

Meeting	SPA Policing Performance Committee
Date	7 June 2022
Location	Video Conference
Title of Paper	Hate Crime Improvement Plan, Progress Report
Presented By	ACC Emma Bond, Partnership, Prevention and Community Wellbeing
Recommendation to Members	For Discussion
Appendix Attached	YES Appendix A - Progress Report

PURPOSE

The purpose of this paper is to provide an update as to progress against 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. The SPA continue to receive quarterly updates on the plan’s progress.

Members are invited to discuss the contents of this report.

1. BACKGROUND

- 1.1 On 3 June 2021, HMICS published their Thematic Inspection of Hate Crime in Police Scotland which identified several areas for improvement, making fifteen recommendations.

Strategic and Tactical hate crime working groups were established to drive the Police Scotland response and a hate crime improvement plan was formulated and submitted to HMICS and SPA in December 2021. The tactical group have been meeting monthly, checking progress against the plan across a number of interdependencies. It is agreed that both the associated Strategic and Tactical hate crime working groups will feed into other Police Scotland governance structures to ensure wider inter-dependencies and decisions are coordinated.

At present there is no project team or resource dedicated to this work and is instead being progressed by Partnership, Prevention and Community Wellbeing (PPCW) Equality and Diversity (E&D) as 'Business as Usual'. A Potential Project Assessment (PPA) incorporating both the hate crime improvement plan and work associated with the impact of the (as yet not commenced) Hate Crime and Public Order (Scotland) Act 2021, was presented to the Demand Management Board in March 2022 and is awaiting approval to progress to a full business case. Indicative timescales for the provision of a project team (assuming approval at other stages of governance) is estimated as October 2022 at the earliest.

2. FURTHER DETAIL ON THE REPORT TOPIC

- 2.1 On 24 May 2022, Police Scotland PPCW E&D and Governance, Audit and Assurance met with HMICS representatives to discuss progress against the action plan/progress report (Appendix A).

Chief Inspector Jim McMillan, PPCW E&D, explained to HMICS there have been delays to initially submitted timescales due to Core Operating Systems delays, resourcing challenges, PPA/Business Case requirements. HMICS understand these challenges and they are seeing similar issues across other policing areas.

HMICS are content we amend the delivery timescales, however we will require to provide rationale for each amendment, and any changes must have gone through our internal governance processes for agreement, including our Equality, Diversity, Inclusion and

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Human Rights Strategic Oversight Board. These changes will then be reported at the next SPA PPC meeting (September 2022).

The attached action plan/progress report attached in Appendix A, will be sent to HMICS this week.

PPCW E&D will circulate the action plan asking action owners to review/amend timescales as necessary, and then escalate via our governance processes for approval, before being re-submitted to this board.

3. FINANCIAL IMPLICATIONS

- 3.1 The Potential Project Application has been submitted to the Change board, with the initial assessment being that although the project is likely to not meet the £1million threshold, the complexities of the project and inter-dependencies with other projects, will require a business case and approval.

4. PERSONNEL IMPLICATIONS

- 4.1 Once the business case has been submitted and reviewed, then we will understand what resources will need to be allocated to deliver this work. In the meantime, the action plan will be stripped of COS/training interdependencies to ensure focus on what can be achieved.

5. LEGAL IMPLICATIONS

- 5.1 Not applicable

6. REPUTATIONAL IMPLICATIONS

- 6.1 Our inability to implement the new Hate Crime & Public Order Act, and ensure our duties with respect to providing data to Scottish Government, will have significant public confidence impacts, particularly as the Act is extremely contentious in parts of society.

7. SOCIAL IMPLICATIONS

- 7.1 Our inability to implement the new Hate Crime & Public Order Act, and ensure our duties with respect to providing data to Scottish Government, will have significant public confidence impacts, particularly as the Act is extremely contentious in parts of society.

8. COMMUNITY IMPACT

- 8.1 Our inability to implement the new Hate Crime & Public Order Act, and ensure our duties with respect to providing data to Scottish Government, will have significant public confidence impacts, particularly as the Act is extremely contentious in parts of society.

9. EQUALITIES IMPLICATIONS

- 9.1 Our inability to implement the new Hate Crime & Public Order Act, and ensure our duties with respect to providing data to Scottish Government, will have significant public confidence impacts, particularly as the Act is extremely contentious in parts of society.

10. ENVIRONMENT IMPLICATIONS

- 10.1 Not applicable.

RECOMMENDATIONS

Members are invited to discuss the contents of this report.

Appendix A PROGRESS AGAINST THE PLAN

The table below lists the 15 recommendations, the original target date for each alongside a progress summary and next steps. It should be noted that for any recommendation to be formally discharged by HMICS, an evidence submission form should be completed and reviewed by Police Scotland's Governance, Audit and Assurance department before being uploaded to HMICS for consideration. Progress summaries below come from evidence submission forms.

Recommendation	Proposed additional actions	Target Date	Progress summary
R01 Hate Crime Profile Police Scotland should review the profile of hate crime in strategies and plans, given that it is not currently identified as a standalone strategic priority for the force"	1. APU to establish the scope and rationale for HC to be included in the Strategic Assessment Process. 2. Develop process within the APU to develop appropriate analytical products in response to the identified approach to the Strategic Assessment.	1. 01/02/22 2. 01/06/22	Work has commenced on the next strategic assessment and Hate Crime will be researched and analysed as a stand-alone section as part of this work. The evidence will be risk assessed using the MORILE risk assessment and operational SMEs will be included in these processes linked to the Strategic Assessment. Progress will be aligned to the Strategic Assessment process. Hate Crime has been included as a thematic area in the Force Strategic Assessment. The assessment will not be complete until November although there is ongoing discussion with Tactical

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			leads and SMEs in the build of the evidence, risk assessment and development of strategic recommendations.
R02 National Policy and Local Delivery Coordination Police Scotland should ensure the national policy direction for hate crime links up with the local delivery and response to hate crime	<p>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.</p> <p>2. Submit proposal, including full document set for hate crime which makes provision for HC to be included in Local Policing Plans which clearly defines responsibilities and improves consistency.</p> <p>3. Review governance structures for Hate Crime across policing to ensure they facilitate the understanding of</p>	<p>1. 01/02/22</p> <p>2. 1/03/22</p> <p>3. 01/02/22</p> <p>4. 01/04/22</p> <p>5. 01/07/22</p> <p>6. 01/12/22</p>	<p>The Short Life Working Group (SLWG) looking at the hate crime post COS (Core Operational Solutions) implementation, has proposed a new operating model for hate crime. This aims to break the link between crime recording and iVPD for hate crime, ensuring that all hate crime data is abstracted from the new crime management system thus preventing duplication errors and removing the limitations associated with iVPD as a recording tool. An options paper has been developed and is being circulated through various boards as part of the governance process.</p> <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</p>

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	<p>trends and sharing good practice within local policing and C3.</p> <p>4. Design a standardised approach and structure which provide for resilience and increased interaction and reporting between PPCW, C3 and Local Policing Divisions.</p> <p>5. Implement agreed governance structure and processes across PPCW, Local Policing Divisions and C3.</p> <p>6. Update any related guidance documentation as per recommendation R08</p>		<p>principally due to their differing structures and crime management systems. The paper has been revised to present a more achievable structure at this time. COS roll-out will provide the opportunity for automation of some processes and a more consistent structure determined,</p> <p>In relation to point 2, all local policing plans have been reviewed and noting that they are of different formats. Hate Crime features in some but not others.</p>
<p>R03 Dedicated Hate Crime Unit</p> <p>Police Scotland should consider establishing a dedicated unit for</p>	<p>1. Gather information on the effectiveness and evidence of improved service delivery of other PS dedicated crime units (i.e. PPU). Compare</p>	<p>1. 01/02/22</p> <p>2. 01/04/22</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</p>

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<p>hate crime.</p>	<p>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 outwith 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>3. 01/06/22</p>	<p>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</p>
<p>R04 SPA Scrutiny Improvements</p> <p>The Scottish Police Authority should consider how to improve its scrutiny of Police Scotland's response to hate crime</p>	<p>1. Request that PS include Hate Crime in quarterly performance reports to PPC to ensure members are provided with regular data and narrative to allow them to consider the PS response to hate crime)</p> <p>2. SPA PPC will request regular</p>	<p>1. 01/01/22</p> <p>2. 01/01/22</p>	<p>Regular updates on the hate crime improvement plan are being provided at quarterly SPA PPCs</p>

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	updates on the Hate Crime Improvement Plan from Police Scotland to allow them to request any further detail they feel is required to undertake scrutiny.		
R05 Partnership Relationships and Knowledge Sharing 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	<ol style="list-style-type: none"> 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 2. Establish regular forums between local policing E&D SPOCS and PPCW E&D, to develop processes for continuous improvement, organisational learning and promote best practice. 3. Gather information across PS Local 	<ol style="list-style-type: none"> 1. 01/02/22 2. 01/01/22 3. 01/03/22 4. 01/05/22 	<p>Work is now ongoing with APU and Information Assurance to expand the provision of Hate Crime reporting to all local policing divisions and where technology and data protection regulations permit, enhance the depth of information available. A SLWG has been established to look specifically at information sharing within the constraints of the present IT system. These discussions include a proposal to empower divisions to share crime statistical information through a self-service application with appropriate guidance and any necessary GDPR protections. Presently stuck at APU awaiting a statistical fix for small data sets.</p> <p>Since May 2021, PPCW E&D dept have met regularly with E&D SPOC's in local policing. Attendees have provided positive feedback on the creation of the forum and the opportunity to raise</p>

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	<p>Policing Divisions in relation to processes for networks and relationships for the sharing of similar diversity issues</p> <p>4. Identify improvements to Local Policing Plans which captures activities and learning at local levels - feed this learning through EDIHR SOB</p>		<p>issues, concerns and good practice to the national team. This forum and engagement with other divisions maximise opportunities for sharing learning and best practice within the hate crime arena and beyond.</p> <p>Information has been gathered from local policing division regarding diversity networks. There is a significant degree of parallel work ongoing within Police Scotland which can inform this part of the recommendations such as the Seldom Heard Communities work and a proposal from Strategy and Innovation to map networks across the country.</p> <p>The EDIHR SOB and Equality & Diversity Service Delivery (EDSD) seeks to identify good practice and share information. PPCW attends Divisional Commanders' forum to look at identifying areas of shared interest and learning.</p>
<p>R06 Third Party Reporting Improvements</p> <p>Police Scotland should accelerate its work with partners to improve the Third</p>	<p>1. Engage with Scottish Government Tackling Prejudice and Building Connected Communities Action Group to develop an agreed approach and</p>	<p>1. 01/02/22</p> <p>2. 01/06/22</p>	<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</p>

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<p>Party Reporting arrangements, providing people with the option to report hate crime without speaking directly to the police</p>	<p>responsibilities across all partners.</p> <p>2. Develop processes, activities and reporting arrangements for PS owned activities, contributing to the wider TPR.</p> <p>3. Develop, implement and evaluate a process for measuring the performance and effectiveness of TPR centres</p>		<p>Connected Communities Group – with a new name and Terms Of Reference. Police Scotland will be invited to participate in this group, chaired by Shona Robison MSP. The expectation is that the group will focus on a new national hate crime campaign and the development of a new hate crime strategy.</p>
<p>R07 National Hate Crime Campaigns - Transparency and Impact</p> <p>Police Scotland should ensure there is transparency of decision making about the themes chosen for national hate crime campaigns, and that there are processes in place to evaluate</p>	<p>1. Review the approach to hate crime campaign planning in conjunction with Scottish Government and key stakeholders such as community groups and Diversity Staff Associations.</p> <p>2. Develop approach which better engages stakeholder groups in the planning and</p>	<p>1. 01/05/2022</p> <p>2. 01/05/2022</p> <p>3. 01/05/2022</p> <p>4. 01/05/2022</p> <p>5. 01/05/2022</p>	<p>Police Scotland Hate Crime Campaign launched on 28th March. It will utilise the new Corporate Communications Strategy which:</p> <p>Outlines the approach to stakeholder engagement; highlights the range of internal/external stakeholders, PS approach to campaigns, using OASIS model as used by Scottish Government to identify relevant target audiences for each individual campaign.</p> <p>Corporate Communications Evaluation</p>

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<p>the impact of campaigns on communities and reporting levels of hate crime</p>	<p>prioritisation of hate crime campaigns.</p> <p>3. Develop a campaign plan in consultation with different groups; provide feedback to diversity staff associations and community groups.</p> <p>4. Design a set of metrics to evaluate hate crime campaigns.</p> <p>5. Develop internal and external communications process to inform community groups, DSA's of the outcomes of the hate crime campaigns.</p>		<p>Strategy outlines the approaches to measures and communications; based on International Association of Measurement and Evaluation of Communications (AMEC) framework and Barcelona principles to define qualitative and qualitative measures adapted to individual campaigns.</p> <p>Hate Crime Campaign has been completed – awaiting evaluation before reporting</p>
<p>R08 Hate Crime National Document Review</p> <p>Police Scotland should review hate</p>	<p>1. Review hate crime specific guidance through evaluation and feedback of its application and effectiveness</p>	<p>1. 01/12/22</p> <p>2. 01/12/22</p>	<p>The document review will be an ongoing process as different parts of the improvement plan develop</p>

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<p>crime national documents to ensure there is clear accessible guidance for officers and staff responding to and recording hate crime</p>	<p>operationally.</p> <p>2. Review hate crime documentation in relation to other relevant guidance, SOPS and legislation.</p>		
<p>R09 Intelligence Log Submission Guidance</p> <p>Police Scotland should provide clear guidance to police officers about the importance of submitting intelligence logs relating to hate crimes and hate incidents</p>	<p>1. Refreshed communication to officers around the need to submit SID entries and establish a process to measure and improve compliance.</p> <p>2. 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</p>	<p>1. 01/01/22</p> <p>2. 01/12/22</p>	<p>In May 2021 the National Intelligence Bureau circulated a National Bulletin. This was created to provide clear guidance and encouragement to officers in relation to the submission of intelligence regarding hate crime and hate related incidents. Since the intelligence bulletin was circulated there has been a 57% increase in the number of intelligence logs related to hate crime / incidents across Scotland compared with the previous five months.</p> <p>In September 2021 this bulletin was re-circulated to all divisions for inclusion in their daily briefings to ensure that it remains at the forefront of officer's minds.</p> <p>At present a decision has not been reached on the inclusion of intelligence logs within the new COS system.</p>
<p>R10 IT Systems Data Review - Hate</p>	<p>1. Engage with APU in relation to</p>	<p>1. 01/01/22</p>	<p>PPCW E&D and DPU have been liaising to promote and enhance the 'hate crime</p>

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<p>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>	<p>improvements to trends analysis, repeat victim analysis and the development of local area profiles utilising the HC dashboard.</p> <p>2. 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.</p> <p>3. Engage with local partnerships to develop proactive processes and targeted interventions for single and repeat victims.</p> <p>4. Review HC dashboard to identify additional functionality that will emerge from the national COS rollout.</p>	<p>2. 01/04/22</p> <p>3. 01/07/22</p> <p>4. 01/12/22</p>	<p>dashboard' accessed via the Power Bi application available on Police Scotland's intranet and has been demonstrated to divisional SPOCS and Divisional Commanders.</p> <p>Hate Crime dashboard is used by PPCW E&D inform weekly updates on community tensions briefing papers and bi-monthly updates to the EDI HR SOB on hate crime statistics.</p>
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<p>R11 Benchmarking - Hate Crime Good Practice</p> <p>Police Scotland should consider good practice elsewhere to improve its response to hate crime. The Scottish Police Authority should use information about good practice elsewhere to ask more effective questions of Police Scotland about its response to hate crime</p>	<p>1. SPA officers will work with Police Scotland, through the benchmarking practitioner group, to identify areas for further exploration and research in relation to good practice in other jurisdictions.</p> <p>2. Police Scotland to provide regular updates on the gathering of best practice examples to HC SOB and SPA PPC.</p> <p>3. PS to develop briefing paper which considers how good practice elsewhere can inform HS structure and practices.</p>	<p>1. 01/06/22</p> <p>2. 01/08/22</p> <p>3. 01/09/22</p>	<p>SPA and Police Scotland Benchmarking Practitioner Group (BPG) have been engaging heavily with the key stakeholders for Hate Crime and have identified appropriate qualitative benchmarks for the sharing/seeking of best practice in relation to Hate Crime</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>	<p>1. Complete strategic review of all training courses to establish if hate crime should be included.</p> <p>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, CJSD and Legal Services to reduce silo working and develop a cohesive approach for the development and delivery of Hate Crime training.</p> <p>3. Consider how we will embed organisational learning into training products to ensure they are future proofed, and consider</p>	<p>1. 01/03/22</p> <p>2. 01/08/22</p> <p>3. 01/02/23</p> <p>4. 01/02/23</p>	<p>LTD currently reviewing previous review of ops training and associated implementation plan.</p>
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	<p>how we will capture this.</p> <p>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>		
<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</p>	<p>1. Review and analyse data in relation to identify the volume and nature of HC perpetrated on police officers and staff.</p> <p>2. Utilise the Your Safety Matters feedback to inform improvements to existing process and support arrangements.</p>	<p>1. 01/12/22</p> <p>2. 01/02/22</p> <p>3. 01/03/22</p> <p>4. 01/05/22</p>	<p>The YSM Hate Crime Sub-Group has now met on four occasions with approved Terms of Reference and attendees.</p> <p>Sub group have collated information on current processes and have developed draft line manager toolkit-Hate Welfare Support Assessment and Welfare Support Package for officers and staff.</p> <p>Work is ongoing in relation to recording this information, with potential ICT solution utilising the existing IVANTi Service Desk to create an online platform; definitions of a repeat victim for</p>

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<p>volume, nature and extent of hate crime perpetrated against police officers and staff</p>	<p>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.</p> <p>4. Present briefing paper on proposal to enhance PS approach and support for officers and staff to EDI & HR SOB.</p>		<p>a Hate Crime / Incident has been approved by the data standards council and will now inform any analytical work to identify repeat victims.</p> <p>A draft communication plan has been presented to the group which will tie into the wider Hate Crime Campaign in March 2022.</p>
<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>	<p>1. Review, redesign and identify improvements for Hate Crime Advisor and Hate Crime Champion Courses.</p> <p>2. Commence roll outs of new Hate Crime Advisor and Hate Crime Champion Courses.</p>	<p>1. 01/06/22</p> <p>2. 01/07/22</p> <p>3. 01/09/22</p>	<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</p>

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	<p>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>		<p>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 at 09/02/22 PPCW E&D dept have delivered 5 courses and trained 44 HCA's-further course are planned for 2022.</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>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>	<p>1. Engage with Cyber Strategy Implementation Programme to identify skill/training requirements in respect of Hate Crime for Cyber Crime Investigators.</p> <p>2. Develop role profiles and training interventions for Cyber Crime Investigators.</p> <p>3. Review the impact of interventions post implementation of the</p>	<p>1. 01/02/22</p> <p>2. 01/04/22</p> <p>3. 01/09/22</p>	<p>Cyber Crime have developed a first responder's guide for investigators which is being reviewed by PPCW E&D to determine how it should interface with existing hate crime guidance.</p>

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	cybercrime investigator role and report on the effectiveness of these interventions.		
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