

The Equality Standard for the Police Service

Standard	Operational Delivery – meeting the needs of diverse individuals and communities	
Unit 2	About “understanding the impacts of disproportionality in encounters with the public”	
Criteria	Evidence sources	Evidence
<p>Understanding disproportionality in the impact of police activity on members of the public (eg use of Stop and Search powers, Public Order policing and capacity of call centres to support crime reporting by those with learning disabilities) is a barrier to increasing the public’s confidence in the fairness and impartiality of policing.</p> <p>This criteria emphasises disproportionality of impact and how it can affect the public’s perception of policing. Also, disproportionality is the over representation of a particular group at each stage in a process measured against the population. In order to effectively use data it should be local, up to date and relevant</p>	<p>PRDLDP and other diversity knowledge development tools; mentoring and coaching; effective use of ‘Next Steps’ and other related tools for monitoring and analysis of Stop and Search activity; team briefings; local engagement activity and initiatives; minutes from meetings; local/corporate and internal communication channels; PDRs; community profiles; local schools census data; impact assessments of deployments/incidents; local policing plans; local crime audits; related operational orders.</p> <p>Also consider: Review evaluation of outcomes of community feedback; results of inspections/surveys; minutes from meetings with IAG and specific community scrutiny panels; Annual Reports; local/corporate and media communication channels</p>	<p>Equality and Diversity Dept</p> <ul style="list-style-type: none"> • Letter to the NPIA 20/09/10 in response to request for information about our good rates of disproportionality re stop search. Issues addressed were • The addressing of the BME/ white victim satisfaction gap • The introduction of our assessment and training programme to ensure all our staff meet National Occupational Standard AA1 and AA2 • Better understanding of the BME people that we have residing in Devon and Cornwall so that we are no longer reliant of the out of date 2001 census figures to calculate our resident BME population <p>Territorial Policing Dept</p> <ul style="list-style-type: none"> • Policy D286 deals with unauthorised encampments These predominantly involve members of the traveller community. The policy includes consideration of cultural history and the proportionate use of powers. AT

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		<ul style="list-style-type: none">• Development of the neighbourhood policing web site considered accessibility and ensured it contained options for visual impairment including compliance with automated reading software. AT• C&YP Confidence Communication Strategy. Under development with Corporate Communications (JH)• Language course for neighbourhood officers in Plymouth to improve engagement with significant minority community. AT• Development of Community Impact Assessment document to support considered assessment of community impact of incidents or actions. AT <p>Devon BCU</p> <ul style="list-style-type: none">• Perception by staff of additional work involved (i.e. ABE).• Lack of understanding by staff of impact of insensitive comments. Requires evidence of developing staff according to need.• Lack of input into diversity training by IAGs.• Diversity training and culture felt to be essential.• Need visibility of complaints relating to minorities at BCU level.
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		<ul style="list-style-type: none">• Staff understand the impact, but don't necessarily do anything about it.• Equality Strategy Scrutiny Group• Internal Equality & Diversity Strategic Group• Mental Health & Criminal Justice Group• Devon Strategic Partnership• Safer Devon Partnership – Prejudice & Hate Crime• Torbay Strategic Partnership• Safer Torbay Partnership – Prejudice & Hate Crime• Devon PREVENT Group• Exeter Community Liaison Group• IAGs <p>Criminal Justice Dept</p> <ul style="list-style-type: none">• Most Wanted; Retention of Data; FOI request, de-personalise request data; MAPPA disclosures• Strategic Support put through training: “Putting the Equality Act 2010 into practice and equality impact assessments” – to improve impact assessments of strategy/policy/working practice/processes• Witness Care/Collisions/ACT Team surveys, they reflect a diverse ranges
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		<p>of individuals</p> <ul style="list-style-type: none">• Custody Adverse Incident reports• Repeat victims and special measures (victim/witness needs analysis)• Interpreters liaison officer ensuring correct balance of interpreters are available (reflected in policy/working practices)• Police Surgeon provider• Minimum datasets, multi-agency task and finish workgroup exploring disproportionality across the CJS with a view to ascertain if disproportionality is justifiable or otherwise.• LCJB scrutiny panels• ICV's providing feedback to custody• New diversity development structure (AA1) – rolled out to all Sgt's in CIOS (unknown position re AA2 for Supt's in CIOS)• CIOS diversity media course• Awareness personal safety & requirement for reporting crime/incidents delivered to LD community.• CIOS DCT (diverse community team) 3 x Diversity officers (PC's) covering all strands of diversity, but lead in specific stands. Separate officer due to community impact leading on Migrant Workers issues together with 2 x
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		<p>PCSO – funding sourced via MIF (Migration Impact fund)</p> <ul style="list-style-type: none">• Representative from DCT on local CIOS confidence & satisfaction group (internal)• Diversity PACTS• Diversity officers reports (fortnightly) to LPA Superintendents• 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 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>Operations Dept</p> <ul style="list-style-type: none">• Training with disabled groups.• Adapting of public order training following G20 to take account of individual and community needs• Special population groups and vulnerable persons training (firearms)• Proportionality of use factored into training and considered as part of Section 7 work at ports• DDA access as part of Estates
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		<p>Strategy</p> <p>HR Directorate</p> <ul style="list-style-type: none">• Monitoring of relevant KPIs on Force performance portal and management information detail on Qlikview to assist Force in targeting corrective action, for example difference in satisfaction / confidence between BME/White, Male/Female, Disable/Able• Strategic Independent Advisory Group recently assessed issues around high arrest rates & low charge rates for BME communities in relation to academic research• See also E&D internal Strategic Group• Internal monitoring & active improvement of satisfaction for customers of People Services Centre and Occupational Health <p>Crime Dept</p> <ul style="list-style-type: none">• Supervision and application of RIPA• Writing to victims to explain actions• Disproportionality assessing used within disclosure (CRB)• Community impact assessments within Major Crime• Force Stop Search Policy• Critical Friends Feedback and are
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		<p>used proactively at the start of an incident</p> <ul style="list-style-type: none">• Debriefing process• Crime Training – educating organisation• Crime Diversity Group• DSU profiling and tasking of CHIS <p>Deputy Chief Constables Portfolio</p> <ul style="list-style-type: none">• Monitoring of relevant KPIs on Force performance portal and management information detail on Qlikview to assist Force in targeting corrective action, for example difference in satisfaction / confidence between BME/White, Male/Female, Disable/Able• Strategic Independent Advisory Group recently assessed issues around high arrest rates & low charge rates for BME communities in relation to academic research• Web site reporting of crime; Equality of Service Delivery Policy; 999 text facility; Language Line for surveys,; translation; internal messaging support; local policing plan, annual report; Strategic IAG meetings; Closing Satisfaction GAP; Information around the Accessibility of police stations on the website; <p>Plymouth BCU</p>
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		<ul style="list-style-type: none">• Force/BCU targets and indicators on racist incidents and BME v white victim gap• Stop search practices/policy/analysis• Hate incident attendance guidance• CIM quality assurance/compliance• Hate crime investigation process• REC challenge• Analysis of racist incident satisfaction surveys• Analysis of public surveys for BME individuals• Analysis of public surveys for disabled individuals• Amending practice/processes in line with outcome of above analysis.• Diversity training impacting on attitudes/culture• Complaints process• Local engagement with and use of IAGs?• DCT and local teams links to partners e.g. REC, Amber• Youth feedback art posters• AA1/2• Schools program incl. role play input e.g. stop search• Safeguarding Board sub group on children and YP from diverse background• Use of dispersal powers – equality
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		impact assessed and reviewed for race and age disproportionality before each reapplication <ul style="list-style-type: none"> • Kelly Close commissioned REC Fatima tent • Engagement with learning disabled community (Safe Place Scheme) 		
BCU/ Dept assessment of level of attainment		<i>Baseline</i>	<i>Integrating</i>	<i>Excellent</i>
E&D Unit assessment of level of attainment		Baseline	<i>Integrating</i>	<i>Excellent</i>
Details of further work required if necessary (Action Plan)				
Action	Owner	Date By	Progress	
Collator		BCU/ Dept		Date