

# LGBTQI+ Police Scotland Citizens' Panel

SPRING 2025





## Acknowledgements

We would like to thank Kevin Ditcham and Chief Superintendent Nicky Russell for their unwavering support throughout this process. Additionally, we would like to thank all members of the Oversight Group for championing this process. In particular, we would like to thank Ellis Beardsmore of Pride Outside CIC for the wellbeing support provided to panel members throughout the process.

Finally, we would like to thank all the commentators, and all the members of LGBTQI+ Police Scotland Citizens' Panel without whom this project would not have been possible.

## About the authors

The recommendations of the LGBTQI+ Police Scotland Citizens' Panel are reproduced here in their own words. The remaining content was written by Rowan Harris of Shared Future. No legal responsibility can be accepted for any loss or damage resulting from the contents of this document. It does not necessarily represent the view of Shared Future in relation to any policy or projects.

## About Shared Future

We are a community interest company working across the UK. Our aim is to provide an excellent service that makes a difference to communities and individuals and works towards a fairer, more equal society. Our mission is to move those we engage with towards greater individual and collective authority and autonomy, by supporting their ability to act wisely, confidently and in community with others. Since setting up Shared Future in 2009, we've built a team of experienced practitioners with a diverse range of skills. We work together on worthwhile and stimulating projects that reflect our personal values.

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# Introduction

The LGBTQI+ Police Scotland Citizens' Panel was commissioned by Police Scotland. The Panel ran from January to April 2025 and was facilitated by Shared Future. This report details the process and final recommendations.

The relationship between the police and the LGBTQI+ community in the UK has been marked by significant tension.

Over the years, Police Scotland has taken steps to improve its relationship with the LGBTQI+ community. This has included implementing policies to combat discrimination and promote inclusion, and, most recently, a **public apology** to the LGBTQI+ community.

Citizens' Panels and other forms of participatory engagement are increasingly seen as important tools to help bridge the gap and rebuild trust between the police and the community by facilitating dialogue, gathering insights, and offering recommendations on how to improve local policing and community safety.

The LGBTQI+ Police Scotland Citizens' Panel was convened to answer the question:

***“What does Police Scotland need to change and do to build greater trust and confidence amongst LGBTQI+ people?”***

In Autumn 2024, the invitations to register for the panel were shared through LGBTQI+ networks and broadcasting stations. 73 people responded, registering their interest and availability, from which 27 participants were randomly selected to incorporate the many diverse identities within the LGBTQI+ community of Scotland.

To ensure a robust, fair, and unbiased process, an independent Strategic Oversight Group was also recruited, bringing together representatives from the Scottish Government, the voluntary sector, educational sector, and other community groups.

Of the 27 people selected for the Panel, 20 members attended all the sessions and voted on the recommendations in this report. Aged 20 to 68 and from many different walks of life, they met for 25 hours across ten online evening sessions beginning on Tuesday 14<sup>th</sup> of January 2024. The Panel heard from 18 'expert' commentators and shared their own opinions and lived experience.

After 25 hours of deliberation, the Panel produced 16 recommendations covering training and education; transparency, trust, and accountability; community engagement and visibility; internal police culture; and feeling safe, seen, and welcome interacting with the police.

# Foreword

## Chief Superintendent Nicky Russell is the Tayside Divisional Commander and Chair of the Citizens' Panel Strategic Oversight Group

Police Scotland's purpose is to improve the safety and wellbeing of people, places and communities across Scotland. We are committed to enhancing public trust and confidence across all our communities – policing by consent is a fundamental to our policing approach.

In June 2024, Chief Constable Jo Farrell made a public apology to the LGBTQI+ communities of Scotland "for the pain caused through injustices including policing role in enforcing laws which criminalised love and identity."

The Chief Constable highlighted "Police Scotland is determined to build an inclusive Service, free from discrimination, for all our communities"

Recognising the specific focus required, Police Scotland has been working in partnership with Shared Future over the last nine months to host a LGBTQI+ Citizens' Panel.

This participatory approach has been the first of its kind for Police Scotland and has resulted in a randomly selected group of LGBTQI+ people coming together with their valued views, thoughts and intersectional lived and living experiences.

The panel were asked "What does Police Scotland need to change and do to build greater trust and confidence amongst the LGBTQI+ people?"

I am delighted to introduce the result of this work which has not only delivered 16 recommendations for Police Scotland to consider and address but has grown a community among the people who have been involved.

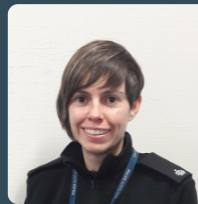
This work has been invaluable, giving people a voice, listening to so many diverse views and building confidence for individuals. The culmination of this has allowed our Panel to form the recommendations contained within this report through their own experiences, interactions with police and society and from a wider variety of inputs from Police Scotland and our stakeholders.

This approach is vital to us as the service strives to become an anti-discriminatory organisation which is committed to our 2030 Vision of Less Crime, Supported Victims, Safer Communities and a Thriving Workforce.

I do not underestimate the challenge of making progress with the Panel's Recommendations. Although we are undertaking significant work already, there continues to be more for us to do and most importantly more for us to communicate to our communities.

Finally, I would like to thank the Strategic Oversight Group for this process, the series of commentators, facilitators and the members of the Panel for their time and valued contributions.

It is humbling to have been part of this work which has allowed you all to deliver this report, grow a community and share such personal experiences to improve our service. Your Panel Statement is a powerful reminder that it is by working together that we make Scotland a safer place for everyone.



**Chief Superintendent Nicola Russell (She/Her)**

Tayside Divisional Commander and Chair of the Citizens' Panel Strategic Oversight Group

# Background

Historically, like much of the United Kingdom, Scotland's legal and societal attitudes toward LGBTQI+ individuals were shaped by conservative norms and the criminalisation of same-sex relationships.

In recent years, Scotland, along with England and Wales, has made great strides towards equality for same-sex couples with the legalisation of same sex marriage.

While public attitudes towards gay and lesbian members of society are beginning to shift, trans people in particular have faced a growing struggle for legal recognition, as well as protection from discrimination and harassment.

The Equality Act 2010 was intended to consolidate and strengthen pre-existing anti-discrimination laws. However, questions around the legal definitions of 'sex' and 'gender' as outlined by the Act, including the 'legal definition of a woman', have been the focus of intense debate and campaigning in recent years.

The recent Supreme Court ruling clarified that the legal definition of a 'man' and 'woman', for the purposes of the Equalities Act, is based on biological sex. This will have profound implications for trans and non-binary access to single-sex spaces and services, amongst other things. This is a time of great worry for trans and non-binary people as the impact of the ruling is understood in the context of their lives.

The challenges facing the LGBTQI+ community are complex, shaped by the interplay of various legal, social, and political factors. The police have an important role to play in supporting this community as it continues to face discrimination.

However, tensions and mistrust remain between the LGBTQI+ community and the police, whose duty has historically been to enforce laws that marginalised and criminalised LGBTQI+ individuals.

As an institution responsible for the safety and wellbeing of all members of society, Police Scotland must work to rebuild relationships and foster trust with the communities it serves. The LGBTQI+ Police Scotland Citizens' Panel represents a meaningful step toward that goal.

## What is a Citizens' Panel?

The LGBTQI+ Police Scotland Citizens' Panel is an example of a 'deliberative' process (see also citizens' assemblies) aiming to meaningfully engage with diverse citizens on challenging issues. The main aim of such processes is to produce recommendations on what decisions need to be made, that take into account the views of a diverse range of stakeholders.

Citizens' panels, which can involve between 15 and 30 participants (citizens' assemblies tend to be much larger) have become a key tool in inclusive policymaking on issues such as climate mitigation and adaptation, health and wellbeing, and policing. They can create a mandate for commissioners to take action, by building legitimacy through in-depth deliberations and impartial facilitation.

Crucially, such processes ensure that those who are not normally part of the decision making process are able to voice their concerns, ideas, and lived experiences. This can help to deliver effective and durable policies while also achieving wider buy-in from the community.

The LGBTQI+ Police Scotland Citizens' Panel was recruited via a range of existing LGBTQI+ networks across Scotland. This made it possible to bring together a group of people which included the many different identities and experiences of members of the LGBTQI+ community across Scotland.

The LGBTQI+ Police Scotland Citizens' Panel is the first to take place on this issue in Scotland. However, there are a growing number of cases where this methodology has been utilised by the Police or influenced policing practices, including the Building Bridges, Safer Communities Citizens' Panel in Liverpool, Citizens' Assembly on the Future of Neighbourhood Policing in Waltham Forest, and a recent commitment to run several citizens' assemblies across Cheshire.

# Public Apology from Police Scotland

In May 2024, Chief Constable Jo Farrell apologised to the LGBTQI+ communities of Scotland for the pain caused through injustices, including policing's role in enforcing laws which criminalised love and identity.

"I believe passionately in the value that policing brings to our communities: keeping people safe from harm, protecting the vulnerable, bringing criminals to justice, solving problems, and reducing offending. We stand up for, and with our communities, which strengthens them, improves their wellbeing, and allows them to prosper.

That value must be for all our communities. Everyone must know that when policing talks about keeping people safe, that applies to them. All must feel able to speak to the police, to report a crime or to share information knowing they'll be treated with dignity and respect. I also want people from all communities to see policing as a potential career.

It is a matter of deep regret that these values, over a period of decades have not always applied to the LGBTQI+ communities of Scotland.

As Chief Constable, I would like to extend a sincere apology, for the recent and historical injustices and discrimination that members of LGBTQI+ communities in Scotland have faced. At times policing has not only failed to protect you but has contributed to the mistreatment and prejudice many have endured.

Laws which criminalised love and identity were wrong, and policing must recognise and reflect upon our role in enforcing them. I am truly sorry for the serious and long-lasting physical and mental pain and harm caused, both to my internal colleagues, and to our communities.

Police Scotland is determined to build an inclusive Service, free from discrimination, for all our communities.

We will advocate for and support third party reporting to increase confidence and overall reporting.

We are empowering leaders to build inclusive teams; improving our education and training for all our officers and staff to ensure they understand and respect the issues facing the LGBTQI+ communities and on equality laws; focusing on our values and standards; and delivering a clear and consistent message that there is no place in Police Scotland for prejudice.

And we will reintroduce specialist liaison officers to work with the community and support officers and staff.

It is important that we take responsibility for our actions to build a future where everyone feels safe and supported.

I am dedicated to building a service that you can trust, one that is inclusive, respects diversity, and protects the rights and dignity of all individuals. I hope this apology can contribute to the necessary progress to ensure the value of policing is for all communities."

**Jo Farrell, Chief Constable**

# How was the LGBTQI+ Police Scotland Citizens' Panel Selected?

The recruitment of the LGBTQI+ Citizens' Panel was designed to bring together a diverse group of around 25 LGBTQI+ individuals from across Scotland to explore how to improve trust and confidence between LGBTQI+ communities and Police Scotland. The process was led by Shared Future CIC, with strategic input from an Oversight Group made up of representatives from civil society, policing, and LGBTQI+ organisations.

The recruitment process aimed to:

- Ensure diversity across sexuality, gender identity, ethnicity, age, geography, disability, socioeconomic status, and lived experience.
- Centre inclusion, accessibility, and participant wellbeing.
- Engage people who may be excluded from public dialogue.

## Outreach Methods

The invitation was shared through, LGBTQI+ networks, community groups and advertisements on a UK LGBT radio channel. Key information included the purpose of the panel, session schedule, and that participants would be paid an honorarium for each session. Once they had seen the invitation people could register interest through a web form or Freephone number.

Rather than using overtly public advertisements or social media, recruitment took place through a measured, trust-based outreach strategy. LGBTQI+ organisations and community networks were invited to share opportunities with individuals in their trusted circles. This helped create an inclusive and welcoming space from the outset.

The reasons for this approach were to:

**Foster trust:** Many LGBTQI+ people have had varied and complex experiences with policing. Sharing the invitation through trusted community groups made it more likely that individuals felt comfortable taking part.

**Encourage a safe space for dialogue:** The careful distribution of invitations allowed for a vetting process to ensure that those taking part were genuinely from the LGBTQI+ community. The process signalled that this was a supportive space designed for constructive discussion, not a public debate.

## Achieving a diverse panel representation from Scotland's LGBTQI+ communities

The recruitment method called sortition, randomly selecting people to take part, is typically used in democratic processes like citizens' panels or assemblies. Stratified sampling is often used alongside sortition to make sure the selected group broadly reflects the wider population. This means dividing the population into relevant "strata" (e.g. age, gender, ethnicity, geography) and selecting people randomly within each group to achieve a balanced and representative mix.

Replicating this method for this citizens panel faced a challenge due to the lack of robust demographic data about LGBTQI+ communities in Scotland.

To mitigate this:

- Flexible reference points were used, including census data, surveys, academic research, and frontline insights from Oversight Group members.
- Recruitment focused on inclusion and voice, rather than rigid statistical representation.
- The expression of interest process involved filling in an online form with information regarding age, gender identity, sexual orientation, ethnicity and geography to enable diverse representation.
- Particular efforts were made to engage people from underrepresented groups, including:
  - Trans, non-binary, and intersex people.
  - Black and minority ethnic LGBTQI+ individuals.
  - Disabled and neurodivergent people.
  - People with experience of the asylum system or no recourse to public funds.
  - People in rural or isolated areas.
- The Shared Future team monitored registrations of interest as they came in and adapted outreach to address gaps. A one-week recruitment extension, agreed by the Oversight Group, was added to increase representation from certain groups.

As part of this invitation process 73 people expressed interest and 27 were selected using a randomised and stratified selection process, aiming for diversity across the criteria mentioned.

All selected participants received a welcome call to confirm their interest, explain the process, and identify any access or support needs. A welcome pack included session outlines, wellbeing information, and Zoom guidance. Laptops, internet dongles, and tech support were provided as needed. Participants were offered a £30 honorarium for each session they attended.

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### LGBTQI+ Police Scotland Citizens' Panel

We are seeking around 25 residents of Scotland from LGBTQI+ communities to join a Citizens' Panel. This Citizens' Panel is part of an ongoing effort by Police Scotland to build trust and strengthen relationships with LGBTQI+ communities following a [public apology](#) from the Chief Constable for historical harm and discrimination.

The panel will reflect the diversity of the LGBTQI+ population in Scotland, and will discuss and develop a range of policy recommendations to help shape Police Scotland's decision making and guide future actions to better serve LGBTQI+ communities.

The question the panel will consider is as follows:

**"What does Police Scotland need to change and do to build greater trust and confidence amongst LGBTQI+ people?"**

The panel will meet online via Zoom on nine Tuesday evenings (6.30pm-9pm with breaks!), between January 2025 and April 2025. Selected participants who attend all sessions will receive **£360 in vouchers** for their time.

If you are interested in taking part, and are over the age of 18, please complete our [interest form](#) or call our freephone: 0800 009 6819. Any data you provide will only be used by Shared Future to ensure that we select a panel representative of the LGBTQI+ community in Scotland. It will be stored and deleted in line with Shared Future's [GDPR](#).

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Pòlìs Alba

## LGBTQI+ Police Scotland CITIZENS' PANEL

Join us to discuss and develop a range of policy recommendations that will be presented to senior leaders within Police Scotland to guide future actions to better serve LGBTQI+ communities.

**Receive up to:  
£360  
HIGH STREET  
VOUCHERS**

**You can take part if you:**

- Belong to the LGBTQI+ community
- Are resident in Scotland
- Are over the age of 18

**REGISTER NOW**

Use the QR Code Above!

Want to find out more?  
0800 009 6819  
[lgbtqiscot@sharedfuturecic.org.uk](mailto:lgbtqiscot@sharedfuturecic.org.uk)

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# Oversight Group and Observers

Citizens' Panels incorporate a range of measures to ensure that the process is as transparent as possible and stands up to scrutiny.

## Oversight Panel

In line with best practice, an Oversight Group was recruited to ensure that the process was fair and stood up to scrutiny. The Oversight Group, chaired by Nicky Russell of Police Scotland, met five times and consisted of a range of LGBTQI+ sector organisations and individuals. The group met to:

1. Ensure that the project design was fair and rigorous.
2. Agree upon and monitor the panel recruitment.
3. Suggest topics to be considered by participants.
4. Identify 'commentators' or speakers best able to present on these topics.
5. Push for implementation of the Panel's recommendations.

## Oversight Panel Member Organisations

- LGBT Youth Scotland
- Scottish Youth Parliament
- Equality Network
- Scottish Trans
- Scottish Police Authority
- Stonewall Scotland
- University of Glasgow
- Public Health Scotland
- LGBT Health and Wellbeing
- Scottish Government
- Scottish LGBTI Police Association
- Community Representative
- Victim Support Scotland
- Scottish Police Authority
- Young Women's Movement
- Police Scotland
- Pride Outside CIC
- West Lothian Pride

## Observers

To ensure transparency, we provided external stakeholders with an opportunity to observe the process from start to finish. In addition to commentator presentations and Q&A sessions, observers were able to watch any deliberative exercises or activities. All observers were briefed to remain silent. They were not allowed to participate in any of the small group discussions.

## Who attended as an observer?

Representatives from the following organisations attended at least one session as an observer:

- Kevin Ditcham, Police Scotland
- Dr Lewis Clarke, Police Scotland
- Ellis Beardsmore, Pride Outside
- Christopher Clannachan, Equality Network
- Manira Ahmad, Public Health Scotland
- Julie Berg, University of Glasgow
- Vicky Taylor, Police Scotland

# Panel Sessions

The Panel took place between January and April 2025. It consisted of 10 online sessions on Tuesday evenings.

## Session 1

The first session took place on Tuesday 14th January, 2025. We began with a quick introduction to Zoom (the online meeting platform), before an overview of the selection process and the purpose of the panel.

After a brief introduction, we launched into a series of ice breaker activities in small groups. We shared an image of a weather chart as a stimulus, asking people ‘what weather would describe how you are feeling as we start this citizens’ panel?’ Facilitators then asked the group, ‘what are you most or least looking forward to about taking part?’

Returning to the large group, a facilitator explained the concepts of ‘commentators’, people with knowledge of a certain subject area who are invited to share this with the panel, and ‘observers’, people that are invited to witness the panel process. The panel was reassured that any observers would not be able to join small group conversations. The intention behind this was to help the group gain confidence in discussing sensitive topics in the small groups.

### Group Guidelines

The panel broke off into small groups to discuss how to create a space in which everyone feels safe, respected, and able to contribute fully. The group was reminded that facilitators would take a proactive approach to addressing any behaviours or comments which would make participants feel unsafe or excluded—such as racism, sexism, transphobia, homophobia, ableism, or any other form of discrimination or harmful language.

There were 3 prompt questions to encourage the panel to think about what group guidelines might look like:

- What ways of working will help us have open and respectful conversations?
- What would make it easier for you individually to take part in the panel sessions?
- What requests do you have for the facilitators and commentators?

The group guidelines would be further refined in Sessions 2 and 3.

### Introduction from Police Scotland and the Oversight Group

The panel heard from Chief Superintendent Nicky Russell and Kevin Ditcham, Insight and Engagement Lead for Police Scotland, on the reasons for commissioning the panel.

The panel also heard from two members of the Oversight Group, Manira Ahmad, Chief Officer at Public Health Scotland, and Christopher Chlannachan, Policy and Campaigns Officer at Equality Network.

Panel members then entered small groups to formulate questions for the Police and members of the civil society organisations about the process.

### Wellbeing Offer

At the end of the session, we shared a short video from Ellis Beardsmore at Pride Outside CIC, a wellbeing practitioner who specialises in supporting LGBTQI+ communities.

The wellbeing offer comprised a range of resources and activities to help panel members feel supported during this process, including:

- Wellbeing resources that you can access at any time.
- Group wellbeing activities during a few of the panel sessions, led by Ellis. (they will be joining us in session 3)
- Individual sessions to you to discuss anything that’s come up during the panel sessions in a confidential space.

The wellbeing resources were circulated at the end of the session.

## Session 2

The second session took place on Tuesday 21st January, 2025.

The first 10 minutes was spent in 4 small groups reflecting on the group agreements produced in the first session. Facilitators prompted the group to consider whether the agreements were sufficient, or if there was anything missing that needed to be added. Each facilitator summarised the discussion in their respective groups in the main room.

### What we think about the Police

Before hearing from any commentators, we asked the group to reflect individually on the following questions and prompts:

- How would you like the police to be? (thinking about LGBTQI+ communities specifically.)
- What kind of police service would you like to see? (This might be based on good or negative experiences you've had.)
- What could the police do more of?
- Are there organisations or institutions that have your trust and confidence now? How did they earn your trust?

Members of each group were then invited to share their reflections within their group. A facilitator recorded any emerging themes, and these were shared back with the Panel in the plenary.

### Commentator Slot

The facilitation team introduced the first set of commentators, or 'expert witnesses', to the panel. Each commentator was approved in advance by the Oversight Group to provide an insight into different aspects of policing and the work of the police with the LGBTQI+ community.

- **Ben Bradford**, Professor of Global City Policing University College London (UCL)
- **Lewis Clarke**, Senior Research and Insight Officer, Police Scotland

Each commentator was allotted 10 minutes to present to the panel. Panel members were then invited to join small groups for 10 minutes to discuss what they had

### Procedural justice is key to trust

Participation, openness and explanation

Respect and dignity

Fair, neutral decision making

A sense of trust in the decision and the decision-maker (≠ making the 'correct' decision)



Presentation from Ben Bradford, UCL

heard and develop questions for each commentator. The aim behind this was to encourage all participants to come forward with questions.

After a short break, we held a 30 minute question and answer session with the commentators. Facilitators encouraged panel members to ask their own questions, but offered to ask questions on their behalf if they were not comfortable asking it themselves.

### Reflecting on the presentations and question and answer session.

It is important to capture any ideas that panel members might have throughout the process so that they do not forget them by the time it comes to writing recommendations. We encourage panel members to take their own notes, but also share these with the group at the end of the session. We asked all panel members "what key points do you want to remember for future sessions". These were captured and shared back with the group at the recommendation writing stage.

## Session 3

The third session took place on Tuesday 28th January, 2025.

The session began with 4 small group conversations and a final review of the group agreements. Panel members were asked to share any strong concerns they had, if any, and these were noted and where necessary incorporated into the final agreements on how to work together. The panel then returned to the plenary session where they agreed to adopt the agreements.

The group agreements are detailed on the next page.

## Commentator Slot

The group heard from three commentators in this session:

- **Dr. Mat Wilkie** – Research Officer, LGBT Youth Scotland
- **Rebecca Hoffman** – Policy and Research Officer, LGBT Health and Wellbeing
- **James Whyte** – Head of Volunteering, Victim Support Scotland

Each commentator had 10 minutes to present to the panel. Where necessary, commentators were asked to provide a trigger warning for members of the panel ahead of their presentation.

After the presentations, the panel split into 3 small groups to take part in a question and answer session with each commentator. Each small group had around 15 minutes to ask questions of the commentator before the commentator changed group. Any questions were recorded and are available to read in Annex C.

## What do we need to hear more about?

As before, we asked panel members to reflect and feedback on what they had heard. Their reflections were recorded and would be re-shared later in the process.

Panel members were then asked “what do you think we need to hear more about to answer our panel question: What does Police Scotland need to change and do to build greater trust and confidence amongst LGBTQI+ people?”



## Group Agreements

1. Speak from "I": Use "I" statements to share personal experiences and perspectives, avoid making assumptions about others.
2. Be curious, not reactive: If you disagree, ask questions to clarify and understand, rather than immediately challenging or dismissing.
3. Respect differences: Acknowledge and value the diverse backgrounds, experiences, and identities in the group. Avoid making assumptions and judgements about others.
4. Practice patience: Allow time for others to process and respond
5. Support each other so that everyone can participate
6. Use online etiquette: Speak slowly, leave pauses, and raise our hands physically or use the raise hand function to avoid talking over others.
7. Avoid assumptions about what others know; explain references (e.g. laws) and acronyms.
8. Be mindful of communication barriers: Accents and hearing difficulties can make understanding challenging. Speak slowly, and don't be offended if someone asks for clarification.
9. Confidentiality: Feel free to talk about the topics discussed and your experience on the panel with friends, colleagues, and family. However, please remember that any details that could identify panel members or personal experiences shared during the sessions must remain confidential.
10. Provide trigger warnings before talking about distressing topics. Be mindful that triggers can vary. Some may seem minor to some but significant to others.
11. Say your name before speaking to help others identify you.



Panel members take part in their first wellbeing session with Ellis Beardsmore, Pride Outside CIC

We asked each member of the panel to reflect quietly on their own before sharing back with their small group.

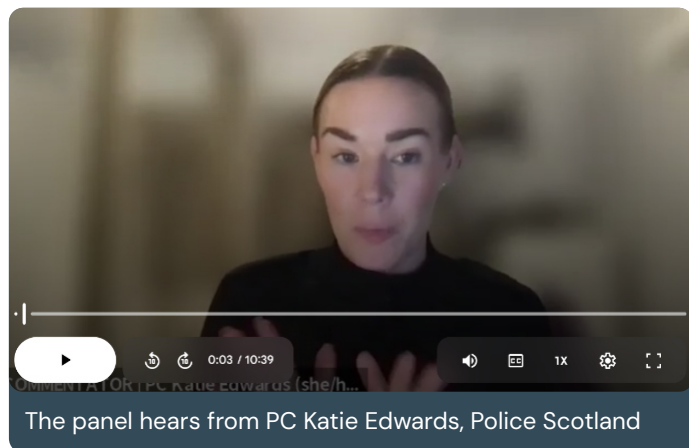
The ideas from this session were roughly grouped by facilitators after the session to produce a list of 13 topics that the panel would like to hear more about. A google form was shared with the group so that they could vote on the topics they felt it was most important to hear more about. Their responses were shared with the Oversight Group at the next meeting, where we asked each member of the Oversight Group to propose potential commentators on each topic.

### Wellbeing Session 1

To close Session 3, we invited Ellis Beardsmore from Pride Outside CIC to run a wellbeing activity with the panel. The wellbeing activity consisted of different exercises that participants could practice in their spare time to alleviate stress and anxiety. This was recorded and shared with the panel after the session.

### Session 4

The fourth session took place on Tuesday 25th February, 2025. The session started with a recap of sessions 1-3, including the group agreements. We also shared the results of the voting on topics after session 3. The topic of 'police training' received the most points during preferential voting, so the Oversight Group agreed that this should be the focus of this session.

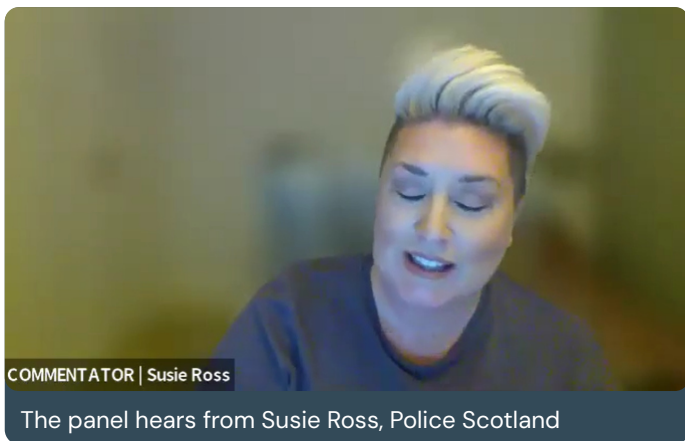


### Commentator Slot

The panel heard from two commentators in this session about training in Police Scotland. A pre-recorded video was also shared about a new inclusive policing strategy:

- **Katie Edwards**, National Equality and Diversity Unit, Policing Together – Policing in a diverse society
- **Susan Ross**, Police Scotland’s Continuous Professional Development – Learning, Training and Development
- Policing Together (video)

Each commentator was briefed to speak for 10 minutes. After the panel had heard the presentations and watched the video, the panel split off into 3



facilitated break out groups to take part in a question and answer session, with each commentator moving to a new group after about 15 minutes. **Kevin Ditcham**, Insight & Engagement Lead at Police Scotland was invited to answer any questions relating to the Policing Together video.

## Reflection

After the question and answer session, panel members returned to 4 small groups to individually and quietly reflect on the insights they had gained up to this point. Each group was then asked by the group facilitator if they had any ideas starting to emerge for recommendations. Any ideas were captured and shared back with the group towards the end of the process. Panel members were then asked to also share back their ideas in the plenary if they felt comfortable doing so.

## Wellbeing Activity 2

Towards the end of the session, panel members were invited to take part in another wellbeing activity from Ellis Beardsmore at Pride Outside CIC. The activity was recorded for panel members to revisit and practice in their own time.

## Session 5

The fifth session took place on Tuesday 4th March, 2025. This session would focus on the panel's lived experience.

### Reflecting on the question and sharing personal experiences

In 3 small groups, panel members were asked to share "on a scale of 1 to 5, how much trust and confidence do you have in Police Scotland now?." Where they felt able

to, panel members were invited to share any reasons for the score they provided.

Each group then had roughly 30 minutes for an open discussion so that panel members could explore each other's lived experiences. Towards the end of this exercise, panel members were encouraged to take notes on points that they may want to remember from the discussion.

### Sharing using an object

In the next activity, panel members were asked to share an object that represented their impressions or feelings about the discussions they had been part of up to that point. Objects can act as concrete and tangible representations of abstract emotions, making them easier to discuss and understand.

Panel members were prompted to share how the texture, appearance, or smell of their object might evoke experiences they had had or things they had heard about from others. They were prompted to think about whether the object reflected how their confidence in policing had developed, or whether it represented progress, frustration, hope, or even questions that remained unanswered.

### Pol.is

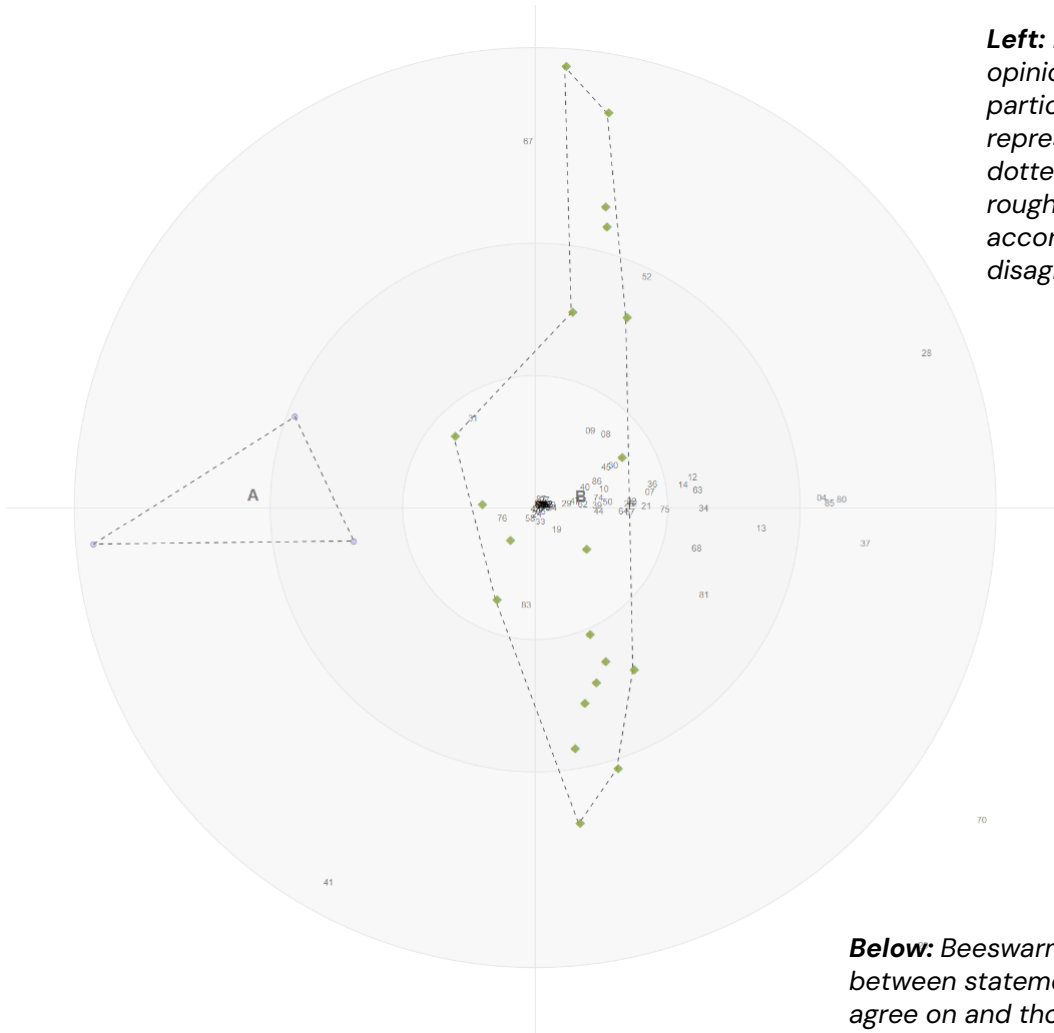
The next exercise would help the group to quickly gather perspectives and identify areas of agreement and disagreement, while also providing an opportunity for panel members to test things out that they may not have felt comfortable saying in group discussions, or may not yet have had an opportunity to raise.

Pol.is works by allowing participants to input short, clear statements that people can later vote on—agree, disagree, or pass. That voting builds a picture of what the panel broadly agrees on, what needs more discussion, and where different viewpoints emerge. It can provide useful insights by organising the group's ideas using machine learning.

Panel members went into 3 small groups where they began to generate 'seed statements'. They were reminded that this wasn't about finding a 'winning idea' but instead testing out the range of perspectives in the room.

After a short break, Panel members were given 20 minutes on their own to vote on all the seed statements and submit their own ideas. Individuals were given one-to-one support where necessary.

# What did our Pol.is engagement look like?



**Left:** Map showing the spread of opinion. Each dot represents a participant, while each number represents a statement. The dotted outline represents a rough grouping of voters, according to what they agree/disagree on.

**Below:** Beeswarm chart showing the spread between statements which people tend to agree on and those which divide people.



Consensus statements

Divisive statements

## Key statistics

24

23

1,621

89

67.54

5.71

People voted

People grouped

Votes were cast

Statements were submitted

Votes per voter on average

Statements per author on average

Towards the end of the session, the facilitator shared the automatically generated report, highlighting results from the survey. As some panel members did not have time to vote on all statements, the survey was kept open for an additional day. The report link was shared again via email the following day.

## Session 6

The sixth session took place on Tuesday 11th March 2025. The purpose of this session was to further prepare the panel for recommendation writing, and to allow them to hear from on-the-ground or operational police officers.

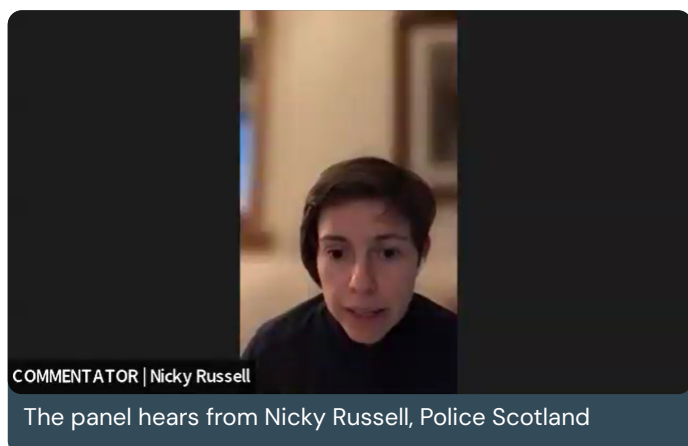
### What a useful recommendation looks like from the point of view of Police Scotland

To begin the session, we invited Chief Superintendent **Nicky Russell** to present for 10 minutes on what will happen with the recommendations and what makes a recommendation effective from Police Scotland's point of view. This was followed by a 10 minute question and answer session.

### Reflecting on our ideas so far

Over the past six sessions, the group shared ideas that might be useful when thinking about recommendations. All of these ideas were collated before the session and grouped into themes by the facilitators. This was then shared back to the panel.

In small groups, panel members were encouraged to reflect on the themed ideas. In particular, they were asked if anything was missing or unclear. This was also an opportunity to draw on their thinking from previous sessions to think of questions to ask the police officers in the next part of the session.



## Conversations with Operational Police Officers

Earlier in the process, panel members asked for a chance to hear directly from more police officers who are in regular contact with the public, but also work at different levels of the police service. The panel heard from the following people:

- Police Constable **Anna Innes**
- Police Sergeant **Emma Drummond**
- Police Constable **Leroy Wishart**
- Police Constable **Sarah Grant**
- Police Constable **Nicola Crosbie-Barrie**
- Police Constable **Jack McQueen**

Rather than each officer delivering a presentation we requested that all police officers go into one of three small groups with panel members to have an informal discussion. The operational officers would be asked to change groups after approximately 15 minutes.

Panel members were reminded that all officers were here to have honest conversation, but that they may feel a bit nervous, and that the group agreements drafted earlier in the process still applied. All questions were recorded by facilitators.

### Reflecting on our conversations

After a short break, panel members returned to their small groups without any police officers to reflect on the conversations they had just had. Panel members were asked to think about what stood out to them, and whether the conversations sparked any new ideas or reflections on recommendations. A panel member from each group was then asked to share back in the plenary discussion.

### Wellbeing Activity

Towards the end of the session, we invited Ellis Beardsmore from Pride Outside CIC back for a third and final wellbeing activity. The panel was reminded that they could book 1-to-1 support sessions with Ellis if they wished.

**Citizen Space**  
**LGBTQI+ trust and confidence in policing**  
**18<sup>th</sup> March 2025**

T/PI John McDiarmid

Threat, Harm and Risk    Trust and Confidence    Our People – Officer and Staff Wellbeing    Prevention, Problem Solving and Proactivity    Enabling Services

The panel hears from John McDiarmid on Police Scotland's approach to responding to mental health crises

## Session 7

The seventh session took place on Tuesday 18th March 2025. This session was the final session for commentator input.

### Commentator Slot

In this session the panel would hear from four commentators on topics ranging from the police response to distress and suicide to lived experience within the LGBTQI+ community and how Police Scotland handles complaints and accountability processes. The panel heard from the following commentators:

- **John McDiarmid** – Police Scotland's approach to responding to suicide, distress, and mental health crises.
- **Linda Hunter** – Scottish Government's perspective on mental health and policing.
- **Rebecca Hoffman** (LGBT Health & Wellbeing) – Sharing insights from the recent LGBT+ Community and Policing event(s) in Glasgow.
- **Sergeant Kate Blackwell** – Police Scotland's Professional Standards Department (PSD),

discussing how complaints are handled and how prevention strategies work.

As each commentator presented for 10 minutes, a break was provided between the first and last two commentators. After all commentators had spoken, panel members were given an opportunity to make notes of any reflections they had.

Panel members entered 3 breakout rooms with one commentator in each (John McDiarmid and Linda Hunter shared the same group). After 15 minutes, the commentators were moved to the next breakout room. This was intended to give the panel members as much time as possible to ask questions of their commentators.

### Reflection

After the questions and answer session, the panel returned to small groups to reflect on the presentations and capture any new insights for the recommendations. They were reminded that the following session would focus exclusively on recommendation writing.

## Suicide Prevention Scotland

The Panel hears from Linda Hunter, Scottish Government

For the first 20 minutes, panel members were encouraged to reflect on the notes from the previous sessions, if they had not yet had a chance to do so. This was also an opportunity to begin sketching out recommendations, before further developing them in the final 30 minutes.

Panel members were reminded not to worry about perfect wording, but to allow the facilitator to capture the essence of what was said in their own words.

After the first 50 minutes, the panel had a short 5 minute break. The panel then returned to the plenary, where a facilitator or volunteer from each group shared a summary of the group's work so far.

Towards the end of the session, panel members were asked to enter their second choice theme. The purpose of this group was to review what had been written, add any new recommendations if they felt there was something missing, and refine or strengthen what had already been written.

Panel members were reminded that there would be another opportunity to review recommendations in the following session.

### Sharing with the Oversight Group

Ahead of Session 9, all recommendations were shared with members of the Oversight Group. This was to provide an opportunity for members of the police and LGBTQI+ organisations to provide any feedback which might further strengthen the recommendations. This was shared with the panel by email ahead of Session 9.

## Session 9

The ninth session took place on Tuesday April 1st 2025. This was originally scheduled to be the final session. Due to delayed feedback from some members of the Oversight Group and some concerns expressed by members of the Panel, it was decided that we would hold an additional session on Tuesday 8th April, 2025. Facilitators took note of who would not be able to attend to ensure that they were still able to feed in.

### Reviewing the recommendations

Before the panel returned to recommendation writing, the group spent 15 minutes reviewing the body of draft recommendations. They were reminded that the number of recommendations could still go up or down, and that the content could change considerably.

## Session 8

The eighth session took place on Tuesday 25th March 2025. This session was focused on recommendation writing.

Panel members were reminded that the facilitators had collected all of their ideas they needed to remember, or the beginnings of recommendations, over the previous sessions, as well as the statements from Pol.is. These were presented back to them under five broad themes and shared over email prior to the session. The five themes were as follows:

1. Training & Education
2. Community Engagement & Visibility
3. Transparency, Trust & Accountability
4. Internal Police Culture
5. Feeling Safe, Seen & Welcome interacting with Police Scotland

To begin the session, the panel moved into four small groups to discuss the themes and whether they felt they reflected the ideas that had been raised so far.

After a short break, a facilitator provided an overview of the recommendation writing process, as well as some suggestions for effective recommendations from Police Scotland and Shared Future.

### Recommendation Writing

Panel members were given 50 minutes to begin drafting recommendations in their top chosen theme. This would be followed by a further 20 minutes in their second choice theme.

Facilitators told panel members that if they hadn't had a chance to review the comments on the recommendations they would have some time to do so in the next session. They were reminded that these comments were intended to strengthen the recommendations, but could be ignored if the panel felt that they did not add to the recommendation, or did not reflect the intention of the recommendation.

## Refining the recommendations

The panel returned to three small groups to refine the recommendations and incorporate any comments from the Oversight Group that they felt would improve the recommendations. The groups focused on three themes in the first half hour before feeding back to the large group.

After a short break, panel members were invited to choose from one of two other themes, or continue with a theme from the first half.

## Writing the Statement

After discussing the recommendations, the facilitator team introduced the idea of writing a collective statement. A facilitator gave a brief introduction to the purpose of the statement, which would sit alongside the recommendations, and would reflect the feelings of the group about their experience as part of the panel and what they felt others needed to know about the panel.

In four small groups, the panel were invited to share their reflections on three questions:

- What has taking part in this panel meant to you?
- What do you hope will come out of this panel ?
- Anything else for us to think about for the final session next week?

The answers of individual panel members were combined by a facilitator into a draft statement for approval of the panel ahead of the last session.

## Session 10

The final session took place on Tuesday 8th April, 2025. The session started with a brief thank you from **Kevin Ditcham**, Research and Insight Manager at Police Scotland.

## Further refining the recommendations and statement

Panel members were invited into one of two small groups to work on some of the more divisive recommendations, or a third group focused on refining the statement. After 15 minutes, panel members returned to the large group for a reading of the refined statement and recommendations. Panel members returned for a further 15 minutes into small groups to work on additional recommendations and incorporate any large group feedback on the statement.

After a short break, panel members were once again invited to choose between one of three groups, focused on two specific recommendations and the statement. Any changes made were then presented back to the large group.

Finally, the large group was invited to reflect on and amend the most divisive recommendation, which focused on police presence at Pride.

After a short break, one of the facilitators shared the final version of the statement to check for broad agreement i.e. could they "live with it" Panel members were reminded that they could vote against this if they felt they did not agree with the sentiment expressed.

## Celebration Activity

Towards the end of the session, facilitators asked members of the panel to share a celebratory drink or object, or anything they felt they would like to say before the panel finished in recognition of the group's commitment over the 10 sessions.



# Panel Statement

The following statement was written by a small group of Panel members. An 80% threshold of support was set for inclusion in the report. **The statement received 100% support from the Panel.**

We were invited to the panel on the basis of our status as LGBTQI+ people. Our group, just like the wider community, is very diverse – we differ in age, identity, experience and other intersections that make us who we are. We represent very different attitudes, from those of us who want to join the police service to those of us who would like to see it abolished.

We were exposed to a lot of learning about the police and to some extent feel we have only scratched the surface. It's clear not everything the police are doing makes it out to our community, and that our experiences with the police really vary. However, we are cautiously hopeful and have come together in our desire to see and support change within the police service to improve relationships with our community and to help keep us, and everyone, safe.

The opportunity to hear from other LGBTQI+ people and learn from each other has been empowering, and to use our voices and experiences to contribute to positive change has been interesting for us. Regardless of our differences we all agree that what we have now needs to improve. Some of that is about deeper embedding, consistency, integration and communication around what is already working – some of it is about clearer more consistent boundaries around what is unacceptable, and more institution wide efforts in understanding us as people – what helps us, what harms us, and what needs to be put in place to stop things going wrong.

This panel is a good development – we want to shift the relationship to something more positive. Some of us are left wondering whether the police as a whole and at every level really embrace this change but we also know our community isn't going anywhere and it is time to capitalise on the positive energy for change from those staff we have engaged with to help make our police service one everyone can feel proud of.

Whilst there may be more work to do, we feel that the Chief Constable's apology, this panel and the commitment to continuing to work for better in the future means that now is a good time to embed the proposals in our recommendations, including working directly together to keep the momentum of positive change.

# Recommendations

The recommendations are listed in rank order. Panel members were asked to vote on a scale of “strongly agree” to “strongly disagree” for each recommendation, with each vote worth the following number of points:

S. Agree	Agree	Neither	Disagree	S. Disagree
+2	+1	0	-1	-2

The points for each recommendation were tallied and the recommendations ranked accordingly. Recommendations could receive up to a maximum score of 40 points.

Panel members were also invited to comment on the recommendations. These can be found in an accompanying document.

## Recommendation 1

### 1<sup>st</sup> | 33 Points (Community Engagement and Visibility 1)

Community Engagement is vital if Police Scotland are to amend and build trust with the LGBT community. Police Scotland needs to be proactive in its approach by being visible to and positive in its dealing with the LGBT community at all levels. We want police presence to signal comfort not danger, and be able to have trust that all officers are approachable.

To facilitate this Police Scotland need to:

- Collaborate and communicate with more organisations and services that advocate and work with the LGBTQI+ community – small local organisations throughout Scotland as well as larger national ones.
- Proactively identify relevant groups and ask them to take part in activities in an informal way, without uniform, to make it non threatening for both LGBT and straight officers and group members. These conversations could be hosted in community centres and other centres like libraries (where local communities tend to meet).
- Make it clear that Police Scotland welcome approaches from LGBTQI+ community groups to take part in community-led conversations or events all year round and not just instances like Pride.
- Policing Together as an initiative and ethos needs to be publicised better so that it is recognised by everyone as a signpost to expectation and initiatives with regard to equality issues with prominent reference to its relevance for LGBTQI+ people.

We would like community engagement to be the job of a wide range of officers (the whole organisation needs to be involved and accountable), not just a few who are specially trained, though we think it is valuable to have specially trained officers to support LGBTQI+ people in crisis situations.

S. Agree	Agree	Neither	Disagree	S. Disagree
13	7	0	0	0

## Recommendation 2

### =2<sup>nd</sup> | 32 Points (Transparency, Trust and Accountability 1)

We heard about the independent ethics panels and we don't feel the police are engaging with them enough. We strongly recommend the creation of a citizens panel which can monitor and hold Police Scotland accountable in their interactions with the LGBTQIA+ community. This can echo our process, but involve our community holding the police accountable, and speaking to the police directly.

There needs to be people who are not the police looking at what is working, where things have gone wrong, and making suggestions for things to improve, that the police can be held accountable to. Currently the police are largely measured by their own internal systems and that needs to change.

The police should continue to engage with this panel, who have put so much time reading and thinking and deliberating on Police Scotland, we strongly recommend inviting this panel to continue to engage. The panel could grow in future and invite other, wider, members of our community. This could exist as a wider pool of community advisers the police could call on, and enabled to meet in isolation from the police to discuss issues, organise and report back.

- This panel should be made up of individual members of the community (not organisations or their representatives who are unable to speak for the community as authentically).
- Like this panel but more regular and more broadly. Can be more flexible in commitment. Aim for a broad spectrum over people over time. Should be facilitated/supported in a way that enables people from a broad spectrum to participate.

- This panel should be included in the meetings and discussions that the police have about our recommendations. In the in-house meetings. It is a key concern that there are no external observers or individual participants in meetings like policing together, implementing / assessing the recommendations etc.
- The panel can include intermediaries as experts but there needs to be a different space for them.
- Ongoing police engagement with our community can use intermediaries like LGBT health and wellbeing, but not exclusively. Where these organisations are providing data and insights, this needs to be increased in occasion, sample size, etc to better capture the nuance. These organisations claim to speak for us, but miss the full picture.

S. Agree	Agree	Neither	Disagree	S. Disagree
12	8	0	0	0

## Recommendation 3

=2<sup>nd</sup> | 32 Points (Feeling safe, seen, and welcome 1)

We recommend that the default training provided should not be seen as enough in itself. Officers should be encouraged and expected to go further by engaging in ongoing learning to educate themselves on issues related to the LGBTQI+ community, especially on topics identified as important by LGBTQI+ people themselves, such as violence within the community.

Information about LGBTQI+ communities and issues should be normalised and integrated into regular internal communications, rather than treated as isolated content. This would help ensure LGBTQI+ topics are woven into the everyday culture of the organisation, not siloed or treated as specialist knowledge.

We recommend the creation of additional voluntary learning pathways that officers can access at various stages of their career, particularly during the probationary period and early development. There is already a wide range of accessible, high-quality resources available, such as Our Story Scotland podcasts, and other forms of storytelling and lived experience media like the Human Library. These should be curated into a recognised self-development pathway that officers can engage with over time.

Officers who show initiative in this area should be positively recognised, whether through formal acknowledgement, certificates, or other forms of reward.

Finally, Police Scotland should take a proactive role in reaching out to LGBTQI+ organisations and networks to co-create learning opportunities. Following the apology from the Chief Constable, now is an opportune moment to build relationships and trust through action, such as secondment opportunities with LGBTQI+ community organisations or with local community workers.

S. Agree	Agree	Neither	Disagree	S. Disagree
14	4	2	0	0

## Recommendation 4

4<sup>th</sup> | 30 Points (Transparency, Trust, and Accountability 2)

All police should respect people's privacy and for our community this also refers to our status as out. Different people in our lives may have different levels of knowledge about our identity, and interacting with the police should not change this. For example, if a crime is reported with friends, even basic details shared with family or work could put the person in danger.

We understand GDPR and other legalities are factors designed to protect everyone, this has to be taken a step

further. All police need detailed training on the variety of circumstances that can come up – a family member pops into the station for an update, a report is required to approve time off work / a doctor and the different naming conventions or other care that might apply.

For our community, where we might go by different names or live very different lives depending on whether we are safe to. Questions the police ask us that may seem normal or be assumed to be easy to share – our name, where we were, who we were with – might be difficult to share because they might put us in danger. When the police ask, they should be trained to understand that hesitation might not be lying, and that these are sensitive questions. They should also be trained in the understanding that we may have been seriously harmed by people asking these questions in the past.

S. Agree	Agree	Neither	Disagree	S. Disagree
11	8	1	0	0

## Recommendation 5

### 5<sup>th</sup> | 29 Points (Internal Police Culture 1)

We acknowledge that efforts have been made to increase diversity within Police Scotland but we are aware from personal testimony that homophobia, biphobia, and transphobia towards LGBTQI+ officers is still a current issue, even if not for all. This should be acknowledged and continued efforts must be made to ensure that homophobia within Police Scotland can be effectively addressed and eradicated.

We understand there is already a campaign about discrimination not being tolerated within Police Scotland – the impact of this should be reviewed so that improvements can be made. If the campaign has been running for some time but problems still exist it means that a more systemic review needs to happen.

Other anti-discriminatory internal processes should also be reviewed on a regular basis by an individual or organisation independent of Police Scotland.

S. Agree	Agree	Neither	Disagree	S. Disagree
10	9	1	0	0

## Recommendation 6

### 6<sup>th</sup> | 28 Points (Transparency, Trust, and Accountability 3)

All police should respect people's identity. Concerted efforts should be made to ensure Police Scotland staff understand that they should:

- Ask for pronouns and understand that people may need to be addressed as something different than their legal ID. The police must use the name and pronouns they are told, and ask clearly and kindly if other data is required (i.e. their legal name).
- Not assume people's names or genders or that the person is going by their legal name and make sure relevant people are aware if someone else takes over (that might be another police officer or a coordinating service).
- Be aware that a person's name may not be the name they were given at birth, and that their legal documents may not all have been updated to reflect this. Just as with pronouns, it is always better to ask.
- Be ready to acknowledge and work in practice with over 18s chosen family (instead of restricting to blood family). For children and young people, we understand there are different legal obligations, and customised special procedures may be needed that are not required for an adult (e.g. referring to a safe person like a

social worker).

- This is a shared and widespread experience that the panel feels the police must take seriously in practice.

S. Agree	Agree	Neither	Disagree	S. Disagree
12	5	2	1	0

## Recommendation 7

=7<sup>th</sup> | 27 Points (Training and Education 1)

Research shows that members of the LGBTQI+ community can experience higher levels of poor mental health than the heteronormative population (at least 2.5x higher for LGB people and 4–5x higher for Trans people). We appreciate that this is not all members of the LGBTQI+ community, but it is still a significant number. Even if one person was made to suffer, that's one too many.

Police officers need to understand the lasting impact of the way that we were treated by the police in the past, both recent and distant. They must acknowledge in particular the impact on older generations. We can't change the past, but we can all learn from it.

This should begin with Police Scotland incorporating LGBTQI+ history, the impacts of past laws, and the previous discriminatory treatment of this community into their mandatory training.

'Jargon busting' could be useful to support this – we support Police Scotland's use of the Pride Outside inclusive language guide – this should be used alongside other jargon buster guides from within the community and they should be regularly reviewed and updated.

S. Agree	Agree	Neither	Disagree	S. Disagree
11	6	2	1	0

## Recommendation 8

=7<sup>th</sup> | 27 Points (Transparency, Trust and Accountability 4)

The Chief Constable's apology should not be a one time event. The sentiment should be renewed yearly with a public report on what has progressed shared with the same or higher level of PR, communications and storytelling. It should remain with the Chief Constable, and remain a distinct priority within the Chief Constable's remit. The CC's apology was a good example of police communications that reach the community – it is not enough for things to be on a website or in a hub, we need more examples like this where communication is made with a high level of effort.

The report needs to come with special efforts e.g. actions in and with the community, to rebuild trust with those who have been most harmed.

S. Agree	Agree	Neither	Disagree	S. Disagree
11	6	2	1	0

## Recommendation 9

=9<sup>th</sup> | 26 Points (Training and Education 2)

Police Scotland should recognise its obligation to the growing refugee and asylum seeker community of Scotland, and this should be reflected in mandatory training.

The refugee and asylum seeker communities (some of whom are on this panel) fear the police because of what they have been through in their own countries.

Police Scotland should hold face-to-face 'human library'-style workshops with members of this community as part of its mandatory training.

They must listen to our stories, see the lines on our faces, learn of the blood that we shed and why we fled.

This will help to build trust between the refugee and asylum seeker community and Police Scotland.

We recognise that there are ongoing Local Policing initiatives to build trust and confidence with refugee and asylum seeker communities in Scotland, but this is the first time that members of these communities on the panel have heard of these. Communication around these needs to improve, and they should regularly engage new people.

We need to build on what LGBT Health and Wellbeing are doing with hosted Local Policing officers, by expanding beyond Glasgow and Edinburgh.

LGBT Health and Wellbeing say they have hosted 'friendly, compassionate, and understanding' police officers in their New Scots work in the past, but they must recognise that not all officers are like this.

S. Agree	Agree	Neither	Disagree	S. Disagree
10	7	2	1	0

## Recommendation 10

=9<sup>th</sup> | 26 Points (Community Engagement and Visibility 2)

We recommend that Police Scotland should do more community engagement with young people (e.g. Campus Cops). All ages of young people are important, from primary school up to college and uni students as well as outside of traditional education pathways. Faith schools and youth groups should also be included. This contact should have the effect of increasing visibility and lessen distrust from young people and encourage meaningful conversations - we don't want young people to see the police and think and feel 'Red Flag'.

A valuable focus for engagement with young people could be for Police Scotland to educate teachers and young people on LGBTQI+ bullying and discrimination and how to recognise crime in day-to-day life. For example, they should conduct talks on what a hate crime is, and how this can often be misinterpreted as banter or casual conversation. This should be an appropriate discussion to have in any school, youth group etc. To support this work, the police need to follow up with schools (or other groups attended) on any suspected instances of hate crime and support those affected.

Online information for young people is also welcome but we should remember that primary age children may not have phones or access to the internet. A police officer visiting a class to explain in a simple way the importance of treating people equally and that everyone being different is good could be really impactful and help prevent bullying etc.

Engagement needs to happen all across Scotland, rural areas should not be forgotten.

S. Agree	Agree	Neither	Disagree	S. Disagree
10	7	2	1	0

## Recommendation 11

=9<sup>th</sup> | 26 Points (Feeling Safe, Seen and Welcome 2)

We would like to encourage a culture change where it is encouraged and accepted to share teaching moments (where it's ok to be wrong). We recommend the introduction of a sidebar system (a private space where officers can discuss situations, issues in a non judgemental environment).

Reverse mentoring could also provide non-judgemental learning opportunities for longer-serving members of the police force.

'Jargon busting' could be useful to support this (similar to the training) – we support Police Scotland's use of the Pride Outside inclusive language guide – this should be used alongside other jargon buster guides from within the community and they should be regularly reviewed and updated.

S. Agree	Agree	Neither	Disagree	S. Disagree
10	7	2	1	0

## Recommendation 12

=12<sup>th</sup> | 25 Points (Training and Education 3)

Police Officers get some training but very little if any is provided by people with lived experience. Training only from textbooks, or from people with no connection to the issues is often dry and dull.

People with lived experience can provide the raw emotion which can have a greater impact on the listener being educated and help them to take onboard the training.

Police Scotland should ensure that training:

- Does not rely entirely on pre-existing recorded material, which is no substitute for hearing from real people. Much of this has existed since 2002 with "Beyond Barriers", and the issues persist.
- Includes a mixture of online and in-person training (where feasible) from people with an intimate knowledge of the issues experienced by the LGBTQI+ community.
- Compensates people for sharing their lived experience. To not pay someone for their experience is to not value it.
- Incorporates more than just one person's lived experience. It must recognise that a gay man cannot represent a trans woman, and so on.
- Recognise the multiple identities and varied experiences of people in urban and rural areas, the working class, etc.
- Moves beyond larger organisations in this space that are already delivering training and materials. These are not the only voices of this community and are not always representative of it. Training should be provided by new people, including individuals not tied to organisations, that bring new perspectives. The LGBTQI+ community isn't made up of organisations, it is the people within it.
- This must happen in the next 24 months and should initially be delivered to all new Police officers, with a review thereafter to assess its effectiveness.

S. Agree	Agree	Neither	Disagree	S. Disagree
9	8	2	1	0

## Recommendation 13

=12<sup>th</sup> | 25 Points (Feeling Safe, Seen and Welcome 3)

People living in Scotland are policed by consent so we have the right to feel safe and respected.

Police Scotland should treat LGBTQI+ people the way they are asking to be treated. They are not a homogenous community, and they have different needs and desires. You have to get to know them.

We feel that the Police do not speak to and get to know the communities they serve enough; you don't see police officers 'on the beat' very often.

S. Agree	Agree	Neither	Disagree	S. Disagree
10	6	3	1	0

## Recommendation 14

14<sup>th</sup> | 24 Points (Internal Police Culture 2)

The apology about institutional discrimination is welcomed and necessary and during the Panel process we have heard from a number of staff at Police Scotland with progressive views and positive experiences within the organisation. However our experience as LGBTQI+ people makes us feel that there is still a problem within the organisation as a whole in terms of misogyny, homophobia and narrow-mindedness. The organisation seems to maintain the status quo rather than being willing to change as a whole.

Trust and confidence would be increased if we could see:

- Officers more prone to anti-LGBTQIA+ views integrated thoroughly and compulsorily in the pro-LGBTQIA+ activities the police is carrying out.
- Wide range and variety of support for genuine mistakes. Officers connected with well performing officers, or members of our community, or leaders of organisations for judgement free reflection opportunities.
- Punitive action that matters for officers who do not comply or respect the more inclusive attitude and culture that various initiatives are trying to develop after they have been given opportunities such as mentioned above.
- A statement which can be referred to by members of the public as a standard to be upheld by all Police Scotland staff. This should address the fact that neutrality is not compatible with upholding human rights or protecting people E.g. Police Scotland will uphold the rights of all people, in particular groups that have suffered discrimination such as LGBTQI+ people.
- Regular public comment about Police Scotland's proactive efforts to support the safety and human rights of marginalised groups.
- Where there are 'bad apples' identified there must be a systemic review to determine why this has been allowed to happen and what needs to change, not just a focus on that individual. This might be within a certain Police Station or area or could be wider. Red flags must be recognised and reviewed quickly to stop things getting worse. All employees are a reflection on Police Scotland as a whole, this includes 'bad apples' as well as those adhering to polices and who aren't discriminatory.
- Active engagement on diversity and inclusion at recruitment stage e.g. asking What does equality mean to you? This could help weed out those who are resistant to change (who should not be employed) as opposed to those who may already be inclusive or be willing to learn.
- The complaints process should continue through in all instances, including against police officers who retire before possible charges are made. This is to ensure that all learnings are made, even when the officer has left

the force.

S. Agree	Agree	Neither	Disagree	S. Disagree
10	5	4	1	0

## Recommendation 15

### 15<sup>th</sup> | 23 Points (Transparency, Trust, and Accountability 5)

Our community needs more transparency from the police. This means being honest about the mistreatment of our community historically and at present. Where it happens in our wider community but also LGBTQIA+ people within the ranks. We see and hear and experience these things at the hands of the police, and whilst it's great that policy exists and is being improved, they are not currently being consistently applied. The policies are not consistently working, and need ongoing work and implementation to keep us all safe.

The Police should widely share and publicise internal and external complaints and what happened with each. It should provide specific data but have storytelling that enables all to understand and see changes over time, and the effectiveness of various actions.

S. Agree	Agree	Neither	Disagree	S. Disagree
7	9	4	0	0

## Recommendation 16

### 16<sup>th</sup> | 14 Points (Community Engagement and Visibility 3)

The Police should acknowledge and respect that some people within our community will not feel safe or comfortable in their presence at Pride.

At the same time, we recognise that they have a public role to protect members of our community, and that LGBTQI+ staff members may wish to participate in solidarity with members of the community. Overall we welcome police attendance at Pride – to avoid any confusion we recommend that those who are officially working as members of the Police Service to keep everyone safe should be in uniform, and those who are there as part of a Police Scotland 'float' or as individuals should be free to wear t shirts or similar which identify their connection with Police Scotland if they wish but not full uniform.

To begin to restore trust, and reduce accusations of rainbow washing, Police Scotland should provide a public speech at Pride that acknowledges the historical issues between the police and our community.

S. Agree	Agree	Neither	Disagree	S. Disagree
6	6	5	2	1

