

## The Equality Standard for the Police Service

<b>Standard</b>	Operational Delivery – meeting the needs of diverse individuals & communities	
<b>Unit 1</b>	About “knowing about individuals and communities to support delivery according to need”	
<b>Criteria</b>	<b>Evidence sources</b>	<b>Evidence</b>
<p>Understanding the make-up of communities and their needs is widely acknowledged as key to designing and delivering effective public services. This aspect is linked to the ‘understanding people’ element of the Citizen Focus hallmarks. It builds on the citizen focus hallmarks to ensure that equality and diversity and disadvantaged communities are always factored in.</p> <p>This criteria emphasises expectations in partnership working. There is a subtle difference between finding out about people’s experiences and needs to improve the service they receive and respecting their right to privacy.</p>	<p>Surveys; engagement activities&amp; initiatives; output of analysts; evidence from partners databases (local authorities, CDRPs, NHS etc); minutes from partnership meetings; community organisation data; higher education research; local policing plans; reports on changes to policies &amp; service delivery; team briefings; PDRs &amp; personal development plans; local corporate &amp; media communication outputs.</p> <p>Also consider: Review evaluation of outcomes of partner/ police activity; IAG &amp; community feedback; appreciations; Police Authority surveys</p>	<p><b>Equality and Diversity Dept</b></p> <ul style="list-style-type: none"> <li>The force operates Diverse Communities Teams in each basic command unit. Each team consists of a sergeant and a team, of PC’s, PCSO’s or police staff following the neighbourhood policing model. These teams actively engage with people from diverse backgrounds in a variety of fora and carry out PACT (partners and communities together) work with those groups. Each DCT has a web site which details the recent activity they are carrying out and the main priorities that communities have identified. <a href="http://neighbourhoodpolicing.devon-cornwall.police.uk/diversity/Pages/Default.aspx">http://neighbourhoodpolicing.devon-cornwall.police.uk/diversity/Pages/Default.aspx</a> is the link to the diversity team web pages.</li> <li>The force has had an independent advisory group specifically for disability since 2003. The IAG arrangements were reviewed and enlarged in 2009 and there are now 6 strand IAG’s of which the disability group is one. These feed into a strategic IAG meeting each quarter in which IAG members meet the Chief Officer Group and offer advice on a range of strategic issues.</li> </ul>

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		<ul style="list-style-type: none"><li>• We also hold two IAG conferences each year to focus on matters of key importance, so far these have been an Equality Impact assessment of the force Prevent strategy for counter terrorism and an “Equality in the Dock” conference where we used a theatre group with our IAG members and senior police officers to make the business case for E equality in the workplace.</li></ul> <p><b>Territorial Policing Dept</b></p> <ul style="list-style-type: none"><li>• “MOSAIC” data available for every neighbourhood detailing the demographic makeup of the population. (AT)</li><li>• Neighbourhood engagement strategy template prompts consideration of diverse community needs.(AT)</li><li>• C&amp;YP Needs Assessments undertaken with each Local Authority as part of the Children’s Trust C&amp;YP Planning process and development of the Joint Agency Children and Young Peoples Plan (JH)</li><li>• Crimebeat Funding Application Processes – Needs identified by the Young People themselves. (JH)</li><li>• Development of Harm reduction register to</li><li>• Identify vulnerable individuals. AT</li><li>• Firearms Licensing Policy D44/Home office recommendations(MM)</li></ul> <p><b>Criminal Justice Dept</b></p>
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		<ul style="list-style-type: none"><li>• Close working with MH Liaison Officer (TPP) (working with PCT's to create Places of Safety for s135/6)</li><li>• Custody Policy/Working Practices (1.8, 1.36, 2 etc)</li><li>• Language line initiative for booking in detainees</li><li>• Witness Care feedback arrangements (identifying and notifying vulnerable and intimidated victims, Victims Codes compliance, Witness Charter).</li><li>• Working closely with Witness Service, CPS and Courts in relation to special measures</li><li>• Equality and Diversity on DMT agenda</li><li>• Recognition that not all custody centres are DDA compliant, Estates engaged and arranging DDA Audit of all outstanding units</li><li>• Strategic Support put through training: "Putting the Equality Act 2010 into practice and equality impact assessments".</li><li>• LCJB and CPS Hate Crime Scrutiny Panels attended by Head of CJD.</li><li>• Custody staff attending Islamic Awareness course.</li><li>• Collisions within CATs are identifying ethnic minority RTC victims and working with them to provide a needs based service Diversity PACTS ( Partners &amp; Community Together)- events (Cornwall Pride &amp; Respect, LD 'Blue light day' event) +</li></ul>
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		<p>internet</p> <ul style="list-style-type: none"><li>• Partnership meetings – statutory (Community safety management group, Equality &amp; Human rights partnership, Migrant workers task &amp; finishing, Learning disability partnership board) &amp; voluntary sector (DNFC – diversity network for Cornwall, Faith Forum, Cornwall People first (LD), age forum, carer forum, time for change, CREC – Cornwall race Equality Council, Cornwall LGBT youth Group, Independent advisory groups (IAG's), Dedicated PC &amp; PCSO within CIOS for Migrant Worker Issues, 1 x PC &amp; 1 x PCSO dedicated to gypsy traveller community in CIOS</li><li>• Victim support enhanced with the use of local support groups – Cornwall People first, Intercom Trust, Amber Initiatives, DNFC, victim support</li><li>• Safe Places Scheme (LD) operating in CIOS</li><li>• West/Mid &amp; East CIOS Diversity Action Groups (minutes available)</li><li>• East Cornwall scouts.</li><li>• Internal joint diversity briefings with Special Branch</li><li>• Community Engagement: In September 07 CIOS BCU held its first diverse communities event to introduce and ask the diverse communities of CIOS what Policing issues affected them and open up</li></ul>
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		<p>meaningful dialogue. In March 2009 a full response by the Police was delivered to the communities of CIOS covering all issues raised in March 07 at both local and strategic level. A number of initiatives have developed following this consultation.</p> <ul style="list-style-type: none"><li>• Firearms – awareness of mental health issues and out of hour's assistance available; tailor response/negotiation according to situation.</li><li>• CT – Prevent strand of Contest Strategy links into diverse communities, identification of vulnerable individuals to reduce radicalisation, schedule 7 at airports. Operation First Post, mapping areas of high Muslim population and meeting places; engagement with neighbourhood officers and improved relations.</li><li>• DMT – internal open days, diversity training for RPU (inc considerations for hard of hearing, loss of limbs etc), language lines. RDIM investigations have been adjusted according to circumstances – eg Muslim traditions. Eastern Europeans have been worked with and Polish Police invited across on exchanges.</li><li>• Tactical Firearms Unit – themed IAG workshop to develop understanding. PCH represents Ops on Working Group.</li><li>• Overall, the department would consider itself to be at a baseline level. In respect of</li></ul>
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		<p>the Counter Terrorism work on the Prevent strand, this would put that one area at integrating level.</p> <p><b>HR Directorate</b></p> <ul style="list-style-type: none"> <li>• Following National Best Practice</li> <li>• EIA requirements on relevant policies being adhered to</li> <li>• Internal communications</li> <li>• L&amp;D Training strategy</li> <li>• E&amp;D Key Individual Networks and CHIS handovers</li> <li>• BCU PACT events being delivered for each strand to engage communities</li> <li>• Strategic IAG meetings</li> <li>• Coordinating Staff Support Groups</li> <li>• AA1 &amp; AA2 training received by staff, plus delivery expertise in E&amp;D unit</li> </ul> <p><b>Crime Dept</b></p> <ul style="list-style-type: none"> <li>• Liaison with multi agencies boards through the PPU e.g.. LCJB&lt; SARC's, DV, Vulnerable Adults.</li> <li>• Delivering multi agency protocols, action plans and processes e.g. LCJB&lt; SARC's, DV, Vulnerable Adults</li> <li>• Following National Best Practice</li> <li>• Use of Critical Friends, IAG's, KIN, FLO, CIA, R v Johnson and OSMAN Warnings.</li> <li>• Quality Impact Assessing occurring within LSCBs and SABs</li> </ul>
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		<ul style="list-style-type: none"><li>• EIA requirements being adhered too</li><li>• Lessons learnt from Op Bamberg put into practice e.g. Major Crime policy and the de briefing process for major Crime</li><li>• SOCO crib cards</li><li>• Internal and External communications strategy</li><li>• Crime Training strategy</li><li>• DI Training</li><li>• Critical Friends Working Group reviewing crime policy for proportionality</li><li>• Crime Diversity Group</li><li>• Liasing with BCU's to look at Community Intelligence Business Accounts</li><li>• Training for intelligence staff in diversity</li><li>• AA1 &amp; AA2 training</li></ul> <p><b>Deputy Chief Constables Portfolio</b></p> <ul style="list-style-type: none"><li>• Satisfaction Surveys including victims, public, commissioned work; Mosaic data; ASB Surveys – Race, Disability, Gender &amp; Age; Domestic Abuse demographic analysis; Vulnerable Adults information; Devon Consultation Group, Plymouth Community engagement group, Exeter Community engagement group; Cultural Audit; Staff Census;</li><li>• Tailored IAG performance reports</li></ul> <p><b>Plymouth BCU</b></p> <ul style="list-style-type: none"><li>• IAGs – regular meetings?</li></ul>
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		<ul style="list-style-type: none"><li>• Neighbourhood profiles</li><li>• Neighbourhood communication/engagement plans</li><li>• TIMS process</li><li>• Neighbourhood harm register</li><li>• Repeat attendance information through mental health forum</li><li>• Info exchange with health – early stages</li><li>• DCT and local team understanding of diverse communities and their needs</li><li>• Neighbourhood PACT process</li><li>• Engagement cards to gather feedback</li><li>• DCT PACT priorities</li><li>• Relationships with partners e.g. REC, Amber initiatives</li><li>• ‘Prevent’ work with religious groups</li><li>• Consultation with young people</li><li>• Analysis of victim and public survey feedback</li><li>• Daily management meeting</li><li>• Hate crime process</li><li>• SMT adopt community e.g. Supt Sumner Kurds/Nepalese and disability strand</li><li>• Gaps in full information and use for risk/harm/need</li><li>• <b>Devon</b></li><li>• IAGs in theory but not always in practice (two BCU level meetings cancelled), but tactical meetings held</li><li>• Operational policing in N Devon</li><li>• Visiting International Students (dedicated</li></ul>
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		<p>officer and operation in Torbay)</p> <ul style="list-style-type: none"><li>• Safe Havens (Torbay)</li><li>• Good work at individual level (not always mapped) (duplication and gaps)</li><li>• Use of IAG members to support operational policing activity (although lack of feedback)</li><li>• Responsive attitude</li><li>• Desire to know? / Lack of profiling (under development)</li><li>• Lack of skills to communicate with communities (interpretation, translation, etc.)</li><li>• High on baseline, strategic communication internally and with partners is preventing us moving to Integrating.</li><li>• [Prevent] Community Mapping Project (Devon &amp; Torbay) leading to community workshops.</li><li>• Safe Place Scheme (Exeter)</li><li>• Community Liaison Group Meeting (Exeter).</li><li>• ERIAG Multi Agency Race/hate Crime Forum Exeter</li><li>• Safer Torbay Partnership – Prejudice &amp; Hate Crime</li><li>• Devon PREVENT Group</li><li>• Exeter Community Liaison Group</li><li>• Gypsy and Traveller Race/Hate panel Devon</li><li>• Respect festival PACT Events</li><li>• Pride Pact Events</li></ul>
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		<ul style="list-style-type: none"> <li>• 'You said, We did' – especially with hard to reach groups</li> <li>• Pact meetings</li> <li>• Consultation with young people re C&amp;YP plan Torbay</li> <li>• Equality Strategy Scrutiny Group</li> <li>• Internal Equality &amp; Diversity Strategic Group</li> <li>• Mental Health &amp; Criminal Justice Group</li> <li>• Devon Strategic Partnership</li> <li>• Safer Devon Partnership – Prejudice &amp; Hate Crime</li> <li>• Torbay Strategic Partnership</li> </ul>		
<b>BCU/ Dept assessment of level of attainment</b>		<i>Baseline</i>	<i>Integrating</i>	<i>Excellent</i>
<b>E&amp;D Unit assessment of level of attainment</b>		<i>Baseline</i>	<b>Integrating</b>	<i>Excellent</i>
Details of further work required if necessary (Action Plan)				
Action	Owner	Date By	Progress	
<b>Collator</b>		<b>BCU/ Dept</b>		<b>Date</b>