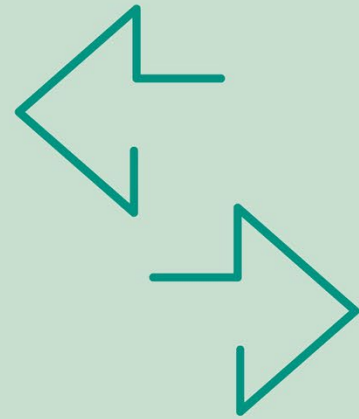


Community Confidence Action Research



SCOTTISH POLICE
AUTHORITY
ÙGHDARRAS POILIS NA H-ALBA



POLICE
SCOTLAND
Keeping people safe
POILEAS ALBA



Overview

- Who are Police Scotland and the Scottish Police Authority
- What is Community Confidence Action Research
- Who delivers this project?
- Where we are working
- Our Model
- Our themes so far
- Tests of change
- Learning and observations so far
- Next Steps



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Who are Police Scotland and the Scottish Police Authority?

Police Scotland

- Established on 1st April 2013
- Responsible for policing across the whole of Scotland.
- Purpose is to improve the safety and wellbeing of people, places and communities in Scotland.
- Focuses on keeping people safe in line with the values of integrity, fairness and respect.

Scottish Police Authority

- SPA was also created in 2013
- Governing body for policing in Scotland and holding the Chief Constable to account.
- 12 member Board appointed by ministers to oversee policing in Scotland. They are supported in this SPA officers.
- Focuses on increasing public trust and confidence through scrutiny

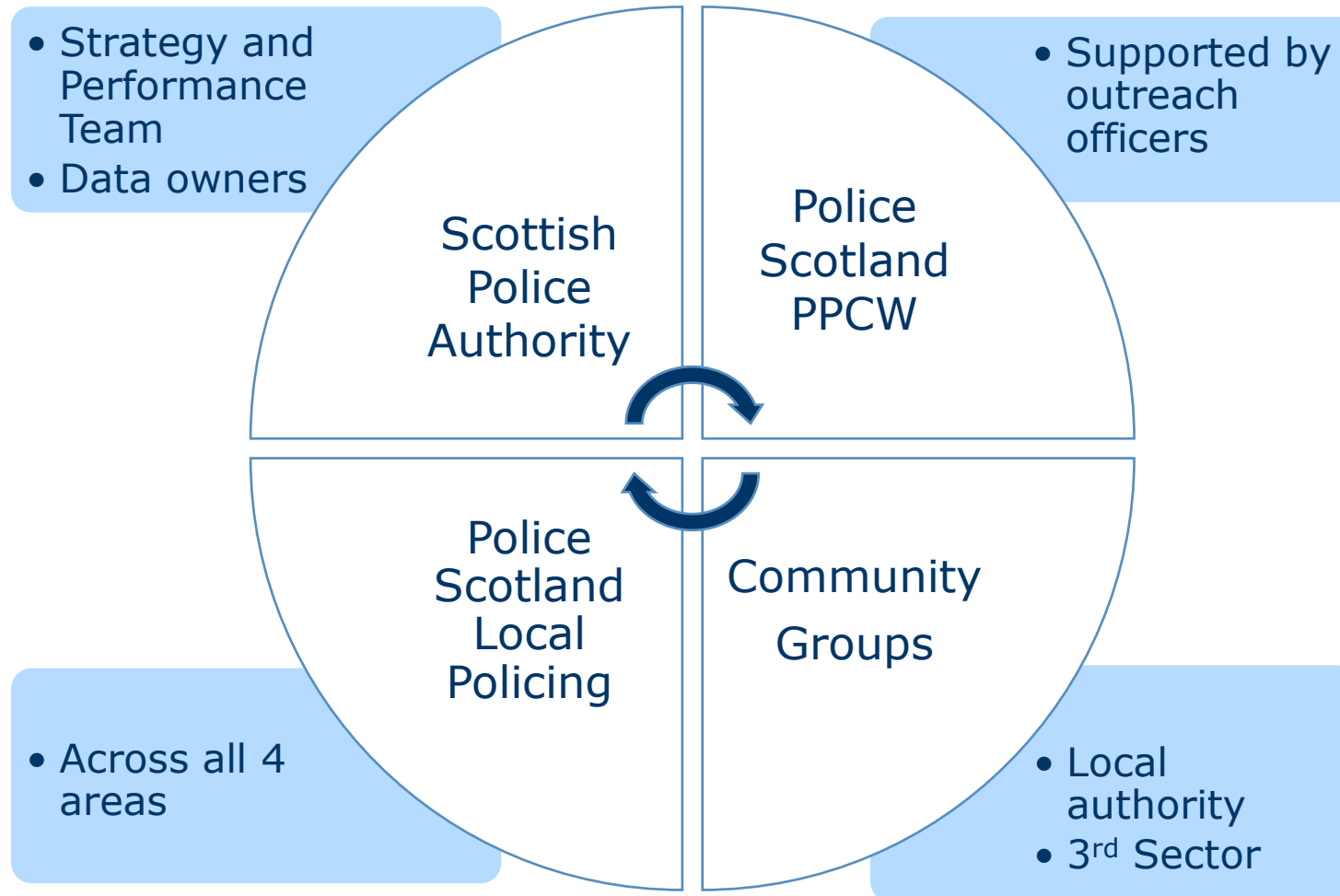
What is Community Confidence Action Research?

- Started mid-2021 – Sponsored by SPA Chair Martyn Evans and DCC Local Policing.
- Aim: To understand from communities that experience the impacts of deprivation why they have lower confidence in policing; and to work with those communities to identify small scale changes that the police and partners could make to improve confidence.
- Jointly-delivered by SPA Strategy and Performance team, and Police Scotland's Partnerships, Prevention and Community Wellbeing (PPCW) Division - reports to a Steering Group.
- Planned project closure in April 2024.





Who delivers this project?



Where we are working

- Using a selection criteria to identify intermediate zones, we are working in:

Letham (Perth & Kinross)

Irvine Fullarton (North Ayrshire)

Levenmouth (Fife)

Wick (Highland)

- Emphasis on: participation and co-production, community input, policy learning process.



Our Model

Step 2: Community survey(s) to gather views on area and on policing locally – for 16 and over along with schools (where possible).

Step 4: Community conversation to collect feedback and view gathering on the policing initiatives that had been developed after Step 3 prior to implementation.

Step 6: Final event in community discussing the work of the project, gathering feedback on the project and launching the final report for the area.

Step 1: Engagement with community organisations and introductions

Step 3: Community conversation on the findings of our survey(s) and what communities felt could enhance confidence in policing.

Step 5: Evaluation of the policing initiatives with modified survey(s) from Step 2 and conversations with community representatives.

Our themes so far

- All areas have completed **Step 1 to Step 3** of our model.
- Key themes that have emerged during these steps are:
 - Under 16s tended to view police positively, whereas there was a more mixed picture for those 16 and over across the areas.
 - Key impacts on confidence across all areas relate to police visibility and presence in communities.
 - In discussions with communities on the findings, themes that appeared frequently across multiple areas when asked what they felt could enhance policing were communication and engagement, education, partnership working and visibility/presence.



Tests of Change

- Responding to community responses, PPCW and local policing have put in place initiatives over three months – after which time we begin evaluation.
- Tests of Change were designed to be sustainable once evaluation had concluded. Examples of these are:
 - A presentation about different aspects of policing co-created by PPCW and communities (trialled in all four areas). It is anticipated this will become a series of videos on the Police Scotland website.
 - Named community policing officers appointed.
 - Senior officers “walking the beat”
 - Attendance at community events, Coffee with a Cop and hosting public forums/events
 - Newsletters/regular updates to the community
 - Greater engagement with schools



Learning and observations so far

- Conscious of internal and external context that policing operates in (i.e. resourcing, competing demands, and public interest priorities).
- Tests of change often slot alongside Business As Usual (BAU).
- A lot of activity is carried out without being noticed by community.
 - Learning around communication, and benefits of symbolic policing
- Language is important – decreased usage of term “deprivation”.
- Challenges surrounding building and maintaining relationships.
- Engagement can be difficult – trust and commitment takes time to build.
- Transparency in research approach and reporting of findings is key.
- Issues raised by communities as impacting confidence in police do not always relate to police (i.e. littering).



Next Steps

- Work in Letham (Perth and Kinross) has concluded, but evaluation is ongoing in Irvine Fullarton (North Ayrshire) and Levenmouth (Fife). Evaluation in Wick (Highland) will start over the next few days.
- The project is anticipated to end in April 2024 with a final full project report published.
- Acknowledging the short period of time tests of change were implemented for before evaluation, the SPA and PPCW will return to communities at a future date to review the legacy of the project.
- All [reports](#) from the project are/will be available on the Scottish Police Authority website





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Thank you

Email: ProjectDeprivationAndConfidence@spa.police.uk

29th November 2023

Public Confidence as an Objective of Independent Police Complaints Bodies

DR GENEVIEVE LENNON, UNIVERSITY OF STRATHCLYDE

Police Accountability: Towards International Standards (2020 - 2024)

- Canada, France, Germany, Japan & UK
- ORA funded (ESRC - UK)
- >200 elite interviews
- ~16 IPCBs
- Aims
 - Improve the empirical, methodological and theoretical frameworks to facilitate comparison and contextualisation of police complaints schemes and accountability mechanisms.
 - Develop international standards for independent procedures, resourcing, and good practice in the handling of complaints against law enforcement agencies.

Public confidence as an objective of IPCBs

- ❖ Terminology: 'trust', 'confidence' or 'trust and confidence'?
- ❖ As an objective
 - ❖ Explicit among some IPCBs (Eng/Wales; N.Irl; Scotland; Germany)
 - ❖ Implicit among others (France; Japan)

Public confidence as an objective of IPCBs: UK

- ❖ Improving confidence in police/policing
 - ❖ IOPC: 'to secure that **public confidence** is established and maintained' in respect to the handling of **police complaints** (Police Reform Act 2002, s.10(1)(d))
 - ❖ The Police Ombudsman of NI (PONI) shall exercise her powers to secure '**the confidence of the public and members of the police force**' in the police complaints system (Police (NI) Act 1998, s.51(4)(b))
 - ❖ PIRC 'Statutory Guidance' (2022): 'in order to improve police complaint handling practices and increase **public confidence in policing**'
 - ❖ 'Building trust and confidence in policing' (IOPC Strategic Plan; Impact Report....)

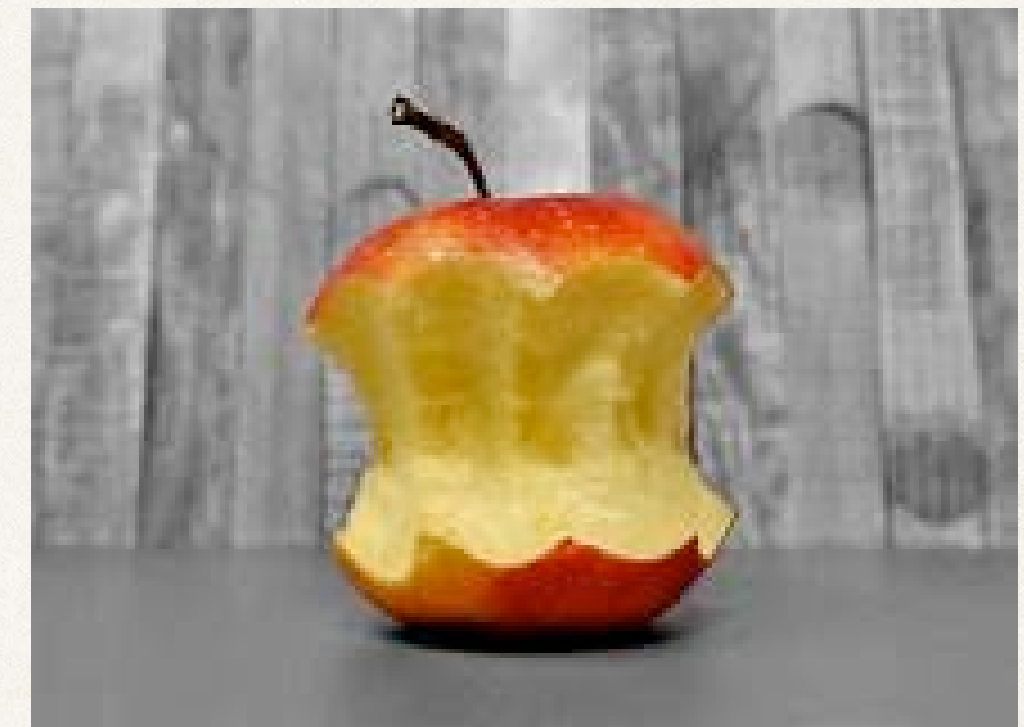
Public confidence as an objective of IPCBs: Evaluation

- ❖ Confidence in the police complaints system
 - ❖ Public awareness
 - ❖ Public confidence
 - ❖ In the police complaints system ? In the IPCB? In the IPCB handling of police complaints?
 - ❖ Complainant satisfaction
 - ❖ E.g. Harvey, Shepherd & Magil, 2014; Torrible 2018
- ❖ Public confidence in the police
 - ❖ What is the relationship? C.f. Germany & Japan



Public confidence as an objective of IPCBs

- ❖ Is a core objective of IPCBs globally (at least in Canada, England & Wales, France, Germany, Japan, Northern Ireland and Scotland...)
- ❖ Achievable or aspirational?



With thanks to...

- ❖ 'Conflicting objectives of external police complaints systems' John, S., Johansen, A., Hérault, M., Koun, K. & Brassard, V. in Johansen, Aden, Alain, Lennon, Mouhanna & Singelstein (eds) *Independent Police Accountability: Comparative Perspectives on Complaints Against the Police* (Routledge, 2024)



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**ADVANCING PROCEDURAL JUSTICE FOR VICTIM-SURVIVORS OF
SEXUAL VIOLENCE IN ENGLAND AND WALES
IDENTIFYING AND EMBEDDING POLICE LEARNING ABOUT
ENGAGING WITH VICTIMS**

Dr Kelly Johnson Glasgow University

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**University
of Glasgow**

The research for Project Bluestone was a team effort. Lead researchers are:
Kari Davies, Katrin Hohl, Miranda Horvath, Kelly Johnson, Jo Lovett, Olivia Smith,
Betsy Stanko, and Emma Williams. *January 2023*

Operation Soteria Bluestone Pillar 3: Embedding a Procedural Justice Approach to Police Engaging with Victims

Academic Leads: Dr Kelly Johnson, Dr Olivia Smith, Professor Michele Burman

Academic Team: Dr Oona Brooks-Hay, Dr Olivia Smith, Prof Clare McGlynn, Prof Michele Burman

Research Team: Sophie Geoghegan-Fittall, Dr Ruth Friskney, Adrian Harris, Dr Susan Hillyard, Dr Bethany Jennings, Sarah Molisso, Dr Rosa Walling-Wefelmeyer

Overarching Operation Bluestone Soteria Leads: Prof Katrin Hohl and Prof Betsy Stanko, funded by Home Office

The research for Project Bluestone was a team effort. Lead researchers are: Kari Davies, Katrin Hohl, Miranda Horvath, Kelly Johnson, Jo Lovett, Olivia Smith, Betsy Stanko, and Emma Williams. *January 2023*

The Six Pillars of Soteria



A Systematic Procedural Justice Approach



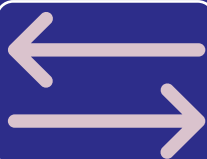
Procedural Justice Theory (PJT) hugely influential, but thus far mostly applied to stop & search, and general police encounters with the public – less so to victim contact



Basic argument: How officers act in direct encounters impacts on people's trust and confidence in the police. This, in turn, impacts on willingness to report and willingness to cooperate



Symbolic power: how police treat a person sends a signal to them as to their status



NB: To date, most procedural justice research has focused on general engagements with members of the public, or defendants, but not victims of sexual violence.

Pillar 3: Improving victim engagement via procedural justice

AIMS:

1. Advancing a victim-centered framework for procedural justice
2. Embedding best practice mechanisms for procedurally fair, just and effective engagement with victims across police response

OBJECTIVES:

1. Establish a system-level overview and in-depth understanding of how police are engaging with victims 'in real time'
2. Advance understanding of victim understandings of procedural justice, their treatment and experience in police interactions

DATA COLLECTION METHODS

PJT consultations with victim-survivors:

- 43 victim-survivors across five expert-by-experience panels

‘Deep Dives’ of four police forces, totaling:

- 324 hours of ethnographic observations with 14 investigation units
- 34 hours of video recorded interviews (VRIs) with victim-survivors in 27 cases
- 17 focus groups with police from dispatch, response, and investigation teams
- 15 interviews or focus groups with support workers from third sector providers, mostly Independent Sexual Violence Advisers (ISVAs)
- 14 hours of body worn video (BWV) from first contact with 16 victim-survivors

The research for Project Bluestone was a team effort. Lead researchers are: Kari Davies, Katrin Hohl, Miranda Horvath, Kelly Johnson, Jo Lovett, Olivia Smith, Betsy Stanko, and Emma Williams. *January 2023*

Why is procedural justice for victims important?

- Is closely tied to police legitimacy and public confidence in police.
- Promotes fair processes in the criminal justice system for victims who want to participate in an investigation *and also those who do not*.
- It advocates that *all* victims' rights and are enshrined and upheld, and their interests are centred.
- Is not a tool to:
 - increase victim cooperation or compliance with the police (i.e. *not a means to an end*).
 - replace criminal justice outcomes.
 - adopt a 'customer service' approach of advertising and 'selling' victim satisfaction

→ We must extend our understanding of 'good' police work and 'success' if we are to improve victim treatment and trust in police

Developing a Procedural Justice Framework with Victim-Survivors

1. **Dignity and Respect:** Victims' rights and interests are always recognised and protected. They are not dehumanised 'sources of evidence', their universal dignity and diverse interests are recognised and acted upon.
2. **Fairness:** Fairness requires a shift from biased thinking and an unfair focus on victim-credibility to open-minded, empathetic and *equitable* treatment – rather than 'neutrality', recognising the different starting points of victims entering the criminal justice system.
3. **Voice and Recognition:** Barriers to active victim participation are removed, regardless of their access requirements, and their choices, queries and concerns are recognised and acted upon.
4. **Safety:** Victims' safety concerns are appropriately identified, listened to and acted upon, and victims are not exposed to further risk through participating in or exiting an investigation. Also victims must *feel safe* in their police interactions.
5. **Trustworthiness:** Police officers and forces are consistent, effective, sincere, transparent and accountable; they will competently complete tasks and be accountable when they do not.

Key findings from police data

- Victims are currently receiving inconsistent and at times poor treatment → ***systematic procedural injustice for survivors***
- A systemised approach to embedding procedural justice across the police response is required
- It is crucial that a feminist, intersectional approach to procedural justice is adopted, where victim-survivor voices are centralised

Operationalising Procedural Justice for Victim-Survivors

- Victim communication plan and toolkit
- Victim information booklet (and easy read version)
- Extensive police protocols and templates, e.g. for NFA decisions
- Partnership working – partnership working recommendations, MOU, ISVA co-location policy briefing
- Developing best practice guidance in Body Worn Video use, ensuring survivor rights for digital/TPM access
- Victim Impact Assessment – for policy development
- Learning and Accountability Framework for Policing
- Procedural justice police learning in National Operating Model
- National learning network sessions for police on engaging with minoritised and marginalised victims

Thank You
Contact:
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Kari Davies, Katrin Hohl, Miranda Horvath, Kelly Johnson, Jo Lovett, Olivia Smith, Betsy
Stanko, and Emma Williams. *January 2023*



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Building trust, confidence and community engagement in policing

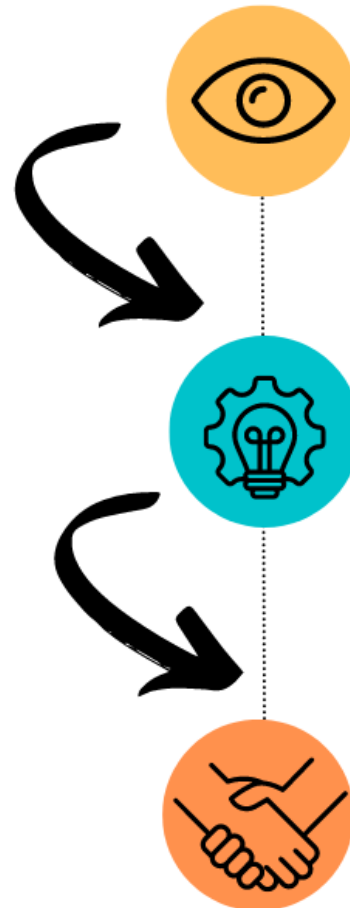
Outcome 3

The public, communities and partners are engaged, involved and have confidence in policing

Areas of Focus

Drivers of Public Confidence in Policing

Drivers of confidence are interdependent



Police Visibility

- Physical, online and virtual
- Making sure people feel safe and providing reassurance
- Accessibility and availability

Public and community engagement

- Listening and taking action on local concerns
- Understanding lived experiences of diverse communities

Policing culture, our values and behaviours

- How we make people feel during contact and engagement
- Demonstrating integrity, fairness and respect
- Being compassionate and showing empathy

Opportunities

- Leading and influencing areas where public confidence and trust may be affected
- Building understanding of communities, our accessibility, availability and effectiveness
- Embedding service standards, ethics, code of practice and learning across the service
- Optimising learning, skills and resources
- Connecting approaches in C3, specialist crime and local policing for enhancing service
- Evidence-led campaigns for crime prevention and protection
- Horizon scanning and assessment of future events and emerging trends

Our challenge to you today...

Your insights, ideas and knowledge into what works, areas to consider within these drivers of confidence.

We're keen to think about:

- **Visibility** – how can we target using our resources effectively and to have maximum impact; what does this look like in online and virtual spaces?
- **Enhancing reach, meaningful relationships and access to justice** (and increasing safety and protection) within communities with low levels of trust and confidence in police.

Thank you.

Davina Fereday
Research and Insight Manager

Kevin Ditcham
Insight and Engagement Lead

We're always happy to have a chat!
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Visit our Engagement Hub
<https://consult.scotland.police.uk>

Out of reach

Social connections and their role in influencing engagement between the refugees/asylum seekers and Police Scotland

Dr Nicole Vidal
Bryony Nisbet



Queen Margaret University
INSTITUTE FOR GLOBAL HEALTH
AND DEVELOPMENT

SiPR | Scottish Institute
for Policing Research



MISC Migration, Integration,
Social Connections

RESEARCH AIMS:

Promote **accessible and effective engagement** between the police, refugees and asylum-seekers

1. Identify the people and organisations that refugees and asylum-seekers reach out to for help and the role of policing and related services in their social networks

2. Explore the barriers hindering refugees and asylum-seekers from accessing and engaging with Police Scotland and associated services

3. Explore the barriers hindering police personnel from effectively and meaningfully engaging with refugees and asylum-seekers

4. Deliver a participatory knowledge exchange workshop emphasising person-centred communication strategies to maintain and improve trust, contact and reciprocity between police and refugees and asylum-seekers



METHODOLOGY

Our project and study plan comprised five main components:

1. START-UP MEETING WITH MEMBERS OF SCOTTISH POLICE

2. PARTICIPATORY SOCIAL CONNECTIONS MAPPING WORKSHOPS

3. DISTRIBUTE SOCIAL CONNECTIONS MAPPING TOOL QUESTIONNAIRE

4. SEMI-STRUCTURED INTERVIEWS

5. PARTICIPATORY KNOWLEDGE EXCHANGE WORKSHOP



SOCIAL CONNECTIONS MAPPING TOOL (SCMT): WORKSHOPS AND QUESTIONNAIRE

- Tool to help **measure, assess and review** refugees' and asylum seekers existing **social connections**.
- Elicit gaps in knowledge around police support available to refugees, allowing us to create a **bespoke connections list that reflects the police services**.
- Participants attending the workshop were asked a set of **hypothetical questions based on scenarios relevant to potential police interactions**, such as 'if you experienced X crime, who would you seek support from?'
- Produces **visual maps** of refugees' and asylum seekers social connections – can be used to facilitate discussion about personal **integration goals** and how **building social networks** might help in realising these goals.

2 Social Connections Mapping workshops:

- Police Scotland personnel and associated services
- Refugees and asylum seekers

Social Connections Mapping Tool questionnaire:

- 7 respondents (4 asylum seekers; 3 refugees)



SOCIAL CONNECTIONS MAPPING



INTERVIEWS

*Recruitment and
study sample:
Adults aged 18+*

Refugees and asylum seekers:

Recruited with support from Freedom from Torture; snowball sampling to find additional participants

Police Scotland and associated

services: staff involved with community protection and support of refugees and asylum seekers (Police Scotland, emergency services, mental health services, local council services, etc.)

16 participants

- 6 from refugee and asylum seeker cohort;
- 10 from Police Scotland and associated services

Semi-structured interview guide using SCMT maps



POLICE VISIBILITY

Refugees and asylum seekers

“...you can create real image of the police to the immigrants and to the refugees, the behaviour of the police, to the people. Because other countries may have some different experience of the police and they have brought these images from their country to here, so they need to know [where] to find proper [understanding] of the police in [Scotland]” (Refugee)

*“They [refugees and asylum seekers] have had experiences with the police in their countries of origin, which is not the same [as this] country ... they've had adverse experiences of the police in relation to experiences that they've had in their country at home and they universalise or generalise from that experience”
(Police)*

*“I don't know. I don't really know much about policing, but I think if they get more into the community to be seen by people and are being seen helping others, that would give the public much more appreciation of what they do”
(Refugee)*



TRUST AND CONFIDENCE IN POLICE

Refugees and asylum seekers

“[Seeing police in the community] will give the public more confidence...but the public probably don’t want them in all places everywhere” (Refugee)

“Is it difficult because I had experienced the behaviour of the police in Afghanistan...so roughly, yes [I trust them], but I need to see what [they are like here]” (Refugee)

“[Before] we probably weren’t as diverse. I feel like we’re trying to do our best in in trying to learn as we go that we need to represent the communities that we serve. So I think we’re doing well. We are trying to recruit people from different diverse backgrounds as well so that we can show more representation in the communities that may need us” (Police)

“...the police of Scotland, they gave us some information...in general was very kind with supportive police of Scotland. And in my mind was the description or their explanation about the police was positive. And so if someone asked me, for example, about the police of Scotland, I should say they are kind and they could be effective. If you want to ask a question or if you have any complaint” (Refugee)



TRUST AND CONFIDENCE IN POLICE

Challenges:

Language/communication
Gender considerations
Pre-disposed perceptions
Previous experiences
Reluctance to report crime

Competing demands
Competing priorities with limited
time
Nationwide call centres – impacts
local familiarity

Organisational

- Shortages in **funding and resources** contribute to reduced **visibility**.
- Investing in more officers and training needed to allow police to **embed themselves in the community**.
- **Task shifting to fill gaps creates gaps.** People feel they are being pulled in different directions with competing demands.

"I would love to spend my time on engagement and working towards how we can make things better. But unfortunately, I'm pulled in different directions and we're always up against competing demands..."



KEY FINDINGS

Community partnerships:

- Partnering with community liaisons;
- Engaging with community-based gatekeepers;
- Gathering information and recruiting community spokespeople through gatekeepers;
- Continue engagement activities while holding additional community discussions;
- Partner with local community and/or faith leaders; and
- Set up community advisory councils or working groups.



KEY FINDINGS

Problem solving:

Problem solving priorities for police include fostering additional support from organisations, teachers, colleagues, and employers to promote information sharing and engagement.

Tactics to promote positive relationships between refugees, asylum-seekers and Police Scotland include the following:

- Mutual knowledge exchange;
- Educate communities about local laws and the roles of police;
- Provide and promote law enforcement language services to communities (communication strategies, interpreters);
- Engaging in tailored outreach events; and
- Implement face-to-face training dedicated to cultural awareness issues (e.g., language, gender, experiences with racism and hate crimes) and refugee and asylum-seeker mental health and wellbeing.



IMPLICATIONS FOR RESEARCH AND PRACTICE

Social connections and their role in influencing engagement with the police:

Understanding the important role that social connections can have to increase awareness and visibility of the police and to encourage mutually supportive interactions between refugees, asylum-seekers, and police, would have the benefit of improving accessibility and delivery of policing services.

- Engage with refugees and asylum-seekers with the aim to gain familiarity of their social networks;
- Maintain higher levels of contact and support for refugees;
- Engage with refugees and asylum-seekers, and their social networks to develop local solutions to local problems;
- Empower communities to solve local issues;
- Supports ongoing community outreach and engagement efforts; and
- Develop trust and partnerships between police, associated services and refugees, asylum-seekers, and their social networks.



IMPLICATIONS FOR RESEARCH AND PRACTICE

Enhancing positive police-refugee relations:

- Seek out information about police personnel's cultural, linguistic, and religious backgrounds to promote a greater understanding of local 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 support organisations, local community organisations and/or faith-based organisations, as these can serve as a bridge between law enforcement and community members;
- Work with the wider community to encourage knowledge sharing and mutual understanding of people's needs and expectations from police;
- Form and encourage strategic partnerships with local and formal organisations;
- Implement structured information sessions aimed to raise awareness of rules and laws in Scotland;
- Work with offenders to identify effective crime prevention strategies and meet emerging threats and challenges; and
- Prioritise the countering of casual hostility and racism as this is likely to be very costly in terms of refugees' health, mental health and long-term productivity.



ACKNOWLEDGEMENTS

We are very grateful to the **refugees and asylum-seekers** who expressed interest in our study and kindly gave up their time to share their experiences and insights with us. We sincerely hope that the outcomes of this study will contribute positively to their lives and others like them who have faced the challenge of integrating into new communities. Their generous contributions made our research possible.

This study was enabled through the financial support of the **Scottish Institute for Policing Research (SIPR), Police Scotland, and the Scottish Police Authority (SPA)**, to whom we are very grateful for awarding us with the Seldom Heard Communities Grant.

We would like to thank **Police Scotland** and all police personnel who volunteered their time to speak to us as well as the staff at SIPR who gave us valuable support throughout the duration of this study.

We are grateful to Fiona Crombie and Ahlam Souidi at **Freedom from Torture** for supporting our work and linking us with their network of refugees and asylum-seekers.

