



Meeting	Policing Performance Committee
Date	12 September 2023
Location	Video Conference
Title of Paper	HMICS Assurance Review of Domestic Abuse (2/23) – Police Scotland Improvement Update
Presented By	ACC Bex Smith
Recommendation to Members	For Discussion
Appendix Attached	Yes Appendix 1 – Summary of Recommendations & Areas of Progress

The purpose of this report is to provide an update on the progress made in respect of the HM Inspectorate of Constabulary in Scotland (HMICS) Thematic Inspection of Domestic Abuse Improvement Plan.

Members are invited to discuss the contents of this report.

1. PURPOSE

- 1.1 The purpose of this report is to provide an update to the Committee on the progress made in respect of the HM Inspectorate of Constabulary in Scotland (HMICS) Thematic Inspection of Domestic Abuse Improvement Plan.

2. BACKGROUND

- 2.1 HM Inspectorate of Constabulary in Scotland (HMICS) **Thematic Inspection of Domestic Abuse Phase 1** was conducted between March 2022 and June 2022. The inspection followed the entire journey of a domestic abuse incident, with a particular focus on sexual crime, with a case review of STORM, iVPD and crime recording systems.

As part of the inspection staff were interviewed from:

- Domestic Abuse Coordination Unit (DACU)
- Domestic Abuse Task Force (DATF)
- Contact, Command and Control Division (C3)
- National Rape Task Force (NRTF)
- A, J and Q Divisions (across all ranks)

Views of partner agencies were sought and a public consultation was also undertaken.

- 2.2 A draft report was submitted to Police Scotland and meetings held to discuss factual inaccuracy. HMICS was asked to include further context or provide clarity in respect of a number of areas in the draft report.
- 2.3 An embargoed copy of the final report was shared with Police Scotland on 11th January 2023 and published the following day. Some of the factual inaccuracies had been addressed. The report provided **14 Recommendations** and **13 Areas for Development** intended to improve the overall effectiveness of Police Scotland in its delivery of services relating to domestic abuse.

3. ORGANISATIONAL RESPONSE

- 3.1 On 12th January 2023 ACC Smith provided a media response to the inspection on behalf of Police Scotland. A further meeting was held with SCD Head of Public Protection, DACU and HMICS representatives where the proposed Improvement Plan was discussed / approved with the finalised Improvement Plan submitted to HMICS on 23rd June 2023.
- 3.2 A **Strategic Owners Group** was established, chaired by Head of Public Protection and attended by the heads of the relevant business areas to discuss requirements, assign ownership of actions and sub-actions and provide governance to support delivery of the Improvement Plan within designated timeframes.
- 3.3 Tactical owners / leads were thereafter identified allowing a **monthly tactical sub-group** to be established, chaired by DSU Faulds, national business lead for domestic abuse, with written progress updates sought in advance from attendees.
- 3.4 HMICS has announced **Phase 2** of the Thematic Inspection of Domestic Abuse will commence on **2nd August 2024**.

4. RECOMMENDATIONS, ACTIONS & UPDATES – PROGRESS

- 4.1 **Appendix '1' – Summary of Recommendations & Areas of Progress** contains a summary of the progress made to date against the HMICS Recommendations.
- 4.2 Work is in progress against all the recommendations to improve Police Scotland's response to domestic abuse. Headline progress is outlined in Appendix '1' however wider, more detailed progress is captured on 4Action.
- 4.3 In general terms the Improvement Plan has made good progress. Matters remain at different stages with some still in the planning stages, others in progress and some complete. Most of the proposed work is expected to be deliverable within the timeframe(s) proposed.

5. AREAS of COMPLEXITY and INTERDEPENDENCIES

5.1 There are areas of the Improvement Plan that are more complex and / or protracted to deliver. In particular there are a number of significant interdependencies and cross-overs with other portfolios and business areas. These include:

- Significant IT related work regarding COS, including the Enquiry Module (re Gender Preference and Victim Safety Plans), Domestic Abuse COS Packages, as well as Action Management more generally.
- Crossover with DAPS work – also links to Victim Safety Plans.
- Training – for C3, for Probationers and DAMS related.
- Trauma Informed Training
- Local Policing – diary car crewing policy – Gender Preference.
- C3 – despatch policy and time limits for DA related incidents.
- SOLO related improvement work.

5.2 Further detail is provided below:

- HMICS ask for roll out of traditional Third Party Reporting is not considered safe or viable for survivors of domestic abuse. COS advises that ability to **build gender preference into COS Unifi is possible** however the **COS Enquiry Module is not yet dated** or signed off by the Force. Currently Phase 2 is ongoing and the Enquiry Module would form part of Phase 3 if/when approved and entered into the Digital Change diary. This effectively means that the date previously provided for delivery (30 September 2024) will not apply.
- Similarly, **Tasking RFC** could **assist COS Unifi for more serious / complicated offence types** through the use of bespoke tasks to guide officers in their initial engagement to ensure that important actions are covered. Additionally the intention is that **Victim Safety Plans** will be **managed via the COS Enquiry module**, with an entry being created outlining the background and allowing the victim safety plans to be made available across the organisation for those who require access. This however is some way off as per the update above.
- The COS Unifi team advises that national roll out of the phase 2 programme of Crime Unifi is the priority (that being the introduction of Crime, Case and Warrants across Scotland). Phase 3 will focus on enhancements to the system. Multiple

applications are being considered, including the enquiry module and VPD. **Domestic Abuse COS packages** will be able to be managed more effectively via National Crime with clear ownership obvious to all. This will be enhanced further with the introduction of tasking to ensure that individual actions are progressed timeously. **National Crime has already rolled out to D, N, A, C, P and shortly to E & J Divs. Remaining divisions targeting Autumn/Winter 2023.**

- Work on-going to develop DA Victim Safety Plans (VSPs) as part of the v10 iVPD upgrade. Given other development priorities and the link between VPNs and the new **Domestic Abuse (Protection) (Scotland) Act 2021** (DAPS), it is likely VSPs will be released as an upgrade alongside iVPD improvements to accommodate DAPs.
- Service Advisor Initial and CPD training is being considered, with Moodle being a preferred mode of delivery.
- HMICS is seeking for PS to set **time limits for call despatch**. Existing CAM processes apply. C3 advises that all timescales are based upon THRIVE and victim availability, and/or where the call has forensic capture considerations then C3 should look to despatch officers. C3 and CERP are to explore the possibility of setting upper time limits for certain category calls, and how to provide enhanced public protection capability and liaise with DACU. This is also linked to the initial discussions between stakeholders around the potential for priority/specialist appointments which are ongoing and the benefits of setting bespoke upper time limits for appointments of certain specialist/serious crime types are to be explored in more detail in the near future. This concept was discussed with Service Design and now sits with Public Protection Development Programme to progress.
- A review of **Diary Car crewing policies by LPD's** is required to ensure that gender preference can be facilitated where possible. This may not be achievable for all divisions, particularly those with a large geographical spread.
- Whilst Police Scotland has renewed the licence with College of Policing in respect of **continued DAMS training**, some exploration is required regarding **financing the external partner aspect** of the training.
- **Probationer Training** reports that since moving onto **Modern Apprenticeship in Policing status in 2020** that the number of **inputs and hours on DA** has increased.
- Work is underway to develop a more strategic and structured approach to the delivery of **Trauma Informed Training** with

the correct levels matched to the various roles that exist across policing. This work is being overseen by the Violence Against Women and Girls (VAWG) Strategic Oversight Board.

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 There are no community implications in this report.

9. EQUALITIES IMPLICATIONS

9.1 There are no equality implications in this report.

10. ENVIRONMENT IMPLICATIONS

10.1 There are no environmental implications in this report.

RECOMMENDATIONS

Members are invited to discuss the contents of this paper.

Appendix 1 – Summary of Recommendations & Areas of Progress

Work is in progress against all the recommendations to improve Police Scotland’s response to domestic abuse. Headline progress is outlined below however wider more detailed progress is captured on 4Action.

No.	RECOMMENDATION	PROGRESS
1	Ensure we are meeting obligations re offering gender preference of Interviewing officers	<ul style="list-style-type: none"> • Improvements to iVPD help text regarding Victim and Witnesses Act launched. • Improvements to page layout & identification of interviewing officer gender commenced. • Domestic Abuse intranet document suite being refreshed and streamlined. CPD planned. • 1 day training course planned for C3, diary appointment changes pilot ongoing.
2	Expand availability of Third Party Reporting sites	<ul style="list-style-type: none"> • Partnerships, Prevention and Community Wellbeing (PPCW) review of Third Party Reporting (TPR) processes has identified that that TPR requires to be re-worked from the ground up. Briefing paper was submitted to the Policing Together Community Group to highlight this and a Short Life Working Group (SLWG) with SG and external partners was established.
3	Enhanced response at first point of contact re public protection calls	<ul style="list-style-type: none"> • C3 is progressing plans to train new C3 Domestic Abuse Champions (DAC’s). DACU supporting the planned DAC recruitment event planned for October 2023. • C3 and Contact, Engagement and Resolution Project (CERP) review is ongoing. • ASPIRE prompts & guides and C3 procedure guides have been updated with DACU advice. • Training inputs completed by DACU to Custody Sergeants, Inspectors and Case markers.

4	Support and training programme for all C3 staff re public protection	<ul style="list-style-type: none"> • Training and upskill inputs have been provided by CERP and C3 to Resolution Team (RT), Advisors during spring 2023. Bespoke training is under development for new starts. • RT is working with LPDs to ensure consistency across rural and urban areas and PPCW is drafting a paper in relation to Trauma Informed training / policing.
5	Review Diary Appointment process	<ul style="list-style-type: none"> • CERP and C3 have explored and negated the need to introduce public protection specialisms in C3 Division at this time. The 1-day training course as per above will be evaluated to determine whether skills sets and confidence in C3 staff has improved. • DACU conducted a review of the SC07 process in relation to domestic abuse incidents which highlighted this process has not adequately prioritised safety of the victim and does not adhere to Police Scotland’s Domestic Abuse SOP. Briefing paper submitted to ACC Smith in May 23 and subsequently shared with C3. C3 has provided an interim update to DACU that it is reviewing the SC07 process and will provide a formal response to the DACU.

<p>6</p>	<p>Improved training and recording of victim safety plans</p>	<ul style="list-style-type: none"> • Priority training requests for Members of Police Staff (MOPS) and officers working in domestic abuse roles have been reviewed to inform LTD of future training needs. • New bespoke functionality is under development to record Domestic Abuse Safety Plans within iVPD providing greater consistency and visibility across the organisation with an initial go live date scheduled for 2024. • DACU liaising with C3 regarding time-critical considerations by a Service Advisor to inform their risk assessment and decision making (where Local Policing attendance is to be delayed and met via an appointment). This safeguarding advice given can be reviewed by the attending officer. These considerations can be applied to some extent to all public protection/specialist crime incidents, and it is intended that this is covered to some extent the planned 1 day training course. • Memo PS031-23 was circulated on 13 June 2023 regarding the updated Domestic Abuse Joint Protocol.
<p>7</p>	<p>Improved risk assessment training</p>	<ul style="list-style-type: none"> • Benchmarking request submitted to Forces across England & Wales. • Increased demand for the Domestic Abuse Investigators Course with a second course likely to be arranged in Q3 of 2023. • Agenda item created for quarterly Domestic Abuse Working Group.
<p>8</p>	<p>Ensure DA training features Lived Experience & introduce CPD</p>	<ul style="list-style-type: none"> • 6 mandatory training modules devised with SafeLives, including DASA, for front line officers / staff to the rank of Inspector. • CPD event planned.

		<ul style="list-style-type: none"> • Trauma Informed training/practice is currently a joint action with LTD and PPCW. • Practicalities of relaunch of Domestic Abuse Matters (DAMS) training underway with SafeLives.
<p>9</p>	<p>Improve digital evidence capture</p>	<ul style="list-style-type: none"> • One day service advisor training course will incorporate advice regarding preservation of evidence pending police attendance. • Further training of C3 staff is planned with consideration of introducing an electronic aide memoire. • Cyber Training and Capability Pursue & Prevention will transform Police Scotland’s capacity and capability to respond to the threats of cybercrime through the review and implementation of a full suite of cyber training products to officers / staff from basic to advance levels. • Body Worn Video (BWV) tender process in relation to BWV is well underway and the project team is currently working towards submitting Full Business Case to secure approval and funding to enable a national solution to be recognised. The first phase of the national rollout will be to operational frontline officers across Police Scotland. This will allow capture of best evidence which should lead to quicker pleas and less re-traumatisation of survivors and witnesses. • A priority matrix for digital forensic examinations has been created which is based around threat, risk and harm. In addition Policing in a Digital World (PDWP) is also looking to introduce triage tools that will bring about efficiencies to the

		process and improve victim/witness experiences.
10	Ensure a robust Domestic Abuse Investigation Package process	<ul style="list-style-type: none"> • DACU has scoped each LPD to establish current practices around 'To Trace' packages. • Memo PS012-23 was circulated 3 March 23 in relation to Domestic 'To Trace Packages' and was reinforced at the quarterly DAWG and closed DAF. • The Terms of Reference for DACU divisional reviews has been updated to include greater scrutiny of the governance structure in place.
11	Improve Victim contact	<ul style="list-style-type: none"> • Victim survivor feedback process launched 24/05/23 • National Crime allows for the preferred method of contact with a victim to be recorded. The introduction of tasking will assist in improving the level of complainer contact. (See below main Challenges section re COS Enquiry module not yet been dated or signed off by the Force).

<p>12</p>	<p>Review SOLO cadre to ensure sufficient to meet demand and wellbeing of staff</p>	<ul style="list-style-type: none"> • SOLO options paper will be submitted to ACC Smith, to explore SOLO deployment models. Consultation in relation to best practice and potential for efficiencies will be discussed at the DI/SIOs forum, in addition to commissioned research with English forces and Op Soteria. • PPDP team has completed user research including Sexual Offences Liaison Officer (SOLO) workshops and Strategic Demand Assessments to inform engagement and discussion with National Training Review, SPC Detective Training and National Serious Sexual Crime Policy re SOLO deployments / demand, welfare, training including vicarious trauma awareness, and design and delivery of a SOLO Co-ordinators course. These recommendations are in progress at present. • Work continues on defining the role and remit of the SOLO co-ordinator with the aim of increasing support for SOLOs and introducing local ownership for oversight of the SOLO cadres.
<p>13</p>	<p>Holistic review of domestic abuse (structure & response) by PPDP</p>	<ul style="list-style-type: none"> • PPDP commenced the discovery and define phase of Pillar 2: Domestic Abuse during which user research was undertaken to review demand, structures, practices and processes including the HMICS Strategic Workforce Plan (SWP) Assurance Review. • Domestic abuse Champions CPD event has been approved. Timescale will be confirmed once the CPD modules have been uploaded and user tested.
<p>14</p>		<ul style="list-style-type: none"> • Strategic and Tactical Governance implemented – progress will be recorded on 4Action.

Monitoring progress of HMICS recommendations	<ul style="list-style-type: none">• A report will be prepared for Septembers SPA PPC detailing progress made on Phase 1.
---	--

