

# Seldom Heard Voices: Community Impact Event

*In 2021, SiPR, Police Scotland and the Scottish Police Authority funded five grants with the aim to support Police Scotland to further contact and engage with all elements of our communities in Scotland, but particularly those groups which are seldom heard.*

We are delighted to invite you to our 'Community Impact Event' where the five grant receivers will present their findings as well as field questions and feedback from attendees.



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**SiPR**

# Welcome to the Seldom Heard Voices: Community Impact Event!

The Scottish Institute for Policing Research (SIPR), Police Scotland, and the Scottish Police Authority (SPA), have joined together to provide £62,000 to fund projects which will support the police to improve engagement with seldom heard communities.

The term 'seldom-heard' refers to communities which are historically under-represented and may be less likely to engage with police for a variety of reasons (including race, religion, sexuality, disability, and age, as well as communities isolated through geography or economic disadvantage).

Following a successful event in November 2022 in which the various project teams presented their work and their findings to representative from Police Scotland and the Scottish Police Authority, we are excited to follow up with a public event to showcase the amazing work that has been completed.

"The focus of these grants was to understand seldom heard communities and emphasise the role of police, researchers, and policy makers in building effective and meaningful connections. Many of these communities feel they are not being listened to, and we have an important role to play in support research which will ensure their voices are heard; their needs are met; and their perspectives are understood."

We hope you enjoy the event!





***SIPR Associate Director  
Police Community Relations  
Network***

Dr Megan O'Neill is a Reader at the University of Dundee and has an extensive background of policing research with a focus on issues of social interaction in policing, both within the organisation and with the public and partners. Her work has included studies of football policing, Black Police Associations, community policing, partnership working and Police Community Support Officers. She is part of the Unity Project, funded by the European Commission's Horizon 2020 programme, to study community policing and its adaptation to the new challenges of policing neighbourhoods across the EU. She was appointed as the SIPR Associate Director for the Police-Community Relations Network in August 2018.



***Assistant Chief Constable  
Emma Bond Police  
Scotland***

Assistant Chief Constable Emma Bond is the executive lead for Local Policing North and C3. ACC Bond's portfolio consists of the following business areas, Northeast Division, Tayside Division, Highlands and Islands Division, Contact Command and Control Division, Public Confidence, Volunteers, including PSYV, Special Constables, and Armed Forces Reservists. She is also the Senior Responsible Officer for the Local Policing Programme and Modernised Contact & Engagement. ACC Emma Bond has 23 years' experience of policing in Northern Ireland. She is an experienced Divisional Commander, Public Order Gold Commander, Strategic Firearms Commander and the PSNI's former Head of Innovation and Change. She was also a founding member of their Women in Policing Association, former Head of Learning and Development and Executive Lead for Hate Crime. ACC Bond was awarded an MBE for services to policing and the community in 2019 and joined Police Scotland in February 2022.



***Tom Halpin  
Scottish Police Authority  
Board Member***

Scottish Police Authority member Tom Halpin is a former Deputy Chief Constable of the legacy Lothian and Borders Police. He joined the Authority in March 2018 and was awarded the Queen's Police Medal in 2008. Between 2009 and 2020, Tom was Chief Executive of SACRO, a leading community justice organisation which works to create safer and more cohesive communities across Scotland. A Chartered Director and Fellow of the Institute of Directors, Tom previously Chaired the Criminal Justice Voluntary Sector Forum and is a Council Member of the Scottish Association for Studying Offending, both influential 'think-tanks' on such matters.

Police Scotland is committed to enhancing community trust and confidence in policing, and is focused on a range of approaches to measure and understand the drivers of trust and confidence. A new Engagement and Participation Framework underpins the activities the Service is supporting to develop innovative approaches to research and public engagement, aligned to the [Joint Strategy for Policing \(2020\)](#) – Strategic Outcome 3: “The public, communities and partners are engaged, involved and have confidence in policing.”

Police Scotland is committed to gaining a better understanding of all communities, engaging effectively to ensure safety and protection across Scotland. Public Confidence is considered and acted up at our Strategic Leadership Board, the most senior governance forum in the service; furthermore, the service recently set up a Public Confidence Governance Board to enhance the development of approaches. The Board is chaired by ACC Emma Bond (Local Policing North) and is a space for collaboration and partnership-working to align strategic oversight with delivery of policing in local communities, and ensuring this is delivered using evidence-led approaches. A key area of focus for the board has been to develop a rich understanding of policing from the perspective of seldom-heard communities.

In September 2021, The Scottish Institute for Policing Research, Police Scotland, and the Scottish Police Authority provided £62,000 to fund projects which will support improved engagement between policing and seldom-heard communities. The term 'seldom-heard' refers to communities which are historically under-represented and may be less likely to engage with police for a variety reasons (including race, religion, sexuality, disability, and age, as well as communities isolated through geography or economic disadvantage). These projects have concluded, and we are now able to host an event whereby the research teams will present their findings and recommendations to Police Scotland representatives. The full reports pertaining to each project will be available for public dissemination in early 2023.

Police Scotland continues to facilitate opportunities for the public to share their feedback on policing through a number of consultation, engagement and participatory opportunities. Our public sector leading [‘Your Police’ survey](#) has generated over 100,000 responses since its inception in 2019 and provides meaningful data to help shape local policing in communities in Scotland. People are asked about their feelings of safety, their confidence in local police, and any worries or concerns about their local area. Information is then used to inform local decision-making, influence policing services locally, provide updates for local scrutiny and enable opportunities for collaborative responses to community challenges.



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# Programme

10:00	10:30	Welcome with Hot Beverages & Poster Viewings
10:30	10:45	Presentation from Police Scotland
10:45	11:00	Presentation from Scottish Police Authority
11:00	11:30	First Project Presentation – “Inquiring together: Collaborative Research with BAME communities and serving officers” Presented by Dr Jonathan Mendel
11:30	12:00	Second Project Presentation – “To be seen and heard: developing photovoice as a method for the police to engage with young people in underserved communities” Presented by Dr Andrew James Wilson & Inspector Jason Peter
12:00	12:30	Third Project Presentation – “Accounting for Complexities: an Intersectional Approach to Enhancing Police Practitioner Accountability, Legitimacy & Sustainable Reform” presented by Dr Julie Berg & Emily Mann
12:30	13:15	Lunch
13:15	13:45	Fourth Project Presentation – “Hearing seldom heard groups: Policing with empathy in conversation with LGBT and young people from disadvantaged backgrounds” presented by Prof James Moir & Dr Corinne Jola
13:45	14:15	Fifth Project Presentation – “Refugee and asylum-seeker experiences, trust and confidence with Police Scotland” presented by Bryony Nisbet
14:15	14:30	Police Scotland & Scottish Police Authority Discussions
14:30	15:00	Informal Discussions & Networking



## **Project One – “Inquiring together: Collaborative Research with BAME communities and serving officers”**

### **Project Summary:**

This project, based in Dundee, aimed to find out from Scotland's minority ethnic communities their thoughts on communication, safety, and trust in policing. The process involved training serving police officers and community workers to undertake participatory action research with ethnic minority community groups based in Glasgow, Dundee, and North Aberdeenshire.

### **Findings:**

- Police in Scotland are highly regarded by minority ethnic communities and there is trust in local policing.
- Ethnic minorities have significant gaps in their knowledge about the police.
- BAME communities do not understand Police Scotland's role and relationship to other organisations, such the Home Office.
- Research participants felt that when they had dealings with the Police, communication had been poor and, as victims, that felt as though they had committed a crime when being interviewed.
- Community engagement is valued by both communities and police officers as an important tool in promoting community safety.

### **Recommendations:**

- Communities need accessible, basic information, in multiple languages, about Police Scotland.
- Police Scotland should look at how local officers can be involved in community engagement activity with local communities, using the model developed through this project.
- Interviewing should use a Trauma Informed Approach for victims.
- Police Scotland should make their interpreter service more accessible as current systems require English language to get past the first stage of the phone call.
- Training on intercultural communication and awareness needs to be a regular part of police CPD.

## Dr Jonathan Mendel



Jonathan Mendel has substantial experience of both policing research (particularly on police reform) and work focussed on seldom heard communities (especially in terms of trafficking, exploitation, and migration). His work on police reform and changes to the workforce contributed to discussions around the formation of Police Scotland. Through this work, alongside other projects like PhD supervision, Jonathan gained experience of working with police officers and staff on research projects (and is SIPR's Point of Contact at Dundee University). In terms of vulnerable populations, Jonathan is currently looking at how the influence of borders within the EU has made migrants more vulnerable to exploitation and is developing work with practitioners to look at failures in the anti-trafficking sector. He has previous experience of participatory work on how the Brazil World Cup impacted on the rights of children living in favelas.

## Extended Research Team



*Professor Karen McArdle*



*Kirsty Forrester*

## **Project Two – “To be seen and heard: developing photovoice as a method for the police to engage with young people in underserved communities”.**

### **Project Summary:**

The aim of this project was to support Police Scotland in adopting photovoice as an approach to engage young people in an area impacted by significant inequality (Wallacetown, Ayr SIMD ranked 22<sup>nd</sup> most deprived neighbourhood in Scotland) and help understand the places and people that matter to them. Photovoice is a research method frequently used to maximise engagement and amplify voices. It involves asking participants to take photos on a specific topic, interviewing them about the photos taken and then exhibiting the photos and using them to bring about change. Twelve young women from Wallacetown took part in the project, taking photos on the question ‘What makes you feel heard or ignored in Wallacetown?’

### **Findings:**

Although the full analysis of photos and interview transcripts has not been completed, these will be most relevant to the community of Wallacetown. The work undertaken so far has provided valuable insights into the acceptability and feasibility of photovoice for the police:

- The project has been received positively by a number of participants, with one participant describing the project as something they had enjoyed doing this year (in a video they shared on Twitter).
- Innovative and creative forms of engagement with young people may be a method to break through the barriers which traditionally hamper police engagement.
- However, the project has also highlighted issues that may be indicative of wider challenges; low trust in the police may have hampered participant buy-in; also practical challenges such as gaining informed consent of people/places being photographed.

### **Recommendations:**

- Photovoice should be pursued as a valuable method for use on specific projects, where the police want to hear about a specific topic or from a specific group.



## Dr Andrew James Wilson



Dr Williams (BMedSci, MPH, PhD) is a public health researcher with extensive experience co-producing research with communities, especially in collaboration with the local police service. He co-supervised with the Chief Medical Officer of Devon and Cornwall Police a PhD student on police staff fitness, leading to broader engagement about the nature of a health promoting police service. He is also a long-time collaborator with C2: Connecting Communities who are currently working with the Scottish Violence Reduction Unit in Wallacetown, South Ayrshire. Dr Williams expertise in the promotion of health includes the application of epidemiological and complex adaptive systems thinking and methods to creating cultures of health within local communities. This expertise has been developed through research into the determinants of obesity, especially in children and young people, which expanded into exploring how families and community contribute to health. Andrew's research is usually embedded within local organisations or communities where academic and lived experience come together to help produce impactful research. This includes projects with youth work, social housing, and religious organisations as well as the previously mentioned work with the police.

## Inspector Jason Peter



Jason Peter is a Police Inspector with over 14 years' experience in a variety of policing roles. Passionate about community policing and partnership working Jason has been a champion for collaborative working throughout his service. He firmly believes that the most successful approaches involve a whole community approach to problem solving and has extensive experience of implementing successful innovative approaches to community safety. He has developed skills in partnership working to achieve organisational and shared objectives, involving individuals and communities in decisions affecting them and identifying asset-based approaches to complex issues. Currently working as Project Lead, for Ayrshire, with the Scottish Violence Reduction Unit Jason is based in the heart of Wallacetown in Ayr and is working to bring service providers and the community together to tackle deep rooted issues which impact on the safety and wellbeing of people, places, and communities.

## Extended Research Team



*Dr Kirsten Russell*



*Professor Katrina Wyatt*



*Susanne Hughes*

## **Project Three - “Accounting for Complexities: an Intersectional Approach to Enhancing Police Practitioner Accountability, Legitimacy & Sustainable Reform”**

### **Project Summary:**

The authors undertook a literature review on intersectionality and policing to provide a critical, impact-based account of scholarly/academic engagement with policing and intersectionality. This review informs an intersectional good practice toolkit by which police organisations can better engage with the phenomenon of intersectionality and its implications for policing and 'seldom heard communities'. Additionally, the authors hosted two interactive workshops to share preliminary findings, consult with academics and police practitioners and request feedback.

### **Findings:**

The review highlighted that intersectional convergence of certain social identities and characteristics can provide complex challenges for policing, for example:

- The impact of micro-interactions between the police and those with intersecting social identities.
- Meso-level institutional issues may mitigate or aggravate negative interactions between the police and those with intersecting identities (such as police culture, resources, specialist training, and/or whether the police have specialist teams or programmes).
- Macro-level factors; the police operate under broader structural influences and power dynamics which negatively impact on certain groups, and which is informed by both historical and contemporary factors such as law, policy, political and public discourses and expectations.

### **Recommendations:**

- A review of policy and practitioner engagement; field research engaging specifically with intersectionality in the Scottish context; a review of policies, programmes, and practices which Police Scotland are already undertaking.
- Adopt a set of 'best principles' which inform a positive approach to intersectionality, and which can be practically applied – these include: examining unconscious biases; enhanced focus on empathy; a 'whole of society' approach; a substantive and inclusive model of equality; focusing on underlying and social causes of harm alongside individual agency.

## Dr Julie Berg



Dr Julie Berg is Senior Lecturer in Criminology at the University of Glasgow's School of Social and Political Sciences and Associate Director (internationalisation) of the Scottish Centre for Crime and Justice Research (SCCJR). Dr Berg has published extensively on police and policing accountability, legitimacy and reform and is a leading expert on plural/polycentric policing and non-state security governance in the Global South, with over 20 years of research experience. She has focussed much of her research on the challenges faced by policing and security entities and networks with regards to delivering democratic and equitable security and, in this regard, she has extensive experience in working closely with the public police in South Africa on aspects of legitimacy within diverse communities both subject to acute forms of violence and characterised by extreme socio-economic disadvantage. She has a 15-year track record in successful grant awards working with Scottish, African and South African academics, police practitioners, government oversight agencies, NGOs, and wider collaborators. She is a member of the international and inter-disciplinary UK-based research network Everyday Political Economy of Plural Policing (EPEPP) and co-leads the Evolving Securities Initiative which is a global network of scholars and security professionals focusing on the generation of knowledge about existing and emerging global harms and the democratic delivery of security for the public good/interest.

## Emily Mann



Emily is an ESRC funded PhD candidate in Criminology and Sociology. Emily has extensive networks with Police Scotland stemming from her own qualitative and ethnographic research. Emily has chaired Police Scotland's two-day immersive critical incidents senior leadership training, at Tulliallan, where she was praised for encouraging and facilitating open and critical debate among participating officers. She has also chaired focus groups with the SWDF's Specialisms Committee on the underrepresentation of women in specialist roles. These findings informed policy developments aimed at promoting equality, accessibility, and opportunity in specialist roles for both female officers and staff. Emily is a member of the First Minister's National Advisory Council on Women and Girls that aims to tackle gender inequality in Scotland. She teaches criminology, criminal justice and politics and is currently applying for Fellowship of the HE Academy. Emily features regularly as a guest sociologist on BBC Radio Scotland and is well versed in making academic concepts accessible. Most recently Emily has been awarded the genderED prize for her reflective poem on the 2021 Distinguished Scholar Series. Emily employs critical feminist pedagogy to introduce first year students to the concept of intersectionality and how it can be applied in practice. The success of this is illustrated in her seven separate teaching award nominations, most of which praised Emily's support for improving students own critical analysis.

## **Project Four - “Hearing seldom heard groups: Policing with empathy in conversation with LGBT and young people from disadvantaged backgrounds”**

### **Project Summary:**

This report is concerned with a study of young people identifying within the LGBTQI+ community and with the additional intersectional criteria of being care-experienced. The aim of the first part of the investigation examined the Joint Strategy for Policing (2020): Policing for a safe, protected and resilient Scotland. This is a key document for publicly communicating Police Scotland's overall strategic intent with regard to community-based policing. The second part of investigation was to examine police recruit training lesson material on the issue of dealing with diverse groups. Our aim was to find out the nature of what is covered in recruit training and to explore the underlying basis of what is taught in terms of prevailing concepts and ideologies. The third and final part of our investigation was to explore what young care-experienced people have to say about coming into contact with police officers.

### **Findings:**

- The term 'community' is presented in the Joint Strategy for Policing (2020): Policing for a safe, protected, and resilient Scotland as reflecting a modern conception of identity and is presented within the notion of 'inclusivity'.
- Police recruit training in diversity often omits the crucial role of police officers' understanding of everyday discourse and how suspects' talk may seek to excuse or offer mitigation.
- Interviews with our care-experienced participants revealed that experiences often included mistrust of police, being made to feel like a suspect, and a lack of empathy.

### **Recommendations:**

- Police Scotland's overall strategy with regard to contact with diverse groups should be based explicitly on a model of new public governance that incorporates 'public values'.
- Police Scotland's approach to police recruit training (with respect to inclusion and diversity) should focus upon 'real life' encounters. Police Scotland's approach to policing young people from the LGBTQI+ community should recognise 'boundary' issues in encounters as well as intersectional issues such as also being care-experienced.

## Professor James Moir



James works in the field of qualitative analysis and discourse studies. He has experience of working with and leading multi-disciplinary teams on a variety of funded research projects on shared decision-making in diverse consultation contexts, such as GP-Patient relationships. He has published extensively on the contested nature of issues within health (e.g. reporting of failing or poor care practices in the nursing profession), education reform (e.g. citizenship as a depoliticized discourse in education), and political discourse (pro- and anti-immigration discourse in the UK).

## Dr Corinne Jola



Corinne is a Senior Lecturer in Psychology and leader of the development, learning and cultural evolution research group. She has over 15 years of experience in developing effective understandings of how people from different backgrounds interact and communicate with each other. She devised several research and arts projects in a variety of community settings in Scotland and abroad (e.g., young people including those from disadvantaged backgrounds, people with Parkinson's and their carers), giving the dialogue between research and the community a real voice. She received a variety of research and arts grants, published internationally in book chapters, peer-reviewed journals and conference proceedings, and her performances and interactive art installations have been selected at several festivals and conferences in the UK and abroad. Her most recent publications and outreach projects focus on the development of empathic abilities across different populations.

## Extended Research Team



*Jan Law*



*Dr David Scott*



## Project Five - “Refugee and asylum-seeker experiences, trust and confidence with Police Scotland”

### Project Summary:

This study builds an understanding of the quantity and quality of refugees' social networks, and their role in influencing public perceptions and engagement with the police. It applies the Social Connections Mapping Tool (SCMT) methodology, combined with in-depth interviews with refugees, asylum-seekers, police personnel, and associated services to identify refugee and asylum-seeker experiences, trust and confidence with Police Scotland and associated services.

### Findings:

- **Visibility, trust & confidence:** Some participants had limited knowledge of Police Scotland or how to contact them. Confidence in Police Scotland is good despite negative experiences in their countries of origin. Most agreed increased police visibility is important.
- **Resources & Engagement:** Officers recognised the importance of engaging with refugees and asylum-seekers but highlighted the challenge of operational demands and resourcing.
- **Language:** Limited English language makes engaging with the police difficult, and ineffective interpretation and translation impacts on trust and confidence in the service. Police personnel agreed that language barriers can increase call and response times.
- **Gender:** Efforts are being made to improve the gender imbalance in the police workforce.
- **Racism and hate crime:** There was a general concern surrounding racism both at the hands of the community and the police, exacerbated by anecdotal accounts from others.

### Recommendations:

- Engage with refugees and asylum-seekers to gain familiarity of their social networks.
- Increase community support and empower communities to develop solutions to problems.
- Utilise police officers' cultural insights to assist with understanding community issues.
- Equip all officers with community policing information and resources (e.g. cultural awareness training, working with interpreters, agreeing methods to support inclusion).
- Enlist support of refugee-related organisations, local community organisations and/or faith-based organisations; these can serve as a bridge between the police and communities.
- Work with the wider community to encourage knowledge sharing and mutual understanding of people's needs and expectations from police.
- Implement structured information sessions aimed to raise awareness of laws in Scotland.
- Work with offenders to identify effective crime prevention strategies and emerging threats.
- Counteract casual hostility and racism to benefit refugees' health and productivity.



## Dr Nicole Vidal



Nicole Vidal is a post-doctoral researcher (previously assistant lecturer, research assistant) with IGHD currently leading the Scottish Government CSO funded project on the impacts of COVID-19 restrictions on Scotland's refugees and asylum-seekers. This study, which is nearing completion, set out to understand the impact of sudden-onset isolation, brought on by measures to combat COVID-19, on neglected population groups – specifically Scotland's refugees and asylum-seekers. It gathered information on the extent and quality of refugees' social networks during COVID-19 restrictions, to explore the relationship between sudden-onset isolation and loneliness, mental health, and wellbeing. In addition, Nicole has worked across a range of projects aimed at identifying ways to improve health and social care services among excluded and vulnerable groups, with particular emphasis on linking local communities to formal health and social care services. Her research interests include health and social care accessibility, acceptability and quality, community development and cultural practices and knowledge systems.

## Bryony Nisbet



Bryony is a researcher with IGHD currently working with the British Red Cross' Family Reunion Integration Service (FRIS). The aim of this work is to test the effectiveness of the Social Connections Mapping Tool (SCMT) questionnaire and embed it into practitioners' work with recently recognised and reunited refugee families in the UK. The aim is to enhance casework delivery and integration planning. It is intended to be used as a practical tool to help measure, assess, and review refugee families' existing social connections. Bryony has supported the delivery and development of multiple frontline statutory and third sector mental health services across the UK. Her research interests include mental health and psychosocial wellbeing; refugee integration and resettlement; mental health system infrastructure, development, and accessibility; trauma informed, person centred practice; gender, health seeking behaviours and stigma.

## Special Thanks

We would like to extend our deepest and most sincere thanks to all of the project teams and their respective participants for their invaluable insight.

We would also like to thank Police Scotland and the Scottish Police Authority for their support and engagement with these projects and for their participation in the dissemination events. Specific thanks go to Assistant Chief Constable Emma Bond of Police Scotland and Tom Halpin of the Scottish Police Authority.

Thanks also go to James Crane, Academic Research Co-Ordinator, and the Academic Research Team at Police Scotland and to Amanda Coulthard, Head of Strategy & Performance for their assistance in facilitating these projects and for their work on the initial review panel.

Our thanks also go to all of the attendees to this event for taking part in the discussions and knowledge exchange of the findings of all of the Seldom Heard Communities projects!