



Meeting	Policing Performance Committee
Date	16 March 2023
Location	MS Teams
Title of Paper	HMICS Thematic Inspection of Hate Crime (6/21) – PS Improvement Update
Presented By	ACC Gary Ritchie
Recommendation to Members	For Discussion
Appendix Attached	Yes Appendix A – Improvement Plan Update Appendix B – Benchmarking Examples

PURPOSE

The purpose of this paper is to provide an update as to progress in regards to Police Scotland’s Hate Crime Improvement Plan which was developed in response to the HMICS Thematic Inspection of Hate Crime in Scotland.

This plan was shared with HMICS on 3 December 2021 and presented to SPA PPC on 9 December 2021. Subsequent to this, significant operational demands including Op Unicorn and Op Talla have meant some of the actions have taken extended periods of time to progress.

As a result, agreement was made at the SPA PPC meeting on 7 June 2022 (Action: PPC 20220607-002), where it was agreed that Police Scotland review, amend and report on an updated plan. This was presented in September 2022, with an updated version available at Appendix A.

Members are invited to discuss the content of this paper.

1. BACKGROUND

- 1.1 As reported previously, the Police Scotland response to the HMICS Thematic Inspection of Hate Crime included 15 recommendations. The management of these recommendations was governed by the Police Scotland Hate Crime Improvement Tactical Group, chaired by Chief Superintendent – Partnership, Prevention and Community Wellbeing Division (PPCW) and overseen by the Strategic Board.
- 1.2 In September 2022 a Potential Project Assessment incorporating the work associated with both the Hate Crime Improvement Plan (HCIP) and the Hate Crime and Public Order (Scotland) Act 2021 (HCPOA) was submitted and approved. Consequently, an initial business case, recommending that a project team be implemented to focus on the delivery of the key objectives, has been created and will be submitted to Police Scotland’s Project Management Board in March 2023. There is currently no dedicated project team allocated to this work. It is being progressed as business as usual by the PPCW Equality and Diversity department.

2. PROGRESS AGAINST IMPROVEMENT RECOMMENDATIONS

- 2.1 Progress in relation to some of the strategic recommendations from HMICS has previously been assessed as dependent on the incremental rollout of the COS crime system. The impact of this remains open to regular review when driving this work forward.
- 2.2 The Plan has so far secured the closure of recommendations 1, 4, 7, 9 and 11, with recommendation 12 being submitted for closure via Evidence Summary Form (ESF). The remaining recommendations have progressed as outlined at Appendix A.

Recommendation No.	Recommendation Title	Status
R01	Review of Strategies and Plans	Closed
R02	National Policy and Local Delivery Coordination	Progress ongoing to secure compliance within <u>revised target date</u>
R03	Dedicated Hate Crime Unit	ESF completion scheduled for submission within <u>revised target date</u>
R04	SPA Scrutiny Improvement	Closed
R05	Partnership Relationships and Knowledge Sharing	ESF being compiled in compliance with <u>revised target date</u>
R06	Third Party Reporting Improvements	ESF submission in progress and scheduled for completion within <u>revised target date</u>
R07	Hate Crime Campaigns	Closed
R08	Hate Crime National Document Review	Progress Ongoing
R09	Intelligence Log Guidance	Closed
R10	IT Systems Data Review - Hate Crime Knowledge and Trends	Progress Ongoing
R11	Hate Crime – Good Practice	Closed
R12	Hate Crime Training Review	ESF Submitted – Recommended for Closure
R13	Hate Crime Perpetrated Against Officers and Staff	Final steps ongoing to ensure compliance with target date
R14	Hate Crime Champions and Hate Crime Advisors - Role Review	ESF submission scheduled in compliance of target date
R15	Cyber Crime Investigations - Hate Crime and Diversity Considerations	ESF submission scheduled in compliance of target date

- 2.3 Progress made against each of the open recommendations contained within the Plan is summarised in greater detail in the table at Appendix 'A'. Also within this table (in red) is a proposed adjustment in the timelines for actions 2, 3, 5, 6 and 13 for consideration.
- 2.4 Appendix B highlights some of the previous benchmarking exercises which have been undertaken from organisations and forces across the UK ensuring that the work being undertaken is informed and current. The examples provided are illustrative of the engagement being undertaken ensuring that best practise is being utilised and woven into our existing policies and practises enabling us to be confident that our approach to meeting the HMICS recommendations is the correct one. Additionally however it shows that Police Scotland is leading the way across many fronts such as Hate Crime Advisors which have been deployed frequently in recent weeks to great success, a capability that other forces currently do not have but are keen to adopt. Going forward further benchmarking opportunities will be explored, especially in areas such as Third Party reporting. The SLWG established to re-invigorate the Third Party Reporting scheme is keen to benchmark against not only work being undertaken by police forces, but organisations such as Crime Stoppers who have gained significant public trust and credibility in this area and whose knowledge will be invaluable.
- 2.5 Other opportunities from out with the UK are beginning to develop following on from engagement via the IDIU. The World LGBTQ conference for criminal justice professionals recently held by Victoria Police, in Australia has facilitated engagement and networking opportunities with a number of international police forces, such as New Zealand police who are held with high regard within the LGBTQ community.
- 2.6 A meeting with AIC Hargreaves from HMICS was held on 17 January 2023 and an update was provided on each of the outstanding recommendations. HMICS are supportive of the approach being taken. HMICS have highlighted that the wording of the recommendations is key and that activities such as Third Party Reporting require to be reviewed, not completed. It is on this basis that ESF's will be submitted. No additional issues or actions were identified by HMICS.

3. FINANCIAL IMPLICATIONS

3.1 There are no financial implications in this report.

4. PERSONNEL IMPLICATIONS

4.1 There are no personnel implications in this report.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications in this report.

6. REPUTATIONAL IMPLICATIONS

6.1 There are no reputational implications in this report.

7. SOCIAL IMPLICATIONS

7.1 There are no social implications in this report.

8. COMMUNITY IMPACT

8.1 The improvements delivered by these recommendations will undoubtedly improve the service to the public and therefore the communities Police Scotland serves.

9. EQUALITIES IMPLICATIONS

9.1 Equality, diversity and human rights feature across each of the recommendations. EqHRIAs will be developed from the outset as new processes are identified. As the owning department, the Equality and Diversity Unit will assess throughout the delivery against the recommendations and will participate in SLWGs as required.

10. ENVIRONMENT IMPLICATIONS

10.1 There are no environmental Implications to note.

RECOMMENDATIONS

Members are invited to discuss the contents of this paper.

**Appendix A-Hate Crime Improvement Plan –
Outstanding Recommendations**

Recommendation	Action to be taken	Progress as at March 2023	Next steps	Target date
<p>R02 National Policy and Local Delivery Coordination</p> <p>Police Scotland should ensure the national policy direction for hate crime links up with the local delivery and response to hate crime.</p>	<ol style="list-style-type: none"> 1. Review governance structures for Hate Crime across policing to ensure they facilitate the understanding of trends and sharing good practice within local policing and C3. 2. Design a standardised approach and structure which provide for resilience and increased interaction and reporting between PPCW, C3 and Local Policing Divisions. 3. Implement agreed governance structure and processes across PPCW, Local Policing Divisions and C3. 	<p>The SLWG looking at hate crime governance structures across territorial divisions and C3 has proposed a revised and more consistent structure. This was circulated to service delivery departments across divisions and feedback analysed. It became clear that the changes proposed were too significant for local divisions to implement at this stage. This was principally due to their differing structures and crime management systems.</p> <p>The paper has been revised to present a more achievable solution, re-circulated through divisions and agreed at the Hate Crime Improvement Tactical Group and by the Hate Crime Strategic Oversight group. Governance structures revised on account of LP feedback.</p> <p>Hate crime operating model paper presented at Risk and Concern Data Owners Group without concern.</p>	<p>Review how the Hate Crime Priorities identified in the Force Strategic Assessment link into Annual Policing Plans/Delivery Plans.</p>	<p>01/12/2022 Reviewed to 01/05/2023</p>

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		Options appraisal required for introduction of new process in a detailed BP.		
<p>R03 Dedicated Hate Crime Unit</p> <p>Police Scotland should consider establishing a dedicated unit for hate crime.</p>	<p>1. Gather information on the effectiveness and evidence of improved service delivery of other PS dedicated crime units (i.e. PPU). Compare and contrast these units with the present PPCW E&D Team with regard to role, capacity and effectiveness in respect of hate crime.</p> <p>2. Identify best practice from out with PS in relation to HC structures.</p> <p>3. Complete options paper on the feasibility of a dedicated hate crime unit for consideration of the strategic group.</p>	<p>Internal scoping has taken place with Police Scotland’s Domestic Abuse Task Force and the Rape Task Force looking at their roles, remits, governance and structures.</p> <p>Police Scotland have engaged with NPCC Hate Crime Secretariat and the UK Policing Diversity, Equality & Inclusion Consortium to understand the position for dedicated Hate Crime Units in England and Wales Forces.</p> <p>An options paper is presently being prepared. Any decisions on a future unit should align with the strategic workforce plan.</p>	<p>Draft briefing paper compiled for consideration at Policing Together Community Group, chaired by ACC David Duncan. ESF for consideration of closure will then be submitted.</p>	<p>01/02/2023 Reviewed to 01/05/2023</p>
<p>R05 Partnership Relationships and Knowledge Sharing</p> <p>Police Scotland should ensure that it maximises the benefits of strong partnership relationships, and shares the knowledge of diversity issues developed by police officers and staff working in Safer Communities roles at national and local levels</p>	<p>1. Establish information sharing arrangements for local scrutiny boards and partnerships and seek to maximise these within the limits of existing IT structures and information sharing constraints</p> <p>2. Establish regular forums between local policing E&D SPOCS and PPCW E&D, to develop processes for continuous improvement, organisational</p>	<p>Actions have allocated at Hate Crime Improvement Tactical Group to address information management issues.</p> <p>Actions 3 and 5 are presently being explored.</p> <p>Actions 2 and 4 are largely complete. Summary of information gathered to date:-</p> <p>Info sharing – paused awaiting advice from DPU on small datasets</p>	<p>Policing in a Diverse Society Toolkit and Knowledge Hub has been compiled for review. ESF to be submitted to reflect this.</p>	<p>01/03/2023 Reviewed to 01/05/2023</p>

	<p>learning and promote best practice.</p> <p>3. Gather information across PS Local Policing Divisions in relation to processes for networks and relationships for the sharing of similar diversity issues</p> <p>4. Engage with APU in relation to improvements to trends analysis, repeat victim analysis and the development of local area profiles utilising the HC dashboard. (Realigned from R10 as cos independent)</p> <p>5. Identify good practice in relation to local approaches which demonstrate the impact on communities and access to justice system which will also inform recommendation 2. (Realigned from R10 as cos independent)</p>			
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<p>R06 Third Party Reporting Improvements</p> <p>Police Scotland should accelerate its work with partners to improve the Third Party Reporting arrangements, providing people with the option to report hate crime without speaking directly to the police</p>	<ol style="list-style-type: none"> 1. Engage with Scottish Government Tackling Prejudice and Building Connected Communities Action Group to develop an agreed approach and responsibilities across all partners. 2. Develop processes, activities and reporting arrangements for PS owned activities, contributing to the wider TPR. 3. Develop, implement and evaluate a process for measuring the performance and effectiveness of TPR centres. 	<p>Police Scotland have carried out a review of existing 400 Third Party Reporting Centres across each of the 13 Local Policing Divisions.</p> <p>Scottish Government have advised that they are working to re-convene the Tackling Prejudice and Building Connected Communities Group – with a new name and Terms Of Reference. TPR is being worked on with Scottish Govt as part of their Hate Strategy for Scotland. It has been agreed PS will be co-owners with us responsible for training and managing the reports. SG will fund, rebrand, consultations and advertise (PS involved). This is still early and unlikely to be complete for some months.</p>	<p>New Short Life Working Group established under Policing Together to include Scottish Government and Key Partners. ESF will be submitted to reflect this.</p>	<p style="color: red;">01/03/2023 Reviewed to 01/05/2023</p>
<p>R08 Hate Crime National Document Review</p> <p>Police Scotland should review hate crime national documents to ensure there is clear accessible guidance for officers and staff responding to and recording hate crime</p>	<ol style="list-style-type: none"> 1. Review hate crime specific guidance through evaluation and feedback of its application and effectiveness operationally. 2. Review hate crime documentation in relation to other relevant guidance, SOPS and legislation. 	<p>The Hate Crime SOP was recently reviewed on 27th April 2021, replaced by an updated national guidance document. Hate Crime National Guidance document and Hate Crime Toolkit can be found on PPCW E&D intranet page which has associated guidance, information and signposting-The document review will be an ongoing process as different parts of the improvement plan develop.</p>	<p>National Guidance document/toolkit "Inclusive Moments"-ready for comms, due to be published at the end of February 2023.</p> <p>Review when published and consider submission of ESF.</p>	<p>01/08/2023</p>

<p>R10 IT Systems Data Review - Hate Crime Knowledge and Trends</p> <p>Police Scotland should review its use of the data held on IT systems to build knowledge and understanding of trends in hate crime and the impact on affected communities</p>	<ol style="list-style-type: none"> 1. Review the policy for how hate crimes and incidents will be recorded following the rollout of the national crime recording system. In particular the role of iVPD and any impact for sharing data with partners. (Realigned to R02 from R10 owing to COS dependency) 2. Design and implement new hate crime operating model (new action) 3. Engage with DEPP in relation to the expectations and processes for Intelligence Logs within the national rollout of COS. Update hate crime guidance documents where necessary (Realigned to R10 from R09 owing to COS dependency) 4. Review HC dashboard to identify additional functionality that will emerge from the national COS rollout. 5. Engage with local partnerships to develop proactive processes and targeted interventions for single and repeat victims. 	<p>The proposed new operating model will need to be further developed with the risks, opportunities and options developed in further detail.</p> <p>The business case has been developed and is currently out for consultation to establish a project team to takes this task on alongside training and data collection considerations associated with the new Hate Crime and Public Order (Scotland) Act.</p> <p>PPCW E&D Unit and APU have developed a Hate Crime dashboard which is now available and in use. This dashboard provides comparative weekly/monthly/year data on crime, aggravator, nominals, police officers, age group by force/region/divisional breakdown. Divisions are sighted on the availability of this dashboard.</p>	<p>Provide examples of evidence of Improvements of Management Information to Local Commanders.</p> <p>Provide an outline of future plans and asks re the delivery of the new Hate Crime legislation (expected Jan/Feb 2024).</p> <p>Consider submission of ESF if we can provide proof of improvements in data management, stats and trends in Divisions.</p>	<p>01/08/2023</p>
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<p>R12 Hate Crime Training Review</p> <p>Police Scotland should review and revise hate crime training at all levels as a matter of urgency</p>	<ol style="list-style-type: none"> 1. Complete strategic review of all training courses to establish if hate crime should be included. 2. As part of our Training Strategy develop a communication plan and training needs analysis for Hate Crime training products supported by key stakeholders including but not limited to PPCW, CJSJ and Legal Services to reduce silo working and develop a cohesive approach for the development and delivery of Hate Crime training. 3. Consider how we will embed organisational learning into training products to ensure they are future proofed, and consider how we will capture this. 4. Develop implementation plan for the identified improvements, taking account the impact of the national COS rollout training and processes and also implication arising from the implementation of the Hate Crime Bill. 	<p>LTD have completed a review of ops training and have developed an implementation plan.</p> <p>A full review and training needs analysis was undertaken which provided an overarching view of current training products delivered across Learning, Training and Development. From this a briefing paper was prepared making a number of recommendations where changes to existing training could be made to create a focus on Hate Crime.</p> <p>The priority areas included</p> <ol style="list-style-type: none"> 1. CIMplexity 2. Operational Command Training 3. Detective Training 4. InTACT Training 5. Probationer Training 6. Learning Technologies <p>The immediate review of all training programmes to identify opportunities where it might be beneficial to include examples relating to Hate Crime has been undertaken to strengthen awareness and confidence in service delivery.</p>	<p>Gather evidence of the HC Training Review being completed with the view to submitting an ESF.</p>	<p>01/08/2023</p>
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<p>R13 Hate Crime Perpetrated Against Officers and Staff</p> <p>Police Scotland should review its approach to dealing with hate crime experienced by police officers and staff on duty and providing effective support. Data should be collected to identify the volume, nature and extent of hate crime perpetrated against police officers and staff</p>	<ol style="list-style-type: none"> 1. Review and analyse data in relation to identify the volume and nature of HC perpetrated on police officers and staff. 2. Utilise the Your Safety Matters feedback to inform improvements to existing process and support arrangements. 3. Engage with staff associations / YSM sub group to work collaboratively with E&D to create a support package for Police victims of hate crime which includes improving all officers understanding of the impact it may have on their colleagues. 4. Present briefing paper on proposal to enhance PS approach and support for officers and staff to EDI &HR SOB. 	<p>A Welfare Assessment tool has been developed and signed off via PPCW and P&D governance. This will now progress via various boards before implementation.</p> <p>Strategy and Innovation have carried out research by interviewing victims of hate crime in several pilot divisions. Results will be presented at YSM hate crime sub-group meeting.</p> <p>The broad nature of the recommendation has resulted in it now coming under the joint ownership of People and Development, PPCW and DPU.</p>	<p>Submission of ESF will be completed following presentation to EDI & HR SOB</p>	<p style="color: red;">01/12/2022 Reviewed to 01/05/2023</p>
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<p>R14 Hate Crime Champions and Hate Crime Advisors - Role Review</p> <p>Police Scotland should review the role, remit, training and deployment of Hate Crime Champions and Hate Advisors</p>	<ol style="list-style-type: none"> 1. Review, redesign and identify improvements for Hate Crime Advisor and Hate Crime Champion Courses. 2. Commence roll outs of new Hate Crime Advisor and Hate Crime Champion Courses. 3. Collate information on the location and deployment of Hate Crime Advisors and Hate Crime Champions to identify good practice and establish a forum to capture, share and disseminate learning. 	<p>The HCA course was completely re-written following feedback from previous HCA's and research ensuring the course was fit for purpose. This also included benchmarking with other UK forces and consultation with NISAG on the new course aims/objectives.</p> <p>A HCA role profile has been created and participants are assessed as part of the new course.</p> <p>Hate Crime Advisor Aide Memoire issued to all Local Commanders and Heads of Department advertising the specialism as well as created a flowchart of how to request a HCA.</p> <p>As of July 2022, 58 officers have been trained as Hate Crime Advisors with operational deployments to 16 separate events</p> <p>Hate Crime Champions course is still running but the revision of the course has been put on hold owing to a staffing levels.</p> <p>Hate Crime advisor training being rolled out across country</p> <p>Hate Crime champions revamp paused owing to lack of staff</p>	<p>Gather updates and the impact of HCA training and consider future plans for Hate Crime Champions.</p>	<p>01/06/2023</p>
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<p>R15 Cyber Crime Investigations - Hate Crime and Diversity Considerations</p> <p>Police Scotland should ensure that knowledge of hate crime and diversity is included in its consideration of the necessary skill set for planned cybercrime investigators.</p>	<ol style="list-style-type: none"> 1. Engage with Cyber Strategy Implementation Programme to identify skill/training requirements in respect of Hate Crime for Cyber Crime Investigators. 2. Develop role profiles and training interventions for Cyber Crime Investigators. 3. Review the impact of interventions post implementation of the cybercrime investigator role and report on the effectiveness of these interventions. 	<p>A work stream to upskill staff in being able to identify and investigate cyber enabled / dependant crimes and a new Cyber App is presently being developed. Cybercrime Investigators do not and will not have the lead responsibility for the investigation of Hate Crime. Therefore this recommendation cannot be implemented as intended.</p> <p>Where Cybercrime Investigators could be called upon is to provide specialist advice and guidance in respect of any of the cyber related investigation tools and techniques that may support local policing officers with their investigation. A First Responders Toolkit has been created and is available on the Intranet to support local officers where a crime has a cyber element. It is intended to provide police personnel and all levels with the skills and information required to investigate cybercrime, including the identification and extraction of material that might be of evidential value.</p> <p>In addition, a training offering is in development to be rolled out 2023/24 in relation to the Cyber Kiosks which will see training provided for all officers and this will further enhance their skills in</p>	<p>ESF being compiled to HMICS for consideration of closure within target date.</p>	<p>01/06/2023</p>
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		<p>investigation tools and techniques for all cyber dependent/enabled crime.</p> <p>Our Cybercrime Investigators, along with all other staff within Police Scotland, are currently undergoing refresher EDI training which aims to raise awareness of diversity and inclusion.</p> <p>We continue to look for opportunities to improve awareness of cyber enabled and dependent crime. We have developed a First Responders guide which is widely available to support front line policing investigate cyber enabled crime and will be useful where this relates to Hate Crimes</p>		
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Appendix B: Benchmarking Examples

Recommendation 14 Hate Crime Advisor Course

In January 2021, following HMICS inspection into hate crime R13 stated 'Police Scotland should review the role, remit, training and deployment of Hate Crime Champions and Hate Advisors'. To support a review of the role of Hate Crime Advisor and the development of new training Police Scotland carried out a benchmarking exercise to establish if other forces had agreed role profiles, operating procedures, training and quality assurance available to share. The request was coordinated by SCD Crime Strategy. We received responses from Merseyside, Suffolk, Norfolk and Hertfordshire. No forces that responded employed officers in the role equivalent to the Hate Crime Advisor role. Information was received from Hertfordshire on their Hate Crime Policy and Officer role. Norfolk / Suffolk also sent joint hate crime guidance. Through a review of the structure, deployments and utilisation of our protest liaison officers and our negotiators cadre we have taken greater understanding of how we can add value in the operational arena and how this can be incorporated into managing hate crime incidents at both the tactical and strategic levels. This learning has been adopted with hate crime co-ordinators becoming more frequently utilised and hate advisors providing tactical advice to commanders and event leads.

Recommendation 13 YSM - Police officer/staff hate crime

HMICS inspection into hate crime which R14 stated 'Police Scotland should review its approach to dealing with hate crime experienced by police officers and staff on duty and providing effective support'. In February 2021 Scottish Government's deep dive in to hate crime revealed around one in five hate crimes had a police officer as the victim confirming the importance of taking this work forward. A benchmarking exercise was conducted with other UK forces to establish good practice, agreed processes and to identify any learning. Feedback was received from Metropolitan Police who shared their Operation Hampshire presentation which is their response to police officers being targeted, Nottinghamshire Police shared their academic research into 'Experiences of Black, Asian and Minority Ethnic (BAME) police officers as victims of hate crimes/incidents (externally) and of bias and prejudice (internally) and lastly PSNI who shared with us their service instructions and also a supervisors guide. From this Police Scotland updated their six point plan to be rebranded as a Hate Crime Guidance. A new Hate Welfare & Support Assessment/Supervisor Toolkit was thereafter produced and has gone through P&D and PPCW governance with it still to go to the EDI & HR SOB.