charged on 29 August 2018. Further enquiries revealed that a nearby Methodist Church was also subject to some minor fire damage to its front door. The offender admitted responsibility and was reported for both incidents. It appears that his motivation was anti-religion, rather than a concentrated attack upon one particular faith group.

Through engagement with the Sikh and other faith communities by divisional and E&D staff, concerns expressed were addressed, resulting in closer links with the Sikh community. Additionally, due to the support expressed by people of many different backgrounds for the Sikh community of Edinburgh, positive community relations increased, which is assessed as increasing local community cohesion.

In July 2018, the Grand Orange Lodge of Scotland's Annual Boyne Parade took place across Glasgow consisting of various chapters marching to and from Bellahouston Park where a rally took place. Sometime later a Catholic Mass was concluding at St Alphonsus Church. This coincided with an Orange Order parade passing the church. The Parish Priest was standing at the church entrance speaking to parishioners as they were leaving. He was subjected to sustained sectarian verbal and physical abuse from persons following the parade (not participants).

The E&D 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:

- Establishing a Gold Group which included Senior Officers along with a media strategy which was developed by Police Scotland Corporate Communications.
- Researching hate crime and incidents which were highlighted to the Gold Group and relevant area Commanders.
- Monitoring media and social media.
- A meeting took place between senior officers from Police Scotland and the Most Reverend Archbishop of Glasgow.
- Undertaking community engagement with relevant groups.
- Daily environmental daily scanning to monitor tensions both locally and nationally.

This assessment and the associate activity work carried out ensured that all relevant communities were kept informed and the necessary reassurance was provided.

Equality & Human Rights Impact Assessment (EqHRIA)

As previously reported, the joint Police Scotland and SPA EqHRIA procedures and associated documents were updated on 9 May 2018, following a review. These are used to assess the actual or potential impact on equality and human rights of our policies and practices.

Considering human rights as part of the impact assessment process has helped to identify some issues which otherwise might have been missed. For example:

During the development of procedures for using Unmanned Aerial Systems, more commonly known as drones we identified that along with the benefits of enhanced policing abilities, there was the potential for infringement of people's Right to Privacy which needed to be protected or objectively justified. Also negative community feelings and perceptions around police surveillance were identified as requiring mitigation. As a result, the need for an appropriate communication strategy to inform and reassure the public was recognised as an important mitigation measure.

Assessing Impact of Major Change Projects

We consider equality and human rights to be an integral part of developing and progressing our strategic priorities. In order to remove or mitigate at an early stage any existing barriers and to identify opportunities to proactively advance equality and fairness, the implementation plans and their various activities are subject to a comprehensive EqHRIA.

This process is supported by a dedicated equality and diversity resource from our People and Development Department, who works closely with the Strategy and Innovation team and Change Portfolio (2026 projects), to offer advice and signposting to additional support during the crucial decision-making stages.

During discussions with those involved in the development of strategic projects and implementation plans, it was evident that our existing approach and tools were not necessarily the best fit to assess impact in this particular context.

Therefore, it was decided to adopt a flexible approach to EqHRIAs related to major change programmes that may have multiple projects and activities contributing to progress. In consultation with relevant stakeholders, the template and guidance used for formal policy and practice assessments were adapted to create an alternative easy to use toolkit that helps to better facilitate the EqHRIA process in the context of strategic change. The progress of each impact assessment is tracked by way of a spreadsheet.

The opportunity has also been taken to pilot the inclusion of socioeconomic disadvantage and wellbeing considerations into the alternative EqHRIA Toolkit currently being piloted with the change programmes and projects.

All our business plans and proposals routinely go through a number of stages and consultation processes before being approved for implementation. This scrutiny is seen as essential for ensuring a rights based approach to everything we do.

Whatever approach or tools used to assess equality and human rights impacts, our aim is to:

- encourage identification of opportunities as well as negative impacts (also link to progress towards our equality outcomes where possible);
- link equality impacts to the strategic aim and outcomes of what is being assessed;
- facilitate updates if the planned work changes direction;
- minimise duplication in recording of evidence and analysis; and
- ensure that equality and human rights considerations and actions support decision-making and influence the final product and its implementation.

Equality and Human Rights Impact Assessment Training

In order to support policy developers / reviewers a one day EqHRIA training course has been developed and is delivered by the Leadership, Training & Development Department to relevant Police Scotland and SPA staff. A process has been formalised to enable staff to enrol using a Training Request Form, supported by line management via our internal HR (staff) database system.

To enhance resilience, a number of trainers have also been trained across the force area to deliver the course at divisional and departmental level.

The heads of divisions and departments are responsible for promoting this learning opportunity and for encouraging and supporting their relevant staff to attend it. Early beneficiaries of the training include business areas such as, Safer Communities, Leadership and Talent, Marketing, and Strategy, Insight and Innovation.

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.

We have recruited an external research contractor to assist with identifying participants and conducting focus groups across Scotland in relation to public contact. The contractors will publish a report identifying key findings and recommendations

We have commenced development of focus groups for Orkney, Shetland and Western Isles in relation to public contact along with a Public Engagement Strategy.

We have provided support to colleagues to develop Prevention and Partnerships Strategy's this has included conducting workshops and stakeholder mapping.

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.

The Children and Young People Team (CYP) is now fully established with relevant experience and dedicated roles across the team members. There has, and continues to be, a strong focus on the following areas of work:

- Care experienced children (through the delivery of our Corporate Parenting Duties) - this has seen the publication of our [National Corporate Parenting Plan](#) and first [three year report](#) on progress in developing our services for care experienced children and young people.

- A Continuous Staff Development event has been held for trained officers and relevant staff to focus on the use of Restorative Justice for children with Speech, Language and Communication (SLC) needs.
- Year of Young People 2018 - through this year we have developed opportunities for direct engagement with children and young people and continued to learn through the experience of our partners from their direct work with children and young people. This has included internal communications to highlight the positive messages about the contribution of children and young people in their communities.
- Engagement with children and young people has also continued, with a prominent example being our work at the annual Youthbeatz Festival in June 2018. This year has also seen the introduction of direct social media communications through the use of the Police Scotland Safer Communities Twitter Account.
- We have continued to develop our understanding of teenage brain development and the impact of trauma on children's development and future life chances. This work is now focussed on how this learning is shared across Police Scotland.
- All this work is underpinned by a rights based approach to the needs of children and young people - this has included the implementation of the duties in respect of children in the Criminal Justice (Scotland) Act 2016.

Developing Work Streams:

- The dedicated internet page for children and young people is now nearing completion, with the intention to launch this in the winter of 2018/2019.
- Continued development of our use of social media to communicate with diverse groups of children and young people from all communities.
- Developing training material to support officers and staff and enhance their understanding - including the learning from the Restorative Justice staff development event.
- Continuing to develop our engagement opportunities with a diverse group of children and young people to inform future policy, training and practice.
- Continuing our work with partners to share learning and develop practice from a rights basis for all children and young people.

Examples of Supporting Activity:

Community Engagement - A Division (North East)

The Safer Communities Inspector from the Divisional Partnerships & Events Unit sits on both the strategic and operational groups for the Syrian Vulnerable Persons Resettlement Scheme (SVPRS). This affords an opportunity to influence how broader partner services are delivered, and also affords a platform for direct engagement with New Scots families to listen to and respond to their concerns and issues, and to educate them on their rights and responsibilities in their new home. Measures are also in place through C3 STORM (Command and Co-ordination) Markers for SVPRS addresses within

the division to inform officers attending those addresses of the additional and complex vulnerabilities of these families, which they may be unable to convey successfully themselves due to language issues.

The Divisional Partnerships & Events Unit staff continue to attend community gatherings for New Scots families, to convey a positive image of Police Scotland and to listen to/respond to their concerns.

The Divisional Partnerships & Events Unit regularly attend meetings of elderly, disabled, LGBT+, faith and minority ethnic groups, taking an active part in discussions and re-affirming Police Scotland's position on a variety of matters.

North East Division are members of and fully participate in 'Integrate Grampian', which is chaired by Grampian Regional Equality Council (GREC). Integrate Grampian is a multi-agency forum which formed when it was identified that there was significant overlap between two existing forums. As well as having as an overview of prejudice incidents and hate crime statistics in the North East, the forum has worked together on a range of projects and initiatives to highlight hate crime and support its victims. It has recently recognised a need to expand its scope to include other forms of prejudice and diversity matters. 'Integrate Grampian' has provided the main form of consultation amongst statutory and voluntary partners in the North East during the preparation of GREC's soon to be released 'How Fair is the North East?' consultation document, which Police Scotland were active in contributing to.

Community Engagement C - Division (Forth Valley)

Engagement is ongoing with diverse groups from all communities including attending events such as the Suffrage Event, 'Eid In the Park', Gypsy/Traveller History Month event and the Chinese Autumn Festival alongside partners and elected officials.

Plans are ongoing to re-introduce the Forth Valley Community Equality Forum, which will consist of members from all communities meeting to identify issues and concerns and encouraging engagement with Police to assist in breaking down barriers and improving service delivery to minority communities.

Articles are provided by all Area Commanders for the Regional Equality Council's Quarterly newsletter, to request that readers complete and contribute to Police Scotland's public consultation 'YOUR VIEW COUNTS'.

As a result of engagement with the Sensory Impaired community, a Forth Valley Awareness Card has been designed by Police, in partnership with corporate partners and is being rolled out across the division. The purpose of the card is that any service user, with any hidden disability can show the card and it will state any extra assistance required by the service user.

Street Surgeries have been implemented to provide access to community officers and to encourage communities to approach and engage with police about issues such as hate crime.

Community Engagement – D Division (Tayside)

Recruitment events have been held to encourage potential recruits from minority ethnic groups. These events have been run throughout the division in Schools, Colleges and one off events in the community in areas of high population of ethnic minorities.

Neighbourhood, Rural and Shop watch schemes have been promoted to ensure that diverse communities are involved in crime prevention and community safety through a two way interactive web based platform easily accessed by communities with protected characteristics.

Community Engagement – E Division (Edinburgh)

Work is ongoing with the Edinburgh Crisis Framework to establish new protocols for accessing services in a crisis out with core hours. This will be achieved by working in partnership with user groups, third sector partners and the NHS. This area of work includes signposting for police officers/staff who are with a patient who will not be admitted to hospital but still require measures of care.

A master's student from Edinburgh University is researching a rise in hate crime at licensed premises within the city centre area. Once this research is complete a bespoke hate crime campaign will be created and delivered by linking in with Safer Communities E&D Unit.

Community Engagement – G Division (Greater Glasgow)

Significant engagement is being undertaken across G Division with persons from organisations who represent various diverse communities. Examples include engagement with persons and groups from various religions and faiths. The views of all persons and groups engaged with are collated and inform future engagement work.

Community Engagement– J Division (The Lothians and Scottish Borders)

Divisional staff work with local Enable Group's to ensure their views are included when identifying suitable "Keep Safe" premises.

The Division continues to support the Glitter Cannons, a popular LGBT youth group and Third Party Reporting Centre.

Police staff attend monthly meetings in respect of the Syrian Vulnerable Persons Resettlement Scheme (SVPRS) offering support and advice to partnership agencies tasked with ensuring the wellbeing of these recent arrivals.

The Community Safety Officer and Community Planning Officer in East Lothian recently engaged with a variety of young people regarding mental health several of the participants had learning difficulties.

A safety talk was delivered in Loanhead, Midlothian to a group of people with learning difficulties to help keep them safe whilst travelling around their community.

Community Engagement – K Division (Renfrewshire and Inverclyde)

During the requested reporting period there has been 390 recorded proactive engagements with the community.

The 'Reach for Autism Group's' play 'In Our World A Day on the Spectrum' was supported by local officers and has been delivered several times, including at the Scottish Parliament at Autism Network Scotland's Justice Conference.

The play also won the National EPIC Award in May and has been nominated to the Police Scotland Excellence Awards - Diversity Category.

Project 22: Following participation in the New Scots engagement events on refugee integration last year feedback gathered motivated Inverclyde Health and Social Care Partnership, Your Voice, The Trust, Magic Torch and Police Scotland to collaborate and explore children's rights, Scottish law and integration.

This partnership continues to connect with and raise the voice of refugee children in Inverclyde through meaningful engagement, empowering the children to feel that their rights, views and experiences are encouraged, valued and respected.

The intention of this fun, innovative project was for New Scots children to create a resource that will be used to welcome future New Scots families coming to Inverclyde.

Achievements to date include:

- The creation of an interactive comic which allows for Arabic audio translation
- The comic also included a short piece on hate crime as requested by the young people which was awarded a Bronze COSLA Award.

Community Engagement – L Division (Argyll and West Dunbartonshire)

The Equalities Forum is a quarterly meeting held by West Dunbartonshire Council where representatives from protected characteristic groups share good practice and update each partner agency on current issues. Divisional Police staff attend these meetings and are actively involved in the agenda and resulting actions. Each representative provides an update in relation to their role which leads to discussions around (for example) Hate Crime Awareness, Employability and Employment Diversity in West Dunbartonshire.

Community Engagement – N Division (Highlands and Islands)

The work to bring the 'Keep Safe' Initiative to the Division has led to continued engagement with a number of communities from and across protected groups.

Training in Managing & Facilitating Community Engagement has been delivered in the Division- particularly in relation to engaging with 'hard to reach groups/communities'. There is funding in place for a 2nd course to take place within this financial year.

Police Scotland was a key Community Planning Partner in local consultation regarding the formation of the Local Outcome Improvement Plans and Locality Plans across the Division. Contributions from protected groups were actively sought and incorporated into the resultant plans.

Along with Community Planning Partners the Division have participated in consultation with the deaf community in the development of a British Sign Language (BSL) users guide for the local authority area.

Community Engagement – P Division (Fife)

A number of personal safety talks were delivered across Dunfermline to People First groups/Fife Gingerbread and Home Start. 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 public. 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 include information and advice on Anti- Social Behaviour, Transportation, Personal Security and Home Safety.

Community Engagement – Q Division (Lanarkshire)

Lanarkshire Division Safer Communities staff participated in the Anti –Sectarian Football Festival in June 2018. This festival involved talented female footballers from across Lanarkshire schools attending Ravenscraig Regional Sports Facility to compete for the 'Kiss Bigotry Goodbye' Cup. The

competition provided an opportunity for some of Lanarkshire's most promising young footballers to showcase their skills and work with North Lanarkshire Leisure's team of experienced coaches. In addition, pupils participated in educational workshops hosted by the anti-sectarian charity 'Nil By Mouth' to raise awareness of sectarianism, warn of the dangers of posting on line abuse deepen the understanding of different religious cultures and traditions.

In order to support people at greater risk online, including those with lifelong conditions such as Autism, Lanarkshire Division Safer Communities in partnership with LANDED delivered a number of presentations on internet safety and Child Exploitation Online Protection to parents of children who have Autism and who attend the Autism Resource Coordination Hub (ARCH) in Hamilton. The presentations were designed to identify potential risk whilst providing the audience with options on how to prevent and respond to the risk.

Safer Communities staff attended the 'I Am Me/ Keep Safe' ambassador training during September 2018. All Local Problem Solving Team officers will be trained in October 2018. Work is ongoing to roll out the initiative in the East Kilbride and Rutherglen areas along with support from South Lanarkshire Council.

Community Engagement – U Division (Ayrshire)

The Ayrshire Division's Partnership Inspector, Campus officers, Community Safety officers and Local Authority Liaison officers represent the division on a variety of protected characteristic groups including youth groups. LGBT, LGBT Youth Scotland, Age Concern, Disability Ayrshire and the Veterans service.

Ayrshire Equality Partnership staff carry out promotion of campaigns and attendance at Community Events such as the opening of the new Ayrshire Muslim Association Centre in Kilmarnock where police and partner information and support was provided.

Police Scotland Youth Volunteers, Safer Communities and Locality officers support participation in Police Scotland's 'Your View Counts' survey at a variety of Protected Characteristic group and partner events in an effort to capture a wide range of feedback.

Community Engagement– V Division (Dumfries and Galloway)

The Divisional Equality and Diversity (E&D) unit has a standing agenda item to invite representatives from organisations supporting protected groups to quarterly meetings to talk about their group's aims, client base and activities. An opportunity is then given for the organisation to tell Police Divisional Management how they can be better supported by local officers. In June 2018 we received a presentation in relation to the 'I Am Me' project. A

presentation is planned from a Third Sector partner regarding the 'Listen to Us project' for the next meeting. Attempts are also ongoing in relation to securing representation from the Polish community in Annan at a future meeting.

The Divisional E&D unit lead is a member, and regular attendee, of the local Multi-Agency E&D Group, building links and relationships with a wide range of external organisations representing all protected characteristics.

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

Contact Command and Control (C3) Divisional Co-ordination have identified that a number of repeat callers to the police have Mental Health or other issues such as dementia. Whilst this generates a large number of calls, it does not necessarily translate into a high number of incidents being raised. C3 have implemented a process for highlighting such issues to territorial Divisions through the submission of a contact form requesting divisional Concern Hub staff to engage with partner agencies/ family members, who will be able to provide support and in some cases may be unaware of the vulnerabilities involved. Where a caller's vulnerabilities are identified and support processes agreed, C3 are alerted to these through notes on the caller's telephony record. This may for example highlight a dementia caller's next of kin contact or a caller's mental health support worker/ Local Policing liaison officer. This process reduces demand on the police and where vulnerabilities are identified addresses these via partner intervention at a local level.

Community Engagement – Criminal Justice Services Division (CJSD)

Within Forth Valley we have completed Transgender awareness training of custody staff delivered by Scottish Trans Alliance in conjunction with Safer Communities E&D unit staff. Following on from this work the prisoner Vulnerability Assessment questions on the National Custody System were reviewed to ensure they were congruent with the needs of the Trans community.

Forth Valley Custody are assisting Safer Communities by participating in a Transgender Awareness Video for publication on the Intranet.

Conversation Café – 'Just Us' are a group of women who have experience of mental health issues and of being in the criminal justice system. They have produced a short film in partnership with Police Scotland highlighting their experience of the criminal justice system. The film is emotive and shows another side of the system. The aim is to make Police Scotland staff think about the reasons behind women's offending.

Community Engagement - Professional Standards Department (PSD)

The complaint handling process utilised by PSD is transparent and has the wishes/ need of the complainer at its centre. The process requires regular contact with complainers and spans from initial acknowledgment of a complaint, communication with the Complaint Assessment and Resolution Units,

potential allocation to an enquiry officer, obtaining statements of complaint, completion of heads of complaint forms, through investigation to explanation of complaint outcomes and the sending of a final letter (which also signposts to the Police Investigations & Review Commissioner should the complainer remain dissatisfied). This detailed process ensures that any complainer is meaningfully engaged with and their views are captured. These views are used to inform both individual and organisational learning.

The Police Scotland Website has clear signposting that allows for members of the public to make a complaint about the police and easily report any concerns they have regarding the behaviour of officers or members of police staff on or off duty. Through a variety of methods (by letter, telephone or online.), this is easily accessible on-line and is contained within the 'Contact us' section which also provides advice for Deaf/ hard of hearing callers.

PSD have worked with Contact, Command and Control Co-ordination (C3) Division to ensure that staff accurately capture all complaints and record them through the correct systems. This has included specific guidance being provided with regard to the frontline resolution of complaints and the circumstances where this is not appropriate. This engagement has ensured that complaints are recorded correctly at first contact and that any time critical evidence is captured.

Community Engagement - Corporate Communications Department

The Corporate Communications Department continually carry out engagement to look at innovative and new ways of communicating with diverse communities. An example of this is developing a new web page aimed at the younger generation, who are historically a 'difficult to reach' audience for police organisations.

Community Engagement - Operational Support Division (OSD) Service Delivery and Co-ordination Unit

In response to feedback from the Specialist Services staff survey, Public Order training and equipment has been reviewed with options to source light weight protective shields which may allow officers with less upper body strength confidence in undertaking the public order role.

Public order and Women in Policing work groups are being supported to increase engagement to identify and overcome barriers.

In response to feedback from staff engagement including the staff survey, training for the Dive and Marine Unit, Mounted and Dog Unit has been assessed and reviewed. Measures implemented immediately, include ensuring that standard warnings on release of police dogs are understood by people from the deaf community. Similar work is continuing in relation to Search and Public Order Training

Dog Handlers have engaged with local communities and schools providing demonstrations and talks, which creates positive partnership working with schools and other external organisations and groups creating greater accessibility.

Community Engagement - Strategy & Innovation

Police Scotland recruited an external research contractor to assist with identifying participants and conducting focus groups across Scotland in relation to public contact. These focus groups took place in the Borders, Glasgow, Edinburgh, Dundee, Aberdeen and the Highlands. The key findings and recommendations will be published in the near future.

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.

Deaf/British Sign Language (BSL) Communities

The E&D Unit continues to engage regularly with the providers of Contact Scotland BSL (the government supported and funded video-interpreting service for Deaf (BSL) users). This has led to guidance being developed for Contact Command and Control Co-ordination (C3) Division service centre staff regarding appropriate response 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

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 project involves the secondment of post graduate BSL interpreters to Police Scotland. The interns commenced their secondment on 31 July and it will run until 26 October 2018. The interns have been used for a variety of activities such as community engagement events, meetings with BSL users, crime prevention advices and initial engagement at incidents. The benefits of this programme have included 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.

To date the BSL interns have been deployed to 25 events / meetings or police familiarisation visits. A full review will be conducted on completion of the project however it appears that the availability of the interns has encouraged some divisions to be more proactive in their engagement with Deaf BSL users.

BSL National Plan

Staff awareness of the rights of BSL users is a key aim of the BSL (Scotland) Act 201. Therefore staff from the Safer Communities E&D Unit have worked with Deaf community members, Community Advisors and internal departments to develop a plan for a Deaf / BSL awareness video which will be circulated to all staff. Filming is due to take place in October 2018. The video is based on an aide memoire created by an officer from L Division.

Learning Disabilities

The E&D 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.

Keep Safe

The Safer Communities E&D 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.

There are now 557 Keep Safe places across Scotland. All police stations that are open to the public are in the process of being trained and added as Keep Safe places. There are currently 114 police offices that have completed their roll out, with only small number outstanding.

Across Scotland there is now:

- 436 young people and adults with learning disabilities trained as 'Keep Safe' Ambassadors.
- 66 Police officers trained to deliver 'Keep Safe' Ambassador training.
- 73 Police officers and staff trained in the processes for rolling out 'Keep Safe'.

Autism

The E&D Unit has continued to work 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 hosted an autism awareness event at the Scottish Crime Campus. The community group, 'Reach For Autism' attended and delivered a short play and audience discussion about 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 continues to be represented in the ongoing implementation programme stemming from the Evidence and Procedure Review, Joint Investigative Interview recommendations. Along with our partners in Social Work and supported by the Scottish Government, we are committed to researching, designing and delivering a new concept in child interviewing.

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.

All Police Scotland territorial divisions have identified officer's available or undergoing training to allow them to use British Sign Language (BSL). Work is also continuing to ensure that we have BSL links for Contact Scotland added to email signatures and video briefings that provide details of accessible services. BSL community engagement work has also been undertaken to establish new links with Deaf Action, including setting up workshops with BSL interpreters.

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.

Deaf / British Sign Language (BSL) Communities

Safer Communities E&D Unit staff continue to engage with the Deaf community at a national and local level and have attended events across the country to engage with groups and provide information on policing.

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

The Safer Communities E&D Unit continue to advise divisions and departments on accessibility of services and information. Liaison has also taken place with the Scottish Ambulance Service and Scottish Fire and Rescue Equalities teams regarding the need to improve point of contact services for our organisations.

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.

Consideration of accessibility requirements during feasibility and project planning has been undertaken. Examples of this activity include signage within police premises for officers and staff with impaired vision. Also the delivery of hearing induction loops and similar requested reasonable adjustments.

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

We ensure that 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.

We have 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 needs.

We review all Policies, Standard Operating Procedures and Guidance Documents prior to their publication they are reviewed by staff to ensure that they meet with Formatting Standards. These standards are designed to assist those who are partially sighted, or have certain learning disabilities. The Formatting Standards dictate that a set font style, size and spacing is always used that assists as many people as possible to access information. In researching this a variety of agencies were consulted including Healthcare Improvement Scotland, Mental Welfare Commission for Scotland and NHS Lothian.

Examples of Supporting Activity:

Access to Services and Information – A Division (North East)

Divisional Partnership and Events Unit staff contribute to consultations from a range of partners and take every opportunity to promote school liaison, crime reduction, hate crime and diversity engagements. These types of engagement are also an opportunity to highlight to the public the various contact methods available to them.

Divisional Partnerships and Events Unit send out letters to all victims of hate crimes, providing contact details for the specialist Diversity Officer, those of the Enquiry Officer and at least two specialised partner agencies, dealing with any further action required.

On 28 August 2018 the Division hosted a Facebook chat event in relation to Domestic Abuse alongside Grampian Women's Aid that 'reached' just over 38,000 people, meaning this number interacted in some way, whether it was asking a question or simply watching what was delivered.

Access to Services and Information – C Division (Forth Valley)

Daily updates/interaction is undertaken through divisional social media champions to update the public on emerging issues within their communities and is used as a gauge of public opinion regarding police actions. This also allows the feedback of information from community groups.

Access to Services and Information – D Division (Tayside)

In partnership with the 'Angus Alive library' van, rural police surgeries ensure community engagement in rural communities and engage with elderly/isolated populations.

'Coffee with a Cop' meetings held in various coffee shops and cafes across the division, encouraging people to speak to the police about issues of concern to them in the community.

Consultation has taken place with Deaf Links in Dundee and NESS (North East Sensory Services) to ensure best use of the BSL Interpreter interns working with Police Scotland.

Officers are working with 'AddAction', a local organisation that assists with school inputs and raising awareness of drug abuse.

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

An officer within the G Division Safer Communities Department is currently learning British Sign Language. He is still at a relatively early stage but proactively engages with the deaf community and utilises his skills on a regular basis.

Access to Services and Information – J Division (The Lothians and Scottish Borders)

The division has appointed a liaison officer for Refugees in West Lothian and Midlothian with a plan to hold regular meetings and engagement with families.

We regularly use social media and articles in the local press to improve engagement with our communities.

The West Lothian Community Safety officer liaises with the Age and Wellbeing Co-ordinator, (Xcite West Lothian) to ensure that crime prevention messages are delivered to those who do not have access to current technology.

Police in East Lothian communicate and engage with the community using a variety of methods. Recently, printed copies of the 'Your View Counts' Police Scotland survey have been taken to local Day Centres for completion by the attendees of the centres. This recognises that this particular group may not have internet access, but ensures that they too can take part in this consultation.

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

Following a number of Road Traffic related offences involving members of the Refugee community in Inverclyde, Safer Communities staff worked in partnership with Road Traffic Policing and Community Learning Development to provide inputs to raise awareness of the Law working to prevent further instances.

Access to Services and Information – L Division (Argyll and West Dunbartonshire)

Community officers have worked closely with Primary Schools within the Clydebank area who have Syrian children who now attend school. Presentations delivered have focussed on the needs of the school and the families.

A Safer Communities member of staff is attending a British Sign language (BSL) class with members of the local Deaf Community in Dunoon where he is learning Sign Language. They have developed an Aide Memoire for all officers/staff which contains simple information regarding communicating with Deaf/hard of hearing members of the public. Work is also ongoing with the Safer Communities Equality & Diversity Unit to create a film/ training video which will be rolled out across Police Scotland.

On the 23 August 2018 staff from Police Scotland, Scottish Fire and Rescue Service, Scottish Ambulance Service, Argyll and Bute Youth Services and Oban High Drama Group formed a working group and co-ordinated a live 'Real Time Crash Scenario' to members of the public within Lochgilphead Joint Campus School grounds. This was attended by 150 members of the public and received positive feedback from young drivers. This was a multi-agency event promoting and ensuring inclusion of young people supporting 'The Year of the Young Person'.

Youth Engagement Officers (YEO's) have promoted information on 'I Am Me', Mental Health Awareness, Health Improvement Team within their local schools.

Access to Services and Information – N Division (Highlands and Islands)

Following consultation with the Deaf and hard of hearing community it was established that they do not feel meaningfully included in their community and community events. A Hate Free Highland Hate Crime Conversation Café has been developed to engage with a broad spectrum of the community with specific support being given to BSL users.

The Hate Free Highland Hate Crime Conversation Café is ensuring that support for every category of hate crime is available on the day. This event, which is supported by the Crown Office and Procurator Fiscal Service (COPFS) and Local Authority, is seeking to engage meaningfully with communities and send out a clear 'zero tolerance to hate crime' message.

Access to Services and Information – P Division (Fife)

In July, 2018, Kirkcaldy held its second successful Gay Pride Event and divisional staff had a stall within the Adam Smith College which resulted in significant engagement with members of LGBT+ communities.

‘Action on Elder Abuse’ is a local charity that aims to support vulnerable and elderly persons who have been neglected or abused. These individuals have been identified through engagement with social work departments. Community Safety Officers engaged with the organisation to support them in developing personal safety procedures as well as ensuring that lone working volunteers are adequately protected and supported.

Access to Services and Information – Q Division (Lanarkshire)

Lanarkshire Division continue to use conventional and social media to provide community updates. Large numbers of the public follow Police Scotland and Lanarkshire Division sites. This allows crime trends, alerts and hot spots to be circulated to the public, target hardening large audiences at no cost.

Through use of a BSL trained officer and 19 officers who attended the Deaf Awareness training in May/June 2018, we are able to offer additional support to members of the public who are Deaf or have a hearing impairment.

Access to Services and Information – U Division (Ayrshire)

The division has promoted the ‘I Am Me’ online application which has a direct link to Police Scotland’s online reporting site.

LGBT liaison Officers respond to specific enquiries from these communities through the divisional website, which has received positive feedback from community groups.

A scoping exercise is currently underway to identify an appropriate British Sign language (BSL) training provider to deliver inputs to personnel across operational groups and departmental staff.

All Video images posted on the divisional Social Media account are accompanied by relevant subtitles.

Access to Services and Information – V Division (Dumfries and Galloway)

The Division utilises foreign language and Easy Read publications/social media options at every opportunity to engage with the public. Most recently this has included involvement in a draft BSL Local Plan put out for consultation and is expected to be finalised in October/December 2018.

Two Samsung Galaxy tablets are now located within division to be utilised for BSL users and to allow communication with the BSL interns currently seconded to Police Scotland.

A Police officer within Divisional Safer Communities who is an ex-armed forces veteran has been appointed as a 'Veteran's Champion' this officer provides advice and assistance to any armed forces veteran coming into contact with the police. Work is ongoing to engage with local partners who are already involved in supporting veterans and to introduce the new veteran champion. A communication strategy will be formulated to inform staff of the new post, highlight any changes in process and what they themselves can do to assist in respect of veterans.

Access to Services and Information – Change Management Portfolio (Corporate Services)

The 'Contact Strategy Project' has continued to engage members of the public on public contact, engagement and service. The research has produced insight and understanding into perceptions of Police Scotland, experiences of policing, and existing behaviours and expectations in contacting the police. A research report containing findings and recommendations for further engagement is being prepared. This work will inform the development of the public contact and access strategy, led by the Strategy and Innovation department.

Access to Services and Information – Estates Department

Consideration will be made of accessibility requirements during feasibility and project planning, examples would include police office signage, offering hearing induction loops, reasonable adjustments etc.

Access to Services and Information – Criminal Justice Services Division (CJSD)

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 telephone support service to persons within police custody in the same way as those provided to persons in the community.

An opportunity has been identified 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 – Professional Standards Department (PSD)

The complaint handling process allows for complaints about the Police to be made in a number of ways including letter, online, in person or by telephone. The Police Scotland website allows for communication in ways that suit individual needs including the use of text relay for Deaf/ hard of hearing or speech impaired callers.

For support and advice the complainer can elect to be accompanied during any subsequent interview.

Access to Services and Information - Corporate Communications Department

Mass media channels such as our website corporate social media channels and media are used for announcement-type communications. However our local channels, are utilised for more local communities. All of our campaigns use EqHRIAs to assist us in the planning of communications activity. All publications designed by our graphics team including the advice that information is available in a variety of languages and formats as and when requested from departments. This is highlighted on our website.

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

The new Armed Policing Deployment model was implemented on 7 May 2018 and has been well received and positively commented upon. Engagement has continued with our elected members with informative inputs provided on the new deployment model. Since the introduction Armed response vehicles (ARV) officers have attended firearms incidents and threat to life incidents with the emphasis on vulnerability and public protection. These have included assisting with over 1,000 incidents of reported missing persons, over 250 road traffic incidents including dangerous and drink driving incidents, vehicle fires, stolen vehicle enquiries and attending over 300 calls to provide medical assistance.

Planning is ongoing to arrange a series of 'open days' for the public, the first of which will be at Blairfield farm (U Division) to raise awareness of our division's role and to allow feedback/questions.

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.

Our People Strategy was launched on the 28 August and represents the organisation's commitment to achieving the objective in our 10 year strategy to empower, enable and develop our people. It sets out our plan to support our people to deliver 'excellence in service and protection' and build a modern workforce that will meet the future demands placed on Scottish policing.

The People Strategy document includes the EqHRIA summary that identifies the alignment of the People Strategy to the Police Scotland Equality Outcomes and to the 2026 Strategic Objectives.

Police Scotland has made a submission to the Stonewall Workplace 2019 Equality Index Top 100 UK Employers.

Police Scotland launched an LGBT (Lesbian, Gay, and Bisexual & Transgender) Allies Mini-site on the force intranet which can be accessed by everyone across the force.

The Police Scotland Positive Action Recruitment Team (PAT) undertakes community engagement and delivers an Introduction to Policing Programme (ITPP). This is a free to attend, 4 day programme which takes place at weekends and is designed to provide an insight into policing and encourages people to consider policing as a positive career pathway. Whilst primarily, this programme is designed to attract police officers, anecdotal evidence suggests it has a much broader positive impact on community trust and wellbeing. It provides an opportunity to dispel myths and perceptions that may exist, providing a platform for potential applicants and their friends/family to ask questions of policing in an environment that otherwise they may not know how to access.

It is important to note that achievement of equality, diversity and inclusion is a long-term goal which requires consistent, sustained effort and ongoing executive leadership support.

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 Diversity Staff Associations (DSA) continue to attend the “Support, Equality and Wellbeing” quarterly event held at Scottish Police College (SPC) to raise awareness of the existence of these associations with police probationers and new members of staff. This event is also supported by members of the Wellness team, Police Treatment Centre’s, Scottish Police Federation and Scottish Police Recreation Association (SPRA). Progress in delivering similar awareness sessions throughout Scotland has yet to be progressed.

Following a review of the Memorandum of Understanding and Protected Hours Agreement and change in the Relationship manager resource it has been agreed to undertake a review of the DSA’s and resourcing requirements. This review will be undertaken by representatives from the Equality and Diversity HR Team and the Force Executives office and with the DSA’s.

Statutory and DSA’s continue to attend the Equality, Diversity and Inclusion Employment Group which meets quarterly and is chaired by the relevant Deputy Chief Constable. They are encouraged to add agenda items and contribute to the meeting. A Police Scotland SharePoint resource has been established and is accessible to all group members which captures the work of this group and provides access to information/research.

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

On the introduction of the E&D Monitoring Questionnaire in 2017, there was an increase for all staff groups who identified as “Choose not to Disclose”. At 31/03/2018, the protected characteristics of Sexual Orientation, Race, Disability and Religion / Belief have started to show a reduction in the “Choose not to disclose” category for all staff.

The Equality and Diversity People and Development team are increasingly using employment monitoring data dashboards as an information management tool within Police Scotland to simplify complex data sets thereby providing users with at a glance awareness of current performance and trends. The dashboards have been well received and will continue to be developed using feedback from stakeholders and staff.

Work has begun to produce a Police Scotland/SPA employment monitoring video to be available to all applicants to Police Scotland and existing staff encouraging them to provide their equality monitoring data and explaining how their information is used and managed. The script emphasises the key messages in the Equality and Diversity Employment Monitoring Standard Operating Policy (SOP).

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

Employment Monitoring Data Gaps have existed due to the differing systems in place within Police Scotland. To overcome this issue, processes have been developed to be able to carry out equality monitoring linked to promotion opportunities and ensuring confidentiality of all data used until a long term solution has been found. This has included the monitoring of the Pilot Programme for Engaging Leaders and carrying out equality monitoring for police officer promotion process for Constable to Sergeant and Sergeant to Inspector. This approach allows us to continue to make progress in developing our leadership programmes as outlined within the People Strategy 2018-2021 and build up valuable data to internally benchmark and measure our progress.

The People and Development Senior Management Team are engaging in workshops to support the design phase of a proposed Enterprise Resource Planning (ERP) system. Police Scotland/SPA Equality Monitoring requirements have been identified and communicated to the project team.

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

This process has been supported by a dedicated equality and diversity resource from our People and Development Department, who works closely with the Strategy and Innovation team and Change Portfolio (2026 projects), to offer advice and signposting to additional support. As our existing Equality and Human Rights Impact Assessment (EqHRIA) form was predominately used for assessing Policies and SOP a new pilot form EqHRIA has been developed for use in projects and strategies. The rollout of the form has been supported by coaching and supporting training sessions.

An EqHRIA tracker and reporting framework is also being developed for the organisational change projects. This will provide senior management with an overview of the EqHRIA work for the change projects and will support assurance reporting to the EqHRIA Scrutiny group.

A new webpage is under development to facilitate publication of change project EqHRIA summary reports. This will be supported by brief guidance on creating and publishing summary reports for projects.

Regular meetings with the Director of Change and the dedicated equality and diversity resource from People and Development have continued and there is evidence of proactive engagement by the Strategy and Innovation team and Change Portfolio (2026 projects) with equality and Diversity staff to ensure that opportunities to positively impact on underrepresented groups are maximised throughout the transformation process.

An example of this proactive engagement was an invitation to deliver an equality and diversity presentation to the Corporate Management in September. The presentation focused on providing information and background in relation equality and human rights (including EqHRIA) to ensure that senior managers and Heads of department were aware of the requirements and where to get further advice and support as required. The equality and diversity People and |Development team have received a number of contact from Heads of Corporate departments asking for support in delivering their Equality Outcome Progress reports.

Examples of Supporting Activity:

A Division (North East)

The Division has recently completed an Introduction to Policing Programme (ITPP) specifically designed for under-represented groups. This was followed up with a condensed recruitment event which took place during the w/c Monday 24.09.2018. 22 candidates, largely drawn from eastern European and African communities, commenced the process and provisional offers were made to 3 individuals.

One of the Division's Partnership Development Officers, in partnership with the local Recruitment Team, currently works with Station House Media Unit (SHMU) to support an accredited course designed for those 15-19 year olds not in mainstream education. This provides the students with skills that will assist them into positive destinations and to view Police Scotland as a potential career choice.

C Division (Forth Valley)

A divisional campaign for the recruitment of Special Constables from our diverse communities utilising digital media is under development.

D Division (Tayside)

Recruitment events have been carried out to promote Regular and Special Constabulary roles 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.

Positive action initiatives have been undertaken to encourage under-represented groups to apply to join Police Scotland e.g. Introduction to Policing Programme.

Divisional officers attended the first Perthshire and Dundee Pride events and along with safety advice, recruitment information was also provided promoting a policing career in Police Scotland.

E Division (Edinburgh)

Divisional officers and staff have worked closely with the PAT advertising their programme for minority groups.

Preventions officers attended an LGBTi youth justice partnership workshop alongside external agencies, where awareness learning was carried out around issues within the criminal justice framework and the LGBTi community.

J Division (The Lothians and Scottish Borders)

Support the Police Scotland Youth Volunteers encouraging them to engage in various events and activities held throughout J Division.

G Division (Greater Glasgow)

The division has a mutually supportive working relationship with the PAT. G Division officers, including Special Constables, regularly assist the PAT at recruiting events. G Division Safer Communities officers have received training from the team in this regard.

The management of Special Constables in the division has recently changed and management is now carried out by a dedicated co-ordinator within the Safer Communities department. This has resulted in improved the workforce environment for the Special Constables and retention rates. Consultation is in place with existing resources to improve the quality of deployments, training opportunities, engagement methods and circulation of good news within the service. Whilst recruiting is still carried out centrally, it is hoped that the new practices will assist in future recruitment.

K Division (Renfrewshire and Inverclyde)

Recruitment of PSYV members which are reflective of the community in both Renfrewshire and Inverclyde. Work experience week was successfully delivered in September 2018 involving young people across the division.

L Division (Argyll and West Dunbartonshire)

Police Scotland Youth Volunteers (PSYV) groups are now fully established within Oban, Campbeltown, Helensburgh and Dunoon. The PSYV programme gives young people aged 10 – 18, an insight into policing in Scotland and inspires them to participate positively in their communities.

Recruitment information sessions have been held throughout Argyll and Bute and West Dunbartonshire to promote careers in policing. Work is underway to increase the number of Special Constables within the Division by improving recruitment as a result of targeted work by a divisional Sergeant who has completed a consultation process involving Special Constables, Police Officers and the public. This work is being supported by Recruitment and National Special Constable Coordinator with a view to try and progress local training inputs in Argyll for those who apply to be a Special but who would have difficulty attending the Scottish Police College from more remote areas in the division.

Q Division (Lanarkshire)

The division have adopted a local policy guaranteeing at least 10% of the spaces on local Police Scotland Youth Volunteer schemes (PSYV) for children from Looked After and Accommodated Backgrounds.

P Division (Fife)

In July, 2018, Kirkcaldy held its second successful Gay Pride Event, Fife Police had a stall within the Adam Smith College which resulted in significant engagement with members of LGBT+ communities. An increased police participation is planned for the coming year – including encouraging officers to take part in the parade, and the use of a ‘rainbow’ liveried police vehicle.

Dunfermline Police Scotland Youth Volunteers carried out numerous activities at a variety of high profile events across Scotland, including Fife Diversity Festival in Dunfermline and Fife Deaf Children’s Society Fun Day

U Division (Ayrshire)

Lean In Circles are small groups that meet to encourage and support colleagues to reach career goals by 'Leaning In Together' in an atmosphere of confidentiality and trust. Following a successful lean event that was attended by 40 staff a future Lean In event is planned for December with a number of short presentations to encourage staff to consider roles which may be hard to fill such as Firearms/Taser and other specialist roles.

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 routinely host Continuous Professional Development (CPD) days which help to ensure that staff have opportunities for development and provide opportunities to raise awareness of issues with respect to the context of PSD. One of our recent CPD events focused on Disability Awareness and Reasonable Adjustment in a PSD context.

Corporate Communications

We continue to ensure that our activities undertaken on behalf of portfolio owners e.g. Campaigns / key messages for the Positive Action Team, reflect strategic and policy governance, and where appropriate include feedback from focus group. Thereby mainstreaming and promoting the diverse nature of our workforce and the communities we serve improving workforce and public confidence, which in turn will engender interest from diverse groups in joining and remain in our organisation.

A member of the Equality and Diversity team has joined Corporate Communications on a 12 month secondment. This is a mutually positive arrangement and will increase both departments awareness of each other's portfolios.

To ensure an improved Stonewall Workplace Equality Index (WEI) staff questionnaire survey response for 2019 we proactively developed a communications strategy with the Equality and Diversity People and Development team to increase awareness and encourage staff to complete the survey. This strategy has seen the response rate to the staff questionnaire survey increase significantly.

Transforming Corporate Support Services Programme (TCSS)

TCSS team members are involved with the Police Scotland Disability and Carers Diversity Staff Association looking at Reasonable Adjustments to ensure that implications of change through the TCSS Programme are understood in terms of Equality and Diversity and are fully considered as the programme develops. The programme EqHRIA considers the opportunities, impacts and risks changes to corporate support services will have on staff and how equality and diversity will be considered throughout.

Strategy Insight and Innovation Team (SII)

The Strategy, Insight and Innovation team attended an EqHRIA training course on in April, 2018. The training was 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.

The SII team have continued to progress ongoing work with the Equality and Diversity team to review and develop the EqHRIA process to ensure relevance for strategy and planning and development towards mainstreaming. A new reporting template for EqHRIA's designed by the E&D Team is now being used by the SII to develop their EqHRIA's.

Strategy and Planning will continue with development of an Equality & Development action plan for the Strategy & Innovation Division based around the E&D output from the division's business plan.

Policing Values and Professional Ethics Inputs are given to minority community recruitment Positive Action events to demonstrate the Force commitment to our inclusive behaviours when seeking to attract and recruit staff from these communities.

Completed development of the Serving a Changing Scotland, Creating Capacity to Improve Implementation Plan 2017-20. The Plan was presented and ratified at the Scottish Police Authority Public Board meeting on 2nd May 2018 and published on the Intranet.

Equality and Diversity Outcomes have now been included in the core strategy planning template to ensure mainstreaming of equality and diversity across all strategic development activity.

Specialist Services

The work of the Women in Armed Policing Forum, which was set up to support Police Scotland and its objectives to have a valued and represented workforce, in particular the recruitment and retention of female officers within Armed Policing, continues. A SPOCs meeting took place in August 2018

and a number of items were discussed on a number of ongoing matters, as well as how to take the group forward. Internal communications have been sent out to all female AFOs thanking them for their contributions and providing a platform to progress local and national actions for all officers within Armed Policing. Work remains ongoing including a Terms of Reference for the group, introduction of a 'buddying system' and further actions. In addition, work around recruitment of female officers from across the country is ongoing with 6 female officers placed on the Initial Firearms Course in Inverness.

Role profiles on the force intranet site for specialist posts are currently being updated to reflect current staff and experiences and include contact details for staff from local divisions who may wish further information about the role.

Exit interviews being carried out for those officers moving on and retiring to identify where improvements can be made and to monitor any trends of staff choosing to leave these roles and why.

Intelligence Support Division

Work has been undertaken to promote Intelligence Support roles and functions to raise awareness among potential candidates, this includes creating a skills focussed internal recruitment system – Technical Collections job adverts have included a desire for specific language skills. Consideration being given to Intelligence Support 'open day'/ national awareness session

Finance

Two modern apprentices have joined the Finance department. An additional six apprentices from the local area are also based in the Dalmarnock Police office.

Procurement

A review of the provision and implementation of reasonable adjustments for disabled members of staff/officers was undertaken by the force's Disability Co-ordinator a number of issues in respect of the current process have been identified for review and amendment.

A National Process for the Provision of Reasonable Adjustments (NPPRA) short term working group had been created with Procurement being a key stakeholder in this group.

People and Development

Police Scotland Equality Outcomes have been incorporated into the Strategic Development Template (guidance for strategy writers) to ensure early consideration of equality in the development of future strategy documents.

Meetings have been held to explore options to include equality measures (linked to the Equality Outcomes) in the Performance Framework. This approach aims to remove duplication in data gathering, improve data quality and create a positive performance culture which encourages proactive progression of equality.

Detailed Dashboards relating to Leavers, Police Officer Promotions and Recruitment have been developed and shared with Statutory, and Diversity Staff Associations and members of the Force Executive. Anonymous data was provided and analysis undertaken for those going through the Sgt and Inspector promotion processes. The trends identified have been shared Head of Leadership and Talent and will be shared with the Force Executive.

Evaluation of the recent Support for Neurodiversity pilot is underway and the outcomes are now informing our development of national processes for the assessment and support of conditions such as dyslexia and Autistic spectrum disorder (ASD).

Police Scotland LGBT Allies intranet mini-site on the force Intranet page was launched in August 2018. The Allies champion who also launched the network in 2016 is an ACC (Assistant Chief Constable) who also provided positive comment on the new intranet mini-site. The intranet mini-site provides information of who the Police Scotland LGBT allies are, forthcoming LGBT Allies events and information on LGBT issues, the LGBT Allies Network also invited any interested members of staff and police officers to sign up and get involved by becoming an LGBT Ally. Notes of interest have been received from 24 staff and officers.

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 provided at recruitment events to demonstrate the force commitment to our inclusive behaviours when seeking to attract and recruit staff from these under represented communities.

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.

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.

The second organisation-wide Wellbeing Champions event at the Scottish Police College was held in September at the Scottish Police College and opened by the Chief Constable. The event marked the first anniversary of the launch of Your Wellbeing Matters and allowed Champions to reflect on their own experience and successes along with a collaborative focus on the way ahead. The event was well attended and received positive feedback.

The first twelve months of Your Wellbeing Matters focused on providing information on the support available to Officers and Staff and making a commitment that the wellbeing of our people is fundamental to delivering policing in Scotland. As we move forward the focus is about making wellbeing more tangible across the organisation. Some of the successes of the past year include the launch of the Your Wellbeing Matters Mobile Unit, the launch of the Your Time Matters programme as well as the implementation of the free flu jab for all officers and staff.

A psychological resilience screening process has been developed in partnership with Occupational Health and preparations are underway for a pilot in N Division beginning in late *October*.

Evaluation of the recent Support for Neurodiversity pilot is underway and the outcomes are now informing our development of national processes for the assessment and support of conditions such as dyslexia and Autistic Spectrum Disorder.

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.

Police Scotland introduced the Performance Development Conversation (PDC) in September 2016, providing an opportunity for everyone to have a one-to-one conversation that reflected past performance and focused on future development. A review of the of the PDC process has been undertaken and further developments will be made to the process to address the results of previous staff surveys and help to set the tone for our future organisational culture and behaviours.

The PDC process will bring all staff and officers into one national appraisal process. This means that everyone throughout Police Scotland will be involved in managing their personal performance and thereby, supporting the effectiveness of the organisation as a whole.

Following a successful trial in Greater Glasgow division Ethics Advisory Panels have been introduced across Police Scotland. The panels provide an opportunity for individuals to raise issues that they feel have a dilemma at their heart, which goes beyond the normal and expected course of decision making and has a wide arching impact. No rank structure is acknowledged at the panels, which will meet regularly, and the goal is to improve staff engagement and morale.

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 to launch a Police Scotland/SPA Staff survey in the first quarter of 2019.

7.6 - We will consider how 'complaints against the police' can be used as a relevant measure.

Professional Standards have made contact with the Equality and Diversity People and Development team to ensure that the Equality and Diversity team can provide them with anonymous information to support them identify potential trends that they have to respond to in their role.

Work is being undertaken with Professional Standards to identify any patterns/issues in respect of officers and staff subject to suspension, duty restrictions or misconduct.

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 is included in Police Scotland Employment Monitoring Report 31 March 2017- 1 April 2018.

Work has been carried out to simplify people process and policies a number of these processes have been fully converted and loaded to the new delivery platform in preparation for launch in 2019.

Work is continued to ensure that we can provide meaningful data from the exit survey.

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

The Staff Pay and Reward Modernisation (SPRM) project continues, the intention of this project is to ensure that all staff will be employed under common Terms and Conditions of Employment (including Pay and Benefits) rather than their existing legacy or interim arrangements

An E&D Adviser has been providing support to the SPRM project responsible and has been fully involved in supporting the EqHRIAs that underpin this work.

An agreement on Police Officer Pay for 2018 was reached on 26th September. This deal equates to

- A 6.5% increase on all points for Federated and Superintendent Ranks.
- A £4,133 increase for Senior Officers over the 31 month period.
- The introduction of on-call for Superintending ranks.

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)

Examples of good work by Officers are captured daily at the North East Division Daily Management Meeting where the Divisional Commander is apprised of such examples and recognises them in messaging to the Officers concerned.

In addition to the TRIM process which is followed within the Division, the Divisional Commander regularly meets face-to-face with staff who have been involved in traumatic and emotionally challenging enquiries where he thanks them for their efforts in these difficult circumstances and enquiries personally after their wellbeing and ongoing needs.

North East Division has 11 Wellbeing Champions in place to provide additional and guidance to staff. There are a further 10 who are based in the North East working within SCD, CJ Division etc.

C Division (Forth Valley)

All officers and police staff 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.

An NHS Nurse attends Falkirk Police Office and provides Health and Wellbeing checks to officers and staff. These include blood pressure, cholesterol checks and both diet and lifestyle advice.

LGBTI Allies has been set up and implemented within Fourth Valley division and quarterly meetings are held to discuss issues and marketing of the group

Staff within the OMU are being trained by FV NHS in dealing with offenders/members of the public with Asperger's syndrome; and Scottish Prison Service are providing training in Psychological Manipulation by managed offenders.

D Division (Tayside)

Wellbeing Champions are embedded in the division and a Superintendent is the lead for Wellbeing at Command level.

The EngageD Forum, a staff engagement group, chaired by a Superintendent regularly meets to look at ways of improving wellbeing, communication and engagement in the Division.

E Division (Edinburgh)

Divisional Wellbeing Survey launched and over 500 responses. Aim is to write summary report over next few weeks with a view to identifying priorities and establishing if any grant funding can be applied for to progress these.

G Division (Greater Glasgow)

A forum for officers in G Division has been established, initially for School Campus Officers but which has now been widened to include Local Problem Solving Team officers. The purpose of the forum is to facilitate the sharing of good practice amongst these officers and to allow their views to be shared and heard. Divisional senior management regularly attend the forum and engage with and listen to the officers.

J Division (The Lothians and Scottish Borders)

Wellbeing promotion events were organised in the summer across the division and open to police officers and support staff to promote wellbeing and general health considerations to support officers in staying active and maintaining good mental and physical health.

As part of Suicide Prevention Week staff members from Police Scotland and West Lothian Council were provided with information and support in relation to their emotional wellbeing.

K Division (Renfrewshire and Inverclyde)

Training will take place in October 218 for 5 new divisional Wellbeing Champions.

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), has provided assistance reviewing various policies and attended awareness events promoting equality and diversity in the workplace.

N Division (Highland and Islands)

Managing & Leading the Team' Training has been delivered to 32 Officers and Staff in the Division. Modules covering staff wellbeing.

Funding has been approved for a further 'Managing & Leading the Team' Training course to be delivered to a further 32 Officers and Staff- scheduled for early December 2018.

The Division have enrolled in the "See Me Mentally Healthy Workplace" programme. The baseline has now been completed with a 51% response rate in the Division.

P Division (Fife)

The Divisional Coordination unit has created a dedicated wellbeing and support area with appropriate literature and signposting. Staff have been encouraged to consider flexible working to meet the needs of their work life balance. 65% of the department are now subject to flexible working arrangements.

Access to Work has been asked to make recommendations for a bespoke work station for a staff member. The Divisional Coordination unit reviewed disability access to the building following concerns raised by a wheelchair user. Electronic sensors were subsequently moved to ensure independent access promote dignity.

Funding was sought and secured to provide a Mindfulness Based Stress Resilience course for staff.

Q Division (Lanarkshire)

As part of Lanarkshire Division's commitment to Wellbeing, funding was approved from the Police Dependents' Trust for a 'Wellbeing Room' in Motherwell Police Office. This space will provide officers and police staff with an area for quiet relaxation and a room to discuss sensitive issues with a supervisor or Wellbeing Champion. The room will also incorporate a Multi Faith area. The specific items required for this area have been provided free of charge from the multi faith community.

The Divisional Recognition Awards were held in The Georgian Hotel, Coatbridge on 26th April 2018. There were eleven categories and forty one officers were invited along with a family member or friend. All senior management were in attendance with the award winners receiving a certificate in recognition of their service.

U Division (Ayrshire)

Divisional awards ceremony held within Ayr town hall in June. 210 guests including DCC Gwynne, local Authority Chief Executives/Provosts/ Officers/staff /partners and family members celebrated Police officers, Police staff/special Constables/PSYV/Partners and members of the Public being recognised for excellence across a number of categories.

Staff nominated for Bravery, Excellence, Royal Humane Society and SWDF awards. Police officer awarded Royal Human Society award and Special Constable awarded Special Constable of the year SWDF award.

V Division (Dumfries and Galloway)

Events are held regularly, and communications regularly issued, within Division to support staff and their health and wellbeing, supporting the Scottish Women's Development Forum, Police Mutual 'Befit4life', Optima Health, etc.

Trauma Informed Training delivered to officers during September 2018 and during this the opportunity was also taken to remind staff about ensuring their own wellbeing and the support mechanisms in place within the organisation for those that felt affected by trauma incidents.

A successful 'Lean-In' event was held in September 2018 at Divisional HQ - open to all staff but is primarily a positive action event to provide inspirational mentoring for female staff.

Contact Command and Control (C3) Divisional Coordination

Introduction of quiet rooms/break out areas across C3 Division that staff can utilise to pray or take time out when dealing with personal or challenging work related matters.

Specialist Services

Exit Interview/survey process introduced for team members when they leave the Department to identify opportunities for improvement.

Where officers fail specialist training feedback and advice is given to improve techniques etc. This includes follow up support and PTI advice to candidates who fail role specific fitness assessment for recent PO Initial training.

Staff with needs accommodated on an individual basis and dependent on need with bespoke support offered to the individual and where required to their team. For example Work completed in the Mounted Unit to increase awareness of Autism and Asperger's Syndrome with an input delivered by the National Police Autism Association.

Meaningful roles identified for officers who are pregnant or otherwise not fit for full duties. This includes temporary placement in external departments such as CJ and ANPR; supporting the ongoing STO project and transfer to non-operational post within OSD SD&CU.

Staff supported by creating a developmental initiative for those staff who are seeking promotion or to undertake the Diploma via a trial with Edinburgh to allow the creation of more meaningful Default Tasking process.

A bespoke promotion preparation seminar available to all OSD staff was delivered by the Specialist Services Superintendents which was well received and feedback has been positive from those attending which included officers from Armed Policing, Specialist Operations and Roads Policing.

Professional Standards Department (PSD)

A robust complaint handling process has been established which ensures that all allegations are correctly recorded, subject to initial review by the PSD Complaints Assessment and Resolution Unit and then either resolved at the frontline or allocated to the most appropriate division for enquiry. This process is subject to external scrutiny and review by the Police Investigations & Review Commissioner.

A specific allegation category of 'Discriminatory Behaviour' can be recorded, which involves any allegation that a police officer/ member of Police staff has engaged in a course of action or behaved in a manner which was discriminatory towards an individual or group on the basis of their protected characteristic. This allows for incidents of this nature to be easily identified. This allows Police Scotland to ensure that officers and staff treat everyone with fairness and respect and do not discriminate people based on their protected characteristic.

Where an allegation of 'Discriminatory Behaviour' is made it will be dealt with proportionately and Police Scotland will seek to take Individual and organisational learning from the allegation.

Finance Department

Highlight wellbeing programmes and events through our communications (for example, inclusion of the flu jab information; reminders of AXA support and links to access this; and highlighting wellbeing champions).

Move to a single payroll solution, and introduce on-line payslips to support individuals accessing these in a timely manner; and to support the move to a single set of terms and conditions.

Estates

The quarterly staff newsletter for Estates staff and shared with stakeholders includes articles on health and wellbeing, as well as recognising and positively acknowledging good practice and a job well done. It also provides a platform for staff engagement and feedback.

Procurement

The 'Commercial Excellence Programme' provides staff with access to training, enabling them to build on their knowledge and skill and support future development opportunities.

Change Management Portfolio

A pilot EqHRIA form has been launched for the change programmes and projects and was supported with brief EqHRIA tools and a quick update session for project staff. The pilot form and supporting information aims to reduce duplication, encourage consideration of opportunities as well as risks, focus on actions and outcomes, and support better embedding of EqHRIA through the project life. This work has already led to an increased engagement between Equality and Diversity and change projects which will ensure that the needs of officers and staff from protected groups are considered through the change projects.

An EqHRIA tracking and reporting framework is being developed for the change portfolio. This will allow progress and areas for further work to be identified, addressed and communicated to various stakeholders.

The Portfolio's engagement team led by Superintendent Deas is proactively engaging across the Service to ensure staff are well informed of the changes being progressed. Over 200 change advocates have been enrolled across the Service. Change Network Days continue; Elgin approx. 55 attendees, from A and N Division and Dumbarton approx. 50 from L Division.

Transforming Corporate Support Services Programme (TCSS)

TCSS Communications and Engagement Strategy sets out how communications will be targeted for different group, key messages that will be delivered and how feedback can be captured and actioned. Information is available on the Intranet and the programme has an email address for requests for information.

Activity analysis, Location analysis and HR considerations are being developed for each functional area within the scope of the programme. Staff have been able to contribute to the 'As Is' and 'To Be' services that will be provided by corporate support services. Equality and Diversity opportunities, impacts and risks in terms of changes to services, systems, and ways of working and working locations have been considered in the programme EqHRIA.

Strategy & Innovation

In June 2018 Partnerships & Collaboration ran a successful Police Scotland Ethics Advisory Panel pilot in Glasgow Division to support building a workplace culture based on Police Scotland's Policing Values and Professional Ethics. A key aim of the panel is to improve staff engagement and morale by discussing important topics, to influence policies and practices in an open, transparent and non-rank specific environment. The panels will now be rolled out incrementally across the other divisions throughout the rest of the year.

Policing Values and Professional Ethics Inputs continue to be given to all new recruits and key senior officer courses and other avenues of training opportunities are being scoped in collaboration with Professional Standards Division.

The Digitally Enabled Policing Programme (DEPP) hold regular team communications meetings where there is an open forum to share experience and ideas. These meetings involve all team members and all management levels. The team's senior management team promote an open and transparent environment for communication and this is well received within the team. This encourages engagement with change prior to its implementation. The programme has a wellbeing action plan borne from focus groups which were independently facilitated. This will provide a clear direction moving forward and there is an opportunity for all to contribute. The team hold regular learning events which provide team members with insight into internal and external business areas which directly or indirectly influence the programme. Training and development is monitored via PDC's to ensure staff are able to avail themselves of opportunities for training and development that serve them as individuals and the wider team by sharing expertise. There is a broad membership of diversity staff associations across the team which is actively encouraged and promotes external contact with the team.

Anti-Corruption Unit (ACU)

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.

ACU preventions workshops are delivered to first line managers, probationers and divisional staff/officers explain reporting mechanisms, including confidential reporting, should they have any concerns or receive a complaint regarding the conduct of another staff Member/officer. This includes where

a staff member/officer has committed a hate crime, shown prejudice against a protected characteristic or inappropriately dealt with any report of such conduct.

Criminal Justice Services Division (CJSD)

West Area Command held 'Sgt Forums' at Jackton - inputs were given by HR around absence management, HR Matters and CJSD Custody Remodelling Project regarding the plans for CJ Hubs. Staff will be encouraged to discuss any local issues including equality and diversity matters.

Two Attendance Management training courses were held to ensure CJSD supervisors are properly equipped to support colleagues who are absent or require restricted duties through ill health or disability.

Corporate Communications

We ensured that wellbeing featured prominently in the August edition of 'The Beat' internal policing magazine identifying how we can support and train staff in the organisation and other groups / stakeholders including those with a focus on mental health e.g. Breathing Space.

The Personal Development Conversation process plays a part in this, as does the set of training courses we have identified for various roles including managers and supervisors, to provide learning and knowledge opportunities appropriate to the role. We are developing a new governance framework across our business area to ensure priorities and values, including positive work undertaken, is recognised and focused correctly. To support this we have designed and delivered the departments Vision, Mission, Purpose and Principles in consultation with all staff and these all underpin the organisations values.

Governance, Audit and Assurance. (GAA)

Professionalism and Assurance – Governance Coordination Unit - On Thursday 21 June 2018, the first Governance, Audit & Assurance Staff Engagement Event took place, bringing together staff from across the country and providing the opportunity for interaction between many of the business areas. The event, the first of its type following the formation of GAA, was a chance for all business areas and staff to gain insight into the work across the portfolio.

Professionalism and Assurance - Policy Support - This departments is responsible for the governance of the Police Scotland Service Delivery Record Set. In doing so, all Policies and Standard Operating Procedures (SOPs) are required to be assessed for impact on Equalities and Human Rights. Currently,

Police Scotland has 116 Service Delivery SOPs published externally. Every one of these has been assessed for both Equalities and Human Rights and a summary detailing this assessment has also been published alongside the corresponding SOP.

People and Development

The People Strategy was launched in August and represents the organisation's commitment to achieving the objective in our 10 year strategy to: empower, enable and develop our people. It sets out our plans to support our people to deliver 'excellence in service and protection' and build a modern workforce that will meet the future demands placed on Scottish policing.

Our strategic priorities for our people are:

- Inspiring leadership – winning hearts and minds to drive success.
- Positive environment – creating great environments for our people to perform.
- Organisational health – our people and services are flexible, innovative and agile.

It has been agreed to undertake a national review of Modified and Restricted officers including transfer requests with the aim to have all Extended Rehabilitative? Restricted officers in budgeted police officer roles.

Work continues to build the Coaching support Programme, 77 staff and officers have been identified to participate within the programme.

The International Development and Innovation Unit continues to look at areas where the organisation can expand its international reach and reputation. The unit continues to support Scottish and UK government programmes in Africa and Asia. In particular the unit supported a Ministerial visit to Zambia and Malawi in September building further relationships with the EU and other international bodies.

Work has started with Transforming Corporate Support Services (TCSS) programme/Price Waterhouse Cooper (PWC) and People and Development to establish a shared services centre.

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 third progress report. All outcomes/activities have been addressed previously and, subsequent updates will be provided in future reporting.

Equality Outcome/Activity	Details
EO2 – Activity 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).
EO2 – Activity 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.
EO2 – Activity 2.8	We will develop a national method to record Inter-agency Referral Discussion outcomes; adult protection concerns and risk factors.
EO2 – Activity 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.
EO3 – Activity 3.21	We will work with relevant partners to develop an Inter-agency Referral Discussion approach to all reports of Human Trafficking.
EO3 – Activity 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).
EO3 – Activity 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.
EO3 – Activity 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.
EO5 – Activity 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.

EO5 – Activity 5.7	We will enhance Website usability for all protected groups.
EO5 – Activity 5.8	We will explore potential use of digital platforms for contacting the police.