

SIPR/Police Scotland Postgraduate Symposium

Friday 15th December 2017

Prestonfield Room, John McIntyre Centre,
University of Edinburgh

The Scottish Institute
for Policing Research



09.00	Registration, lunch, and viewing of Posters			
	Chair: Amy Humphrey , University of Dundee			
09.30	Welcome and Introduction : Professor Nicholas Fyfe (Director, SIPR) and Dr Denise Martin (SIPR Education & Leadership Network)			
09.40 – 10.55	Student Platform Presentations - An organisation in transition			
09.40	Declan Falconer	Leeds	d.falconer@leeds.ac.uk	Body-worn video cameras and police-public interventions, early insights in research co-production
09.55	Jenny Lundgaard	Norwegian Police University College	jenlun@phs.no	Event driven control room practices: a jigsaw puzzle of the unclear
10.10	Emily Mann	Edinburgh	emily.mann@ed.ac.uk	The faction of femininity: a counter-narrative
10.25	Graeme Dickson	Dundee	g.dickson@dundee.ac.uk	Volunteering and Policing: Police Occupational Culture in the Special Constabulary
10.40	Questions for the presenters			
10.55	Coffee / Tea and viewing of Posters			
11.15 – 12.30	Student Platform Presentations - The Missing Link			
11.15	Suaad (Sue) Alshehhi	Strathclyde / Police, Dubai	suaad.alshehhi@strath.ac.uk	Quantification of RNA degradation of blood-specific markers to indicate the age of bloodstains
11.30	Fergus Kelly	Glasgow / Police Scotland	2239710k@student.gla.ac.uk	Waste, crime and environmental harm: exploring the Scottish waste management sector and its vulnerabilities to organised crime
11.40	Joe Apps	Dundee / National Crime Agency	g.apps@dundee.ac.uk	(In)visibility and missing harm
11.55	Katie Gambier-Ross	Edinburgh	s1226363@ed.ac.uk	Staying safe 'Going out'
12.05	Questions for the presenters			

12.20	Lunch and viewing of Posters			
13.15 – 14.30	Student Platform Presentations - Vulnerable people and vulnerable places			
13.15	Matthew Richardson	Dundee / Police Scotland	m.j.richardson@dundee.ac.uk	Have Police Scotland demonstrated effective leadership when responding to hate incidents in the period leading up to and in the aftermath of the vote to leave the EU?
13.30	Inga Heyman	RGU / Edinburgh Napier	i.heyman@napier.ac.uk	Police and emergency health practitioner experiences in the care of people in mental health distress- a 'grey area' of practice
13.45	Robert Skinner	Heriott-Watt	ras3@hw.ac.uk	Proximity interpreting: Day to day policing and delivering access for deaf citizens
14.00	Dionysia Lali	Open University	Dionysia.lali@open.ac.uk	Vulnerable witnesses and the police: How to develop evidence based practice to support witnesses on the autistic spectrum (ASD) when giving evidence
14.15	Questions for the presenters			
14.30 – 15.30	Specialist Panel Discussion			
	Vicki Herrington (Director of Research and Learning at the Australian Institute of Police Management); Derek Penman (Her Majesty's Chief Inspector of Constabulary, Scotland); T/ACC Gillian MacDonald (Police Scotland); Kenny MacAskill (Former Cabinet Secretary for Justice)			
15.30	Tea / Coffee / viewing of Posters			
15.50	Presentation of Prizes by T/ACC Gillian MacDonald, Police Scotland			
16.00	Close of Symposium			

POSTER PRESENTATIONS

	Ellie Harding	Edinburgh Napier	e.harding@napier.ac.uk	Identifying opportunities to improve outcomes and care pathways of people in mental health distress who are attended by Police Scotland
	Liam Ralph	Edinburgh Napier	Liam.Ralph@napier.ac.uk	Communication between the police and the public via social media in Scotland: Summary of interim findings
	Yazeed Alkhourayyif	Strathclyde	Yazeed.Alkhourayyif@strath.ac.uk	How can we measure the likely effectiveness of information security policies?
	Dermot Fitzsimons	Queen Margaret	dfitzsimons@qmu.ac.uk	Pausing Mid-Sentence: Young offenders' perspectives on their language and communication needs
	Najla Etaher	University of Strathclyde	najla.etaher@strath.ac.uk	Influence of gender on risky behaviour in use of smartphones

Symposium Organisers: Amy Humphrey, University of Dundee; Tim Heilbronn, Business & KT Manager, SIPR and Denise Martin, University of the West of Scotland

SIPR/Police Scotland, Postgraduate Symposium ABSTRACTS

PLATFORM PRESENTATIONS

Declan Falconer *University of Leeds*

Body-worn video cameras and police-public interventions, early insights in research co-production

Police use of body-worn video cameras (BWCs) is on the rise with many forces already committed to rolling out the cameras while others continue to investigate and consider how they can best be used. A wide range of benefits are envisaged from the use of BWCs including; reduced complaints, better evidence gathering, more efficient justice outcomes, greater transparency and increased accountability. There is a relatively small, but growing, body of research in the area which indicates that some of these benefits are indeed realisable. However, there remains a large gap in our understanding of how the use of such technology is being received and used by frontline officers. This presentation briefly charts the growth of BWCs in the United Kingdom, and elsewhere, whilst outlining the envisaged benefits and the implications arising from recent research. Having established this context the discussion turns to the researcher's ongoing project which involves working closely with West Yorkshire Police, via the N8 Policing Research Partnership. Reflections are offered on both the challenges and opportunities of co-producing knowledge within a policing organisation during a time of technological transformation. Ultimately, it is suggested that institutional collaborations such as the N8 PRP provide an invaluable means of engaging in research during such times and increases the potential for research to produce practical insights for policing.

Jenny Lundgaard *Norwegian Police University College*

Event driven control room practices: a jigsaw puzzle of the unclear

How do you approach a jigsaw puzzle when its design is unclear and the number of pieces and measurements unknown? I will present some of the findings from my ongoing PhD-project entitled: "Knowledge during crisis: the police control rooms' construction and use of knowledge in event driven policing". The project aims to explore the management and decision making processes in event driven policing – my focus is upon the operational level and those leading this work; a task carried out by the control rooms of the police. I am conducting a long term ethnographic study in the largest control room in the Norwegian police, as well as a short term visit to two control rooms of medium size (also in Norway). I will present some of my findings focusing on call handling and sense-making in the initial phase of an event. When a call is received the control room and its staff has to make decisions concerning police response within a short period of time. Information concerning an event can be comprehensive and clear, but is often deficient and unclear. This goes for both larger events and for the smaller ones. To answer incoming calls can be compared to start adding a puzzle where you know neither the size, number of pieces nor its full design, but regardless; a decision has to be made on the basis of the pieces you have gathered. Such practices can also be filled with much risk, as an event can turn out to be more severe than how it first appeared. I will present some findings focusing on how the staff deals with incoming calls, use of knowledge from databases as well as human interaction within the control room.

Emily Mann *University of Edinburgh*

The faction of femininity: a counter-narrative

Semi-structured interviews with female officers and ethnographic participant-observation confirm the patriarchal nature of Scottish policing and the continual privileged status afforded to hegemonic masculinity. Women in policing are devalued through a 'double-downer discourse' whereby their gender is used to justify both their successes and failures. Rhetoric of the 'best candidate' is employed to obscure women's disadvantage and men's advantage during the promotion process, contesting the gender-neutrality of meritocracy. Interviewees convey the fictitious façade of valuing equality and diversity in Police Scotland. Assigned a low status in the hierarchy of policing tasks, endorsing women in policing along with occupational roles that centre on promoting diversity and equality, are considered irrelevant to achieving promotion. Divergent responses to gender-specific encouragement highlight the precarious position of female officers considering the promotion process. Female officers resented being singled out, and subsequently were less inclined to partake in promotion, fearful of obtaining promotion because of aims to improve female representation and organisational reputation. Other officers defended gender-specific encouragement against labels of positive discrimination, internalising the responsibility to endorse more women in senior leadership positions. Denoted by the 'cult of masculinity', the dominant ideology is thus

challenged by a counter-narrative, the 'faction of femininity' and perceived to be gaining traction, albeit incrementally. The challenges of researching counter-narratives in a hierarchal institution, traditionally renowned for its blue code of silence, will also be discussed along with ideas for the larger upcoming PhD project.

Graeme Dickson *University of Dundee*

Volunteering and Policing: Police Occupational Culture in the Special Constabulary

Policing research has explored the role of occupational culture for decades, reflecting on the mechanisms that police officers use to make sense of their role within police organisation, and how these occupational cultures are expressed by individual officers. Looking at characteristic features police occupational culture, this paper aims to look at these key features through the lens of police volunteering. Using extracts from semi-structured interviews and ethnography conducted on duty with Special Constables in Scotland and England, I explore how these volunteer officers understand their role, and demonstrate how the occupational culture of policing shifts is experienced, and expressed, in different ways due to their status as a volunteer within the policing organisation.

Suaad (Sue) Alshehhi *University of Strathclyde*

Quantification of RNA degradation of blood-specific markers to indicate the age of bloodstains

Determining the time since deposition of a biological stain can provide essential information to a police investigation; indicating either when a crime occurred, or whether the biological evidence was deposited at the time of a known crime event, or before/after, in order to exclude the sample. Bloodstains are one of the most important biological evidence types to forensic investigators. This research has used reverse transcription quantitative PCR to examine the relative expression ratio (RER) between different types of blood-specific markers, with the aim of developing a method to estimate the age of bloodstains. Targets included three mRNA markers (HBA, PBGD, HBB) and two microRNA markers (miR16, miR451), along with three reference genes (18S rRNA, ACTB mRNA, U6 snRNA). Blood samples from 10 individuals were deposited onto cotton swabs and stored at room temperature to simulate natural ageing. When samples reached a series of desired age points (0, 3, 6, 15, 30, 90, 180, and 270 days), total RNA was extracted. Analysis of the degradation rate of individual RNAs showed they exhibited unique degradation profiles during the nine-month storage interval, where microRNAs and U6 were shown to be more stable than other markers. The RERs show a non-linear relationship with bloodstain age, and were shown to be useful for bloodstain age estimation.

Fergus E. Kelly *University of Glasgow / Police Scotland*

Waste, crime and environmental harm: exploring the Scottish waste management sector and its vulnerabilities to organised crime

The main aim of this research is to advance knowledge about organised crime in the Scottish waste management sector. It is hoped that this knowledge will be of use to those practitioners and academics involved in the prevention and investigation of Scottish organised crime. This paper looks to explore how organised crime groups exploit the waste management sector in order to make illicit gains, whilst harming local communities and the natural environment in the process. The paper is informed primarily by seven (7) semi-structured interviews with current employees at the Scottish Environment Protection Agency (SEPA), including intelligence officers and environmental protection officers. The research takes a thematic approach, and identifies two particular waste streams in Scotland which have become notably problematic in regards to organised criminality: waste tyres, and waste electric and electronic equipment (WEEE). Drawing from existing criminological work on 'sector vulnerabilities,' this research identifies and analyses criminal opportunities present in the chosen waste streams. From this, a pattern has been identified demonstrating the proclivity of organised criminals in Scotland to exploit weaknesses in existing regulatory and enforcement frameworks. It is concluded that groups of criminals seek low-risk, high-reward opportunities to make profit, and that the current regulatory, legislative and enforcement environment around the waste management sector suffers from loopholes which provide criminal opportunities. A number of recommendations are made to close these loopholes; future research directions are suggested and it is argued that a vulnerabilities approach to organised crime research could be expanded to make it profitable in other areas.

Joe Apps *University of Dundee / National Crime Agency*

(In)visibility and missing harm

When viewed in its social, political and policing context missing is seen as harmful for the missing person, their family and friends as well as for communities and wider society. Temporal and spatial features of missing are seen to exacerbate harm. Harm can be considered also in terms of failures of policing (reputation harm) through inadequate policy and harmful or flawed operational practice. Missing can also be caused by socially harmful activities either promoted by the state or through the omissions of the state: failures to tackle poverty, alcohol and drug abuse; to address mental ill-health adequately and so on. Social harms identified can be directionally ambiguous as results of missing and as causes of missing. Foregrounded are the aspects of invisibility surrounding missing harm. When exploring missing people and missing harm a key theme of (in)visibility is revealed. Missing

people and therefore harm in missing are (in)visible in many ways: in recording practices and how a state deals with missing persons; in politics; in policy; in international agreements; in research; in statistics; and in publicity. Building on work of Sparrow (2008), Edkins (2011) and Davies et al. (2014) the research investigates aspects, characteristics and operation of (in)visibility in missing harm. One of the potential key features of invisibility is how identity is reduced, changed or removed entirely during a missing journey. The research project will produce a short, critical literature review as a conceptual discussion of invisibility which also explores policing and the (in)visibility. The review acts as a framework for two research pieces. The first piece, as qualitative, grounded theory research will explore aspects and characteristics of (in)visibility in missing and missing harm from a policing perspective. The second piece, using the same method would explore the operation of (in)visibility both from a family and returned missing person viewpoint. A collective case study, involving semi-structured interviews and documentary analysis, will be employed. The research contributes, from a multi-disciplinary perspective, to the emerging field of law enforcement and public health (LEPH) as missing persons represent a ubiquitous challenge for health and criminal justice internationally (Sowerby and Thomas, 2016). Framing missing as harm puts forward a potentially powerful political narrative and the research exposes a broad range of problems in government health and police policy as well as operational practice. The research study aims to provide a new and appealing approach to understanding both individual and collective harm and expand the politics of missing harm within the LEPH field.

Katie Gambier-Ross *University of Edinburgh*

Staying safe 'Going out' - the experience of being missing from people with dementia

Introduction: Going outdoors is an important part of living well with dementia (Bantry White & Montgomery, 2015) but people with dementia are at a high risk of going missing. High complex cases have a high mortality rate, place a high burden on police and result in immense stress for all involved. Often the concern about going missing leads to taking preventative measures which can negatively impact quality of life. Aims: To find out more about the experience of being missing from people with dementia and their families and to explore how it affects their sense of identity, control and purpose. Data Collection: Focus groups with people with dementia and their families (approx. 60 participants). Participants will watch a film based on a research study which portrays someone going out (Clarke and Bailey, 2016). Then participants will discuss issues of identity, place, safety, 'going out' etc. Then, walking interviews will be conducted with 15 people with dementia and their carers to investigate how people with dementia and carers engage with 'going out' and prevent being missing. Data will be collected on up to three occasions to allow trust to develop. Data Analysis: Data will be transcribed and analysed using NVIVO. Analysis will involve building a coding framework that represents varied actions and understandings of 'going out'. Dissemination: This research will target practitioners, policy makers, care homes, police and search teams, people with dementia and their carers. Results will be communicated through accessible guides made freely available online.

Matthew Richardson *University of Dundee / Police Scotland*

Have Police Scotland demonstrated effective leadership when responding to hate incidents in the period leading up to and in the aftermath of the vote to leave the EU?

Trigger events such as the 23rd June 2016 UK referendum on EU membership have previously resulted in an increase in hate incidents. Consequently, it was important to establish whether Police Scotland demonstrated effective leadership when responding to these incidents in the period surrounding the vote. This task was separated into three components: establishing whether the policing bureaucracy was effective at managing hate incidents, investigating whether the transactional and style theories adopted by Police Scotland produced staff capable of concluding hate incidents satisfactorily, and exploring whether the policing role culture was suited to managing emerging trends. These sub-questions were examined in the literature review, drawing upon previous scholarly work and an FOI request from Police Scotland. Data collection was approached using a mixed methods paradigm, with a quantitative survey of all constables in a division of Police Scotland subsidiary to eight semi-structured interviews with officers of various ranks involved in hate incident management. The results of the study were separated into a description of the phenomena observed followed by an analysis of the data and synthesis with the literature review. It was found that Police Scotland might consider the use of hate incident teams and nominated hate experts to preserve narrative and avoid the insular approaches cultivated by role culture. Also recommended was increased partnership working with external agencies to increase credence with minorities and facilitate holistic solutions. Lastly, a more formal adoption of both transformational and contingency leadership was advocated, allowing for custom-made solutions to what are unique narratives.

Inga Heyman *RGU / Edinburgh Napier University*

Police and emergency health practitioner experiences in the care of people in mental health distress- a 'grey area' of practice

Globally there is an increased demand on police and emergency health services to respond to people experiencing mental health distress. Research in this area of policing and mental health has been focused out with Scotland, custody environments, or serious mental health disorders. Yet, frequently these presentations are of more common mental health needs, such as deliberate self-harm. Timeliness of response, risk assessment compromised by intoxication, and differing interagency perceptions of risk can result in professional tensions resulting in a 'grey area' of mental health service delivery. Given governmental ambitions for service collaboration in the care of vulnerable populations (Scottish Government., 2017, Police Scotland., 2016), it is crucial to develop cross-agency research to illuminate barriers or facilitators to multiagency practice. Aim: This embedded multiple case study seeks to bring deeper understandings of police and health practitioners experiences in the safeguarding of people in mental health distress. Viewing this phenomenon

through the lenses of police, health services and the service user, a fuller understanding of the impact of organisational processes, expectations, relationships, and cultures on safeguarding journeys can be made. Such insights can help inform collaborative police and health policy, contemporary practice models, inter-professional education and research within the Scottish context. Conclusions: Preliminary findings suggest two divergent views exist between policing and health services in the care of this group. Misconceptions about roles, differing philosophies of service, expectations and missed opportunities for information sharing are prevalent. Recommendations for improved collaboration and service delivery will be presented.

Robert Skinner *Heriot-Watt University*

Proximity interpreting: Day to day policing and delivering access for deaf citizens

In the UK police forces have begun introducing a bespoke signed language video mediated interpreting (VMI) service to promote greater communication between the police and deaf citizens. Currently these services are designed to handle 101 non-emergency police calls. For the police using technology in this way may appear to be an attractive solution in responding to a particular social problem, how do deaf people initiate on-demand contact with the police? This PhD study is therefore interested in the effectiveness of VMI as a tool to facilitate first point (ad-hoc) interactions. The unique challenge is how all of parties involved in the interaction are engaged in a conversation not experienced before. Previously the use of interpreters in police contexts has been confined to on-site police premises, more specifically police interviews. Interpreters who work with the police are encouraged to understand police procedure to facilitate a style of interaction that is determined by institutional goals (Berk, 2009; Mulayim, Lai, & Norma, 2014). Police officers are also advised to recognise and consider the atypical approach to managing interviews when assisted by an interpreter (Berk, 2009; Mulayim et al., 2014; Perez & Wilson, 2007). The introduction of VMI technologies now means the opportunity for interaction on a range of every day policing subjects has increased. Much can be learned about the way police officers provide their service to citizens who do not share a common language or cultural background and how can interpreters facilitate general police-deaf citizen interactions.

Dionysia Lali *Open University*

Vulnerable witnesses and the police: How to develop evidence based practice to support witnesses on the autistic spectrum (ASD) when giving evidence

Current procedures for gathering evidence from witnesses can create significant anxiety to people with Autistic Spectrum Disorders (ASD), due to difficulties with memory, language, social interaction, communication and face recognition. This can significantly impact on the quality of evidence provided. Furthermore, it could deter ASD witnesses from reporting crime, making it difficult to access the Criminal Justice System and receive the right support. This has significant implications on how ASD witnesses engage with the Police and how they feel their rights are represented in the Criminal Justice System. It also raises questions as to whether current ID procedures are tailored to meet the needs of ASD witnesses. Working with ASD witnesses could also be stressful to police officers, as they are the first to interact with witnesses that could require special assistance, and it is therefore vital for officers to be able to identify and support ASD witnesses. This empirical study aims to address these issues by investigating police officers' perceptions, knowledge and understanding about ASD individuals as witnesses, as well as how this translates into their practice. It also aims to develop operational procedures to Vulnerable witnesses and the police: How to develop evidence based practice to support witnesses on the autistic spectrum (ASD) when giving evidence improve policing practice, particularly for eyewitness identification procedures, as well as improving ASD witnesses' participation in the Criminal Justice System. The project seeks not only to identify areas where improvement might be needed, but also to develop and test procedures which make the most of research evidence based practices.

POSTER PRESENTATIONS

Najla Etaher *University of Strathclyde*

Influence of gender on risky behaviour in use of smartphones

These days, most teenagers and adults use smartphones. The present study considers smartphone security with a particular perspective on how this may impact upon child and adult users. A mobile usage survey was conducted that included focus on gender in order to shed light on differences in how males and females approach smartphone use. The majority of our survey sample (47.7%) own iPhone devices. This choice is higher for females (73.5% of females) than for males (36.5% of males). Android devices accounted for 46.2% of the total sample. Males were more likely (56.6% of males) to have Android devices than females (21.6% of females). To highlight exposure to online risks and threats, questions were asked about (i) receiving photos from known contacts and strangers, (ii) receiving upsetting content and (iii) bullying content. While a large proportion of respondents had not received upsetting, attacking or bullying content from other people, 19.8% of females and 15.6% of males acknowledged receipt of such material. A larger proportion of males than females seem to take care when it comes to turning off GPS. Apparently, females were more likely to expose their current location, as only 16.3% of female respondents indicated that they had ever turned off GPS for safety, while 38.1% of males had done so. Males and females appear to be close in their attitude toward managing app permissions. For both groups, the majority had intentionally avoided some apps when faced with permission requests rather than give access to personal information (73.3% for males and 75.2% of females). In similar vein, males and females were close in their tendency to download applications (95.5% for males and 99.0% for females). Our results suggest that the gender effect on behavioural differences in smartphone use is mainly reflected in (i) choice of smartphone brand, (ii) likely receipt of unwanted or unsettling materials, and (iii) vulnerability to location revealing apps. These insights support a case for encouraging specific risk awareness in female smartphone users.

Eleanor (Ellie) Harding *Edinburgh Napier University*

Identifying opportunities to improve outcomes and care pathways of people in mental health distress who are attended by Police Scotland

The increased demand for mental health support in Scotland has led to the development of national strategies with the aim to develop cross-sector solutions, for both the Scottish Government and Police Scotland. The Police Scotland Vulnerable Persons Database (VPD) had 57,000 markers for 'mental health' in 2015, making it the most common marker used. Research linking police and health data has not been conducted previously. With the need for efficient and effective crisis mental health services, a better understanding of the population they are serving is key. Previous research assessed care pathways experienced by people attended to by the Scottish Ambulance Service, finding that a number of people were frequent callers and some went on to complete suicide within one year. Aims: (1) Quantitatively analyse the routinely collected health data and Police Scotland Vulnerable Persons Database to assess the care pathways and characteristics of those in mental health distress attended to by the police. (2) Qualitatively explore how stakeholders experience existing care pathways and explore the perception the public have around data sharing between the health and police sectors. Methods: A linked anonymised data study of the Police Scotland VPD and the Unscheduled Care Data Mart (UCD) will be made available for analysis via the ADRC. Semi-structured interviews with major stakeholders will be undertaken. It is expected that the methods used will be further developed following a more in-depth literature review and discussion with Police and service users affected. Results: The results will be disseminated at future conferences.

Liam Ralph *Edinburgh Napier University*

Communication between the police and the public via social media in Scotland: Summary of interim findings

Social media has emerged as an important tool in police communication. The growth of social media in the last decade is well documented. However, the ever-changing features of social media and way in which people use online platforms highlights a growing need for the police to be ahead of the curve. In both the UK and internationally, police forces utilise social media in different ways. This includes an array of styles, tone and content. In turn, this study attempts to better understand best practice and 'what works' in police adaptations of social media. Between November 2016 and August 2017, 134 hours participant observation and 41 semi-structured interviews were conducted with police officers and officials across two case study locations in Scotland. As well as this, 4 focus groups were carried out with citizens (n=23). This paper presents key themes that have emerged from early analysis of data. This includes the opportunities and challenges of using social media in policing. These findings also have implications for police communication with citizens more generally.

Yazeed Alkhurayif *University of Strathclyde*

How can we measure the likely effectiveness of information security policies?

Most organisations now impose information security policies (ISPs) or 'conditions of use' agreements upon their employees. The need to ensure that employees are informed and aware of their obligations toward information security is apparent. Less apparent is the correlation between the provision of such policies and their compliance. In this study, we report our research into the factors that determine the efficacy of ISPs. Policies should comprise rules or principles that users can easily understand and follow. Presently, there is no ready mechanism for estimating the likely efficacy of such policies across an organisation. One factor that has a plausible impact upon the comprehensibility of policies is their readability. The present study investigates the effectiveness of applying readability metrics as an indicator of policy comprehensibility. The methodology applied in this study was as follows: (A) eight policies were selected (from a mix of public and private sector organisations); (B) experts were asked for their insights on key policy ingredients; (C) focus group interviews were conducted; (D) comprehension tests were developed (Cloze tests); (E) a pilot study of comprehension tests was conducted (preceded by a small-scale test); (F) a main study of comprehension tests was performed; and (G) a comparison was made of comprehension results against nine readability metrics. The results reveal that the traditional readability metrics are ineffective of predicting human estimation. Readability, as measured using a bespoke readability metric, may yield useful insight upon the likely difficulty that end-users may face in comprehending a written text. The study aims to provide an effective approach to enhancing the comprehensibility of ISPs and afford a facility for future research in this area. Keywords— Information security policy; ISP; ISP compliance; Information security; Readability; Readability formulae; Readability metrics; Comprehension test.

Dermot Fitzsimons *Queen Margaret University*

Pausing Mid-Sentence: Young offenders' perspectives on their language and communication needs

Introduction: Low levels of language and communication competence in the young offender population has already been firmly established in the evidence base. Little is known about the perspectives of those in custody regarding their communication abilities and needs. The language and communication skills of young men often most at risk in this environment - those in segregation units – is under-researched. Aims: To investigate language skills of young male prisoners who have recently experienced segregation and gain their views around their own language and communication abilities/needs. Methods: Nine male young offenders (age 17-23, M=20.1) were assessed using standardized language assessment, semi-structured interview and clinical history/social/educational background. Results: Wide variation in assessment scores with 66% (n=6) of participants performing at below normal limits on at least one language subtest; of these, 50% (n=3) indicated severe difficulties on at least one subtest. Lowest scores were found on expressive vocabulary measures. From interview: a majority consider themselves “average-to-good” communicators; verbal de-escalation skills are considered less effective in spontaneous threatening situations than aggressive behaviour; “saving face” is reported as a significant contributor to violent responses. Participants report avoidance as a general strategy for dealing with prison life. Conclusions: This young offender sub-group has a level of language ability similar to that of others detailed elsewhere in the literature. Despite a majority self-reporting as “good communicators”, the pressures of high personal reputational stakes for young men in this environment, consequent saving of face and avoidance behaviour is viewed as effective over verbal negotiation in threatening situations.

PARTICIPANTS

Yazeed Alkhurayyif	University of Strathclyde
Hussain Alsaleh	University of Strathclyde
Suaad (Sue) Alshehhi	University of Strathclyde
Joe Apps	NCA/University of Dundee
Emma Brett	Anglia Ruskin University
PS Neil Broadbent	Police Scotland
Dr Ann Clark	Queen Margaret University
Richard Cockbain	Police Scotland / University of Dundee
Graeme Dickson	University of Dundee
Najla Etaher	University of Strathclyde
Declan Falconer	University of Leeds
Dermot Fitzsimons	Queen Margaret University
Professor Nicholas Fyfe	SIPR, Director
Konstantinos-Kosmas Gaitis	University of Edinburgh
Katie Gambier-Ross	University of Edinburgh
Dr Penny Haddrill	University of Strathclyde
Ellie Harding	Edinburgh Napier University
Tim Heilbronn	SIPR, Business KT Manager
Dr Vicki Herrington	Australian Institute of Police Management
Inga Heyman	Edinburgh Napier University
Shane Horgan	University of Edinburgh
Amy Humphrey	University of Dundee
Jon Jacobs	Director, Institute for Criminal Justice Ethics, John Jay College

Fergus Kelly	University of Glasgow Police Scotland
Ritma Kursite-Nimante	Daugavpils University/UCL
Dionysia Lali	Open University
Jenny Maria Lundgaard	Norwegian Police University College
T/ACC Gillian MacDonald	Police Scotland
Dr. Bedraya Mandekar	Kuwait
Emily Mann	University of Edinburgh
Kenny MacAskill	Former Cabinet Secretary for Justice
Dr Jamal K. Mansour	Queen Margaret University
Sophie Marshall	Police Scotland
Dr Denise Martin	University of the West of Scotland
Caitlin Moore	Edinburgh Napier University
DC Chamberlin Ngouajio	Police Scotland
PC Judith Northin	Police Scotland College
Derek Penman	HMICS
Liam Ralph	Edinburgh Napier University
Matthew Richardson	University of Dundee / Police Scotland
Dominic Sermanni	Police Scotland / University of Aberdeen
Rob Skinner	Heriot-Watt University
Andrew Tatnell	University of the West of Scotland
Claire Taylor	Abertay University
George Weir	University of Strathclyde
Andrew Wilson	Police Scotland