

# SOUTH WALES POLICE

## STRATEGIC EQUALITY PLAN 2012-2016

ANNUAL MONITORING REPORT JUNE 2015



**Ordering alternative formats**

The Strategic Equality Plan and this Annual Progress Report are available in a range of other formats on request.

You can download copies of the Strategic Equality Plan and this Annual Progress Report from the SWP Corporate website ([www.south-wales.police.uk](http://www.south-wales.police.uk))

By phone: 01656 655555 extn 20890 / 20893

Report prepared by:  
Nicola Morgan MCIPD, MSc HRM, PGDipLP, LLB  
Principal Diversity Officer

| <b>Contents</b>  |             |
|--|-------------|
|  | <b>Page</b> |
| The Profile of South Wales Police                          | <b>4</b>    |
| Introduction and background to the Strategic Equality Plan | <b>6</b>    |
| Summary of General and Specific Equality Duties            | <b>6</b>    |
| Objectives   | <b>7</b>    |
| Progress and Achievements During Year 3 of the Plan        | <b>9</b>    |
| Equality Impact Assessments                                | <b>28</b>   |
| <br>   |             |
| <b>Appendices</b>  |             |
| Glossary of Terms  | <b>29</b>   |

## **About us: Your South Wales Police**

Our policing area spans seven unitary authority boundaries, namely Bridgend, Cardiff, Swansea, Merthyr Tydfil, Rhondda Cynon Taff, Neath and Port Talbot and the Vale of Glamorgan. The policing area is split into four Basic Command Units which manage policing at a local level and has 42% of Wales' population.

Within our policing area of 1,283,651 residents<sup>1</sup>, 49.1% have identified themselves as male and 50.9% have identified themselves as female. In addition to the 1,283,651 residents, we recognise that the policing area comprises of a large number of University students, estimated at 100,430<sup>2</sup>, which are not captured within the census data. South Wales also attracts several million visitors annually, with Cardiff's Wales Millennium Centre being the most popular tourist attraction in Wales.

The age of the population in South Wales is fairly even, with 29.9% representing the under-25 age group, 45.82% representing the 25-59 age group and 24.28% representing the 60+ age group. 18.38% reported that possessed some knowledge of spoken or written Welsh. Census 2011 data showed that 22.9% of residents within the policing area identified themselves as having a long term illness which affected their day to day activities.

In South Wales, unemployed economically active people<sup>3</sup> make up 4.58% of the population which is an indication of the level of deprivation.

Census data showed that 6.6% of the population in South Wales reported their ethnic background as belonging to an ethnic minority, with 15.3% of the population in Cardiff and 6% in Swansea reporting an ethnic minority background. We recognise that the actual percentage may now be higher as a result of migrant workers from Eastern Europe now living in South Wales since 8 countries joined the European Union in 2004.

The highest proportion of residents (53.8%) identified themselves as being of Christian religion with 34.9% identifying themselves as having no religion. Small numbers identified their religion as being Buddhist, Hindu, Jewish, Muslim and Sikh.

There is no publically available statistical data on the true number of people in South Wales who identify themselves as transgender, which includes transsexuals, transvestites and cross dressers, as information is not currently

---

<sup>1</sup> Census Data 2011

<sup>2</sup> Higher Education Statistics Agency 2011/12 data

<sup>3</sup> The term **economically active**, refers to people aged 16-74 who are in work or available for work

*NOT PROTECTIVELY MARKED*

collected through the census or any other population count. South Wales Police works closely with Transgender Wales, TAWE Butterflies, MTF Wales and the National Trans Police Association.

As Census data does not ask residents to identify their sexual orientation, there is no hard data on the number of gay, lesbian and bisexual people in the UK. Government Actuaries, however, estimate that 6% of the population are gay, lesbian or bisexual<sup>4</sup>.

The nature of work means we deal with the unexpected and as a result, the service we deliver can be subject to fluctuating demands. Through setting Local Objectives and effectively managing demand, we seek to ensure that every effort is made to deliver a high quality service to the public when they need us.

---

<sup>4</sup> Stonewall

## **Introduction and Background to Plan:**

South Wales Police provides a 24-hour service, 365 days a year to ensure that we are always accessible and able to provide our communities with a service that is responsive to its needs. Our purpose is to 'Keep South Wales Safe' and our vision is '*To be the best at understanding and responding to our communities' needs*'.

In order to achieve our vision, six equality objectives for the Force to pursue were identified in consultation with key internal and external stakeholders and set out within a Strategic Equality Plan.

Progress against objectives is recorded and reviewed quarterly through Equality, Diversity and Human Rights Governance.

## **Summary of Public Sector Equality Duty**

The Equality Act 2010 brought introduced the new public sector Equality Duty came on 5 April 2011. It replaced the three previous duties on race, disability and gender, bringing them together into a single duty, extended to cover age, sexual orientation, religion or belief, pregnancy and maternity, and gender reassignment.

The **General Equality Duty** requires public bodies to have due regard to;

- a) eliminate discrimination, harassment and victimisation**
- b) advance equality of opportunity; and**
- c) foster good relations between different groups**

in the course of developing policies and delivering services. The aim is for public bodies to consider the needs of all individuals in their day to day work, in developing policy, in delivering services, and in relation to their own employees.

### **The Specific Duties**

As a non-devolved body in Wales we are required to meet the UK Specific Public Sector Duties of the Equality Act, meaning we must;

- Publish equality information annually, that demonstrates compliance with the equality general duty;
- Prepare and publish one or more specific and measurable equality objectives that we think meets the aims of the General Equality Duty;

- Publish Annual reports on the progress of the equality objectives set out in the Strategic Equality Plan;

## **Objectives:**

The 6 equality objectives set by South Wales Police, in consultation with our contributors to this Strategic Plan, are stretching, and focus on the biggest equality challenges facing South Wales Police.

### **What are they?**

When deciding what equality objectives to set, we took into account evidence of equality issues across all of our functions; considered issues affecting people sharing each of the protected characteristics; considered improvements already being progressed through internal policies and procedures; and thought about each of the three aims of the Equality Duty.

1. Working with our partners in the public and third sectors, we will identify and intervene in the most high risk cases of disability-related harassment through a Multi Agency Risk Assessment Conference (MARAC) process.  
(Operational Delivery, Organisational Process)
2. Over the life of the Strategic Equality Plan 2012 – 2016 we will continue to increase the reporting of all monitored categories of hate incidents / hate crimes, but more specifically, we will develop particular initiatives to increase the reporting of hate incidents / crimes by Gypsies & Travellers, asylum seekers & refugees, transgender people and disabled people including people with a mental health condition  
(Operational Delivery)
3. Over the life of the Strategic Equality Plan 2012 – 2016 we will implement initiatives to explore community perceptions of Stop & Search powers, with the results, we will continue to further raise police officer awareness regarding the necessary grounds for Stop & Search  
(Operational Delivery, Organisational Process)
4. Over the life of the Strategic Equality Plan 2012 – 2016, we will evaluate and develop the ways that the public can contact us\*. We will involve and engage with our communities and use our findings to develop and implement initiatives to specifically meet the accessibility needs of disabled people, transgender people, older people and people whose first language is not English.

*NOT PROTECTIVELY MARKED*

(Operational Delivery, Organisational Process)

- \* by phone; speaking directly with a police officer or PCSO - by appointment or while on patrol; in person at police stations across the force; via mobile community access points – purpose built vehicles, travelling around the area, providing access on the doorstep of customers; via Web access; by letter or email; via Social Networking sites.
- 5. We will establish a baseline of satisfaction / dissatisfaction experienced by women who are detained in Custody. This research will then inform the development of a strategic equality objective to design and implement appropriate initiatives to meet the specific needs of women who are detained in Custody.  
(Operational Delivery)
- 6. Using the Stonewall Workplace Equality Index 2012 assessment as a baseline, we will continue to drive sexual orientation equality in the workplace in relation to leadership, policy, training, monitoring, career development and manager development and will specifically focus on the areas of staff engagement and our LGB staff support network group. (People & Culture)

The 6 equality objectives selected for South Wales Police to progress over the next 4 years largely focus on service delivery as we recognise this is our core business. We are satisfied that any gaps or need for improvements identified, that relate to workplace equality matters, other than that identified in the workplace objective selected, can and should be progressed through new and existing internal policies and procedures. Such progress will be reported in the Annual Reports and published both internally and externally.



## Progress and achievements during Year 3 of the Scheme

### 1 Disability-related Harassment

**Working with our partners in the public and third sectors, we will identify and intervene in the most high risk cases of disability-related harassment, through a Multi Agency Risk Assessment Conference (MARAC) process (Operational Delivery, Organisational Process)**

#### **What are we trying to achieve?**

To respond appropriately to disability related harassment and work towards the prevention of disability-related harassment

#### **Desired outcomes**

Prevent disability-related harassment and provide appropriate support to the victim.

#### **STEPS TAKEN**

One of the key recommendations in the Wales summary report of the Equality and Human Rights Commission (EHRC) report *Hidden in Plain Sight* was to work in partnership to prevent and to respond to harassment and to share effective practice. In response to the Commission's Inquiry into disability-related harassment, and in consultation with key external stakeholders, the 4 Welsh forces agreed to the above equality objective on disability-related harassment (DRH).

**All hate incidents and hate crimes are recorded and identified** on South Wales Police command and control and record management IT systems. This enables the scale, severity and nature of disability harassment to be monitored and assessed.

Victims of all hate incidents and crimes are **risk assessed** and risk assessments are reviewed by dedicated Hate Crime Officers whose role includes providing support, assistance and advice in order to meet the individual and specific needs of the victim and, where appropriate, develop an Action Plan to address those needs. The objectives of the Action Plans are to ensure **support for the victim** and that all reasonable steps are taken to prevent them becoming subject of further hate incidents or crimes.

Such steps, in the past year, have included Hate Crime Officers working with a repeat victim's support worker, partnership agencies and the local authority to influence approval of a house move away from perpetrators.

*NOT PROTECTIVELY MARKED*

Local Policing Inspectors are responsible for ensuring the implementation of Action Plans and it is the policy of South Wales Police that each of its Basic Command Units convenes Review Groups where all hate incidents and crimes and Action Plans are reviewed to ensure that victim needs have been correctly identified and appropriately addressed.

Additionally, in order to strengthen existing service provision for victims of hate crime, the **Victim Support** organisation, through the Office of the Police and Crime Commissioner, has been commissioned to provide **supportive services** to victims within the South Wales Police area. An automated process ensures hate crime victims are referred to Victim Support on a daily basis unless the victim elects not to be referred.

Victim Support will duly attempt to make contact with all hate crime victims referred to them within 48 hours and assess, identify and coordinate the provision of any necessary support within 72 hours.

Victim Support provides South Wales Police with a monthly report on the referrals as part of a service level agreement.

Dyfed Powys Police have previously piloted a DRH MARAC within the Dyfed Powys Police area so that a toolkit could be devised and utilised by all the Welsh Police Forces, in order to provide a consistent and effective service to victims of disability related harassment. Following the pilot, the All Wales Hate Crime & ASB MARAC Group reviewed force risk assessments and **multi agency problem solving mechanisms**.

The existing South Wales Police structures and processes for identifying and managing all hate related incidents and crimes, including the services provided by Victim Support, have been reviewed and it is considered that the adoption of a formalised MARAC meeting process for those cases of disability related harassment would not represent any significant improvement on current arrangements.

## **2 Hate Crime**

**Over the next four years we will continue to increase the reporting of all monitored categories of hate incidents / hate crimes, but more specifically, we will develop particular initiatives to increase the reporting of hate incidents / crimes by gypsies & travellers, asylum seekers & refugees, transgender people and disabled people including people with a mental health condition  
(Operational Delivery)**

### **What are we trying to achieve?**

Increase the reporting of all hate incidents/crimes and in particular increase the reporting of hate incidents/crimes by gypsies & travellers, asylum seekers & refugees, transgender people and disabled people including those with a mental health condition.

### **Desired outcomes**

Increased reporting of hate crimes

### **STEPS TAKEN**

Throughout the last year, South Wales Police has undertaken an ongoing programme of activities, the aim of which has been to tackle local hate crime issues by raising awareness of what hate crime is and how to respond to it, encourage reporting, and promote local support services and resources.

Specifically, the objectives have been to increase awareness of what a hate crime or hate incident is and the impact it has on victims and communities, provide information on **how to report hate crime** (including a focus on self referrals and third party reporting) and encourage feedback from communities and subsequently develop actions across the Force Area to increase reporting and engagement.

Basic Command Units (BCUs) have undertaken activities to engage with community members from across all protected characteristics, including gypsies and travellers, asylum seekers and refugees, transgender people and disabled people including those with a mental health condition order to ensure that there is a **broad spectrum of engagement**.

BCUs have engaged with partners to plan targeted communications and hate crime activities. Such activities have been coordinated both by BCU Community Safety Departments and local Neighbourhood Policing Teams and included the utilisation of social media communications and on-line clips and information during the week to promote planned activities and convey important messages.

*NOT PROTECTIVELY MARKED*

The following are just some examples of activities undertaken over the last twelve months:

Officers resourcing engagement stands at public events and local shopping centres to provide literature and advice to members of the public in relation to identifying hate crime and reporting methods, promote local support services, resources and events held to help eliminate barriers between members of communities. These events have **been publicised on Twitter and local published media**.

Officers, along with representatives from partner support agencies have engaged with higher and further educational establishments to deliver **hate crime awareness raising sessions**, promoting the ways to report a hate crime or incident directly to the police or via a third party. They've also attended schools to support projects, such as the '**Taking Flight**' project in Bridgend, which involves a performance by disabled and non-disabled actors about people understanding disability hate-related crime and how it affects the individual.

Hate crime training has been provided for student advice centre volunteers and members of staff. The training involved a mixture of awareness around hate crime legislation, the Equality Act and some interactive discussions around live cases of hate crime and discrimination.

In Central BCU, a Hate Crime Awareness Campaign involved local media, radio and posters that have been developed with community members. The BCU's partnership working with the Disability Coalition, Peoples First and First Cymru buses also saw the launch and promotion of an excellent initiative - the **Incident Ticket Scheme**. If a hate incident occurs on a First Cymru bus, the victim may tell the bus driver that there has been an incident. All drivers will have been trained to telephone 101 to report the incident and provide the victim with an incident ticket, detailing the bus route, date and time so that CCTV from the bus may be easily obtained.

In Northern BCU, Hate Crime Officers have delivered hate crime inputs as part of the 'Pupil' scheme to schools in Rhondda Cynon Taff and to New Horizons in Dinas Resource Centre for people with mental health conditions. They have also given training inputs on hate crime to over 400 staff within Rhondda Cynon Taff County Borough Council, which include Children Services and Communities First. More free training is planned.

During the past year, the Hate Crime Officer for the Cynon and Merthyr sectors has linked in with the Equality and Diversity group of Merthyr Valleys Homes who are the largest social landlord in the Merthyr area. This has facilitated closer

*NOT PROTECTIVELY MARKED*

links and partnership working with them which has directly benefited some of their tenants who have been victims of hate crime because of their disability or race by improving their accessibility to South Wales Police to report the crimes.

During Hate Crime Awareness Week, Western BCU undertook many engagement events in order to engage with South Wales communities and raise awareness around hate crime and reporting. Confidential surveys were distributed for completion in order to **understand why there is under-reporting** of hate crime and any **barriers to reporting** it. The results showed that prior to the engagement, 35% of survey respondents did not know what a hate crime was but through understanding what a hate crime is, 45% had been a victim of it. Following input from the hate crime team, 100% of respondents were aware of what a hate crime is and the different ways to report it. 98% of survey respondents said they were now confident to report a hate crime.

Additionally, Hate Crime Officer in Western BCU regularly attends a Gypsy Traveller Forum and also visit traveller sites in the BCU in order to **improve trust and confidence** with this community and **address the under-reporting of hate incidents** and hate crimes against them.

Similarly, Hate Crime Officers have also been regularly engaging with the City Of Sanctuary **support group for asylum seekers and refugees** as we are aware there is significant under-reporting of hate crime amongst new migrant communities.

Response training days and Acting Sergeant training now include training on the Autism Spectrum and mental ill health which has received positive feedback from officers who are better able to identify **non-visible disabilities** with service users they may come into contact with.

November 2014 saw the official launch of the Voices Have Spoken project which is a three year project being delivered by Swansea Bay Race Equality Council in partnership with several organisations, including South Wales Police. Funding received for this project means that Swansea Bay REC are now able to deliver an **advocacy, advice and guidance service to tackle hate crime incidents and discrimination against race, religion and disability**.

The project covers the City and County of Swansea and Neath & Port Talbot County Borough Council and will also be recruiting volunteers to act as champions against hate crime incidents and support delivery of following services:

- Deliver one-to-one advice, guidance and support to BME and non-BME wider communities through outreach work in Swansea and Neath & Port Talbot.
- Provide advocacy, advice and support to challenge, report, pursue and tackle hate crime incidents and discrimination on the basis of individual's race, religion and disability.
- Develop partnerships with community, voluntary and statutory sector organisations and agencies and private employers and businesses to achieve the above and contribute to improved community cohesion.
- Organise events to raise awareness and enhance confidence amongst communities and individuals to report hate crime incidents.

### **3 Stop and Search**

**Over the next four years we will implement initiatives to explore community perceptions of Stop & Search powers, with the results, we will continue to further raise police officer awareness regarding the necessary grounds for Stop & Search**

**(Operational Delivery, Organisational Process)**

#### **What are we trying to achieve?**

Achieve a greater balance, across all ethnic groups, for Stop and Search – relative to other uses of police powers

#### **Desired outcomes**

A fully accessible police service

#### **STEPS TAKEN**

To achieve the aims set out above, the Force has signed up to participate in the Home Office's Best Use of Stop and Search Scheme which aims to achieve greater transparency and community involvement in the use of the powers whilst supporting a more intelligent led approach. The features of the Scheme are outlined below and considerable work has been undertaken to ensure South Wales Police are in a position to comply with the scheme and reassure our communities of our commitment to ensure our Stop and Search policies are fair.

*NOT PROTECTIVELY MARKED*

- Arrest (as is currently required)
- Summons/charged by post
- Caution (simple or conditional)
- Khat or Cannabis warning
- Penalty Notice for Disorder
- Community Resolution
- No further action disposal.

## **DATA RECORDING**

The Scheme requires participating Forces to expand their data requirements and return information, through the Home Office Annual Data Requirement, where Stop and Search has resulted in any of the following outcomes:

South Wales Police recognises that it is important for the public to access to this information to assess how effectively the police are using their powers. South Wales Police will ensure that the relevant data is submitted via the Home Office procedure and is published externally to allow members of the public to review. The Force have also supplied data for the launch of stop and search mapping on the Police.uk site where members of the public can look at incidents by geographic location.

## **LAY OBSERVATION POLICIES**

South Wales Police aims to increase its external scrutiny of Stop and Search by bringing our communities into the heart of our monitoring processes. Every Division currently has a Community Cohesion Group that is made up of key local members who will scrutinise and influence performance and practice. Stop and Search records are scrutinised at these meetings to help identify any trends or concerns that are arising from a local level. Exceptions are then fed into the overarching Stop and Search Strategic Board for discussion and action, if necessary.

Further to this, the Police and Crime Commissioner is in the process of developing bi annual dip sampling of Stop and Search Records in liaison with designated representatives from the Divisional Community Cohesion Groups. The results of this dip sampling will then be fed into the Stop and Search Review Group and the Equality and HR Board.

South Wales Police currently operates a 'Patrol Along' Scheme which allows key community contacts the opportunity to join officers on patrol to gain an insight into their work and to help build trust and confidence in South Wales Police. This will allow them to witness the Stop and Search process should such an incident arise and enable them to report any concerns to their local Community Cohesion Group for escalation to the Stop and Search Review Group if necessary. Whilst this is currently limited to identified community contacts and police staff, the



Force intends to invite participation from the wider community via its external website.

## **COMMUNITY COMPLAINTS TRIGGER**

Complaints regarding Stop and Search are minimal in South Wales Police however the Force currently review each individual complaint through the Stop and Search Review Group to ensure any issues or trends are identified and resolved.

The Force is also currently developing a dedicated Stop and Search page on its external website which will contain the latest Stop and Search data, detail of community engagement as well as advice on how to complain. There will also be the opportunity for those who have been stopped and searched to complete an online survey regarding their experience, the results of which will be fed back to the Stop and Search Review Group for information and action if necessary

## **SECTION 60 STOP AND SEARCH**

The Scheme introduces a set of requirements that will ensure that participating forces improve their use of Section 60 stops. Whilst it is a power that is little used in South Wales Police, the Force are committed to ensure processes are amended to align with the Scheme. South Wales Police has therefore raised the authorisation of a section 60 from the rank of inspector to Assistant Chief Constable.

## **TRAINING**

Between 2012/13 as part of response and NPT training days, 1200 officers received a refresher input in relation to stop search. All police officers regardless of role, between 2013/14 completed the national NCALT package on stop search.

Prior to NATO, 1200 officers received Behavioural Detection System (BDS) training in relation to policing protest as part of a NATO themed training day. All staff were issued advisory booklets in relation to their stop search powers and a KNOW HOW stop and search video was developed.

Following the success of BDS along with making best use recommendations a new training programme for stop search legislation will be implemented from March 2015, which will be delivered to all response, NPT and Specialist Operations officers. It is anticipated that 1500 officers will receive this training and will also be incorporated into student officer training.



#### 4 Accessibility

**Over the next 4 years, we will evaluate and develop the ways that the public can contact us\*. We will involve and engage with our communities and use our findings to develop and implement initiatives to specifically meet the accessibility needs of disabled people, transgender people, older people and people whose first language is not English.  
(Operational Delivery, Organisational Process)**

**\* by phone; speaking directly with a police officer or PCSO – by appointment or while on patrol; in person at police stations across the force; via mobile community access points – purpose built vehicles, travelling around the area, providing access on the doorstep of customers; via Web access; by letter or email; via Social Networking sites.**

#### **What are we trying to achieve?**

Be the best at understanding and responding to our communities needs with a particular focus on disabled people, transgender people, older people and people whose first language is not English

#### **Desired outcomes**

A fully accessible police service

#### **STEPS TAKEN**

Following consultation via surveys and community based meetings, during the past year we have been developing our website ([www.south-wales.police.uk](http://www.south-wales.police.uk)) to make it more efficient and offer a mix of service options available to improve access to our service for members of our communities. This improved website will be launched imminently. Our website will be easier to navigate, will use more **pictorial images** and reduce the amount of text required. The font, colour and size of text will be accessible and it **translation** of the text into many languages will be made available through *bing* translate. Ourbobby.com will be incorporated into this website and the process of identifying your local PCSO will be made easier.

An explanation is provided on the website which clarifies the use of both the **999 and 101** numbers provided for use by members of the public to contact South Wales Police's Public Service Centre. Information further outlines that if a member of the public has either a hearing or speech impairment that a **mini-com system, emergency SMS service and texting service** is available. This section also contains an explanation of how members of the public can contact the Public Service Centre by **FAX or e mail** providing contact details for both.

**Calls to the Public Service Centre**

| Line               | 999     |         | PSC (101 calls) |         | Officer calls (from BCU) |         |
|--------------------|---------|---------|-----------------|---------|--------------------------|---------|
|                    | 2013/14 | 2014/15 | 2013/14         | 2014/15 | 2013/14                  | 2014/15 |
| Volume             | 184,020 | 174,505 | 440,404         | 460,384 | 115,791                  | 93,667  |
| Answered %         | 99.6%   | 99.6%   | 98.7%           | 98.6%   | 95.6%                    | 87.6%   |
| Answered in Target | 94.2%   | 91.6%   | 91.1%           | 89.9%   | 87.3%                    | 71.5%   |
| Average Wait       | 3s      | 4s      | 11s             | 13s     | 18s                      | 42s     |

In order to improve accessibility further to the South Wales Police website, for people with hearing loss, a free App, known as the **NGT app** (next generation text) from Action on Hearing Loss, together with a link to download and use on a laptop or smart phone to make contact with South Police Wales Police easier for people with hearing loss. The App is being promoted at all community engagement events and to everyone who registers to the Keep Safe Cymru Scheme which was also launched during the past year and now has over 500 people registered as at 31<sup>st</sup> March 2015.

The **Keep Safe Cymru Scheme**, which was jointly developed by South Wales Police, Learning Disability Services and Mencap Cymru, is for anyone in the South Wales force area with a learning disability, or mental health condition and communication need. The scheme, a first in Wales, has been designed to make people more aware of their personal safety, to encourage reporting of crime – especially hate crime – and to seek help if they need it. It will also help those providing assistance, such as the Police, to access support for the user of the card and understand how to make them feel safer.

If the card holder needs assistance, whether they are lost, a victim of crime or any situation that means they need some extra support, they can use the card to access this help. The card will hold basic information about the individual such as how they communicate, any health issues and any emergency contacts such as parents or carers.

When an individual registers for a keep safe card, they will also be given access to the **Police Disability Line**. This is a dedicated non-emergency telephone number for people with a disability to use to contact the police. When calling this

*NOT PROTECTIVELY MARKED*

number, the call handler will be aware before they speak to the caller that they have a disability. This will ensure that the call handler is aware of any additional needs the caller may have and can pass it onto any policing resource managing their report. This is not an alternative to the emergency 999 service; it is to be used instead of the non-emergency telephone number only.

In order to support the Keep Safe Cymru Card Scheme and improve accessibility for people with dementia, 300 PSC staff have now completed **Dementia Friendly training**, delivered by the Alzheimer's Society, to help them gain an understanding of members of our communities living with the condition and the practical steps they can take to support them when taking 101 and 999 calls. The South Wales Public Service Centre is the first police contact centre in the UK to complete Dementia Friendly training.

Central BCU have been working with First Cymru buses to promote the **Orange Wallet Scheme** adopted by many public transport companies. The Orange Wallet has been designed to make journeys by public transport easier for everyone with communication difficulties, people with disabilities including an Autism Spectrum Disorder, people with hearing impairments and those whose first language isn't English.

The **Safe Journey Card** and the **Better Journey Card** have been designed specifically with the needs of many customers in mind.

The wallet contains plastic pockets designed to hold the cards that have words and pictures that will help people communicate their needs to transport staff. The words and pictures are interchangeable.

The wallet and cards let the driver know that the service user needs some extra help to make their journey on the bus. It may be that the person needs more time to reach their seat or that they want the driver to speak up because they are hard of hearing. Whatever the need, these cards can let the driver know the specific need in a private and discreet way – there are even blank spaces for the person to fill in details of their destination or special instructions.

Disabled customers may also want to carry a Better Journey Card. This card has been designed following consultation with disability groups around the UK, and is intended to give disabled people a way of letting the driver know that they may need additional help. It includes messages such as 'Please be patient I have a hidden disability', 'Please face me and speak clearly I lip read', and 'Please help me find a seat'. There are also some blank spaces for the person to use if they want to include a different message.

Using the Better Journey and Safe Journey cards is simple.

*NOT PROTECTIVELY MARKED*

- Either card can be downloaded from the First Cymru website ([http://www.firstgroup.com/ukbus/south\\_west\\_wales/bus\\_access/safe\\_journey\\_card/](http://www.firstgroup.com/ukbus/south_west_wales/bus_access/safe_journey_card/)) using the links at the bottom of the page.
- There are several different messages on each card, so you simply choose the one that best suits your particular needs and then cut out or fold the card so that the message you want is visible
- Keep the card in your wallet or travel pass and when you get on the bus show it to the driver
- The driver should then offer you the necessary assistance

Carrying these cards is voluntary - you do not need to use one if you don't want to, but you may find it a useful way of asking for any assistance you may need.

Twelve thousand members of the public in Eastern BCU are on the **community messaging email** distribution list to receive communication from the BCU on matters such as missing persons and community safety. This method of communication is particularly effective for members of the public who cannot attend PACT members for reasons including disability. Feedback on this method of communication has been positive.

All our police stations that offer a front counter service are accessible with **ramps and push button door opening facilities**. We also look to accommodate our service users according to their needs which allows for them to be spoken to in private if required. Every measure is taken to ensure that the service we provide reflects the people in our communities. We inform service users of the various ways of contacting us. This may mean requesting telephone contact for an improved response if the person is unable to access our premises.

A review has been undertaken into the **Front Desk Service** provision provided to the communities of South Wales. The opening times of stations will now reflect the times we know that the stations will be busy and effectively resourced accordingly to deal with the needs of our customers, providing a more efficient and effective service. At times when the stations are not open, members of the public may use phones located at each of the 16 hour police stations. The calls are currently presented to switchboard during opening hours and triaged at this point. After 11pm at night these calls come directly into the Public Service Centre. In Northern BCU, there is a front desk service operated from the Civic Centre in Merthyr between 12.00 midday to 2.00pm every day. In Eastern BCU, Canton Library is utilised.

All 4 BCUs have continued to make excellent use of **social media** and the internet, generally, to promote the work of the BCU and engage with its local communities. The BCU have a facebook account and all four sectors within the BCU now have twitter accounts. There has been a substantial increase in twitter

*NOT PROTECTIVELY MARKED*

followers with approximately 10,000 followers to each BCU twitter account plus 100,000 followers to the corporate South Wales Police twitter account.

We understand English is not the first language for some members of our community. To aid their communication with us, we have a number of police officers, Police Community Support Officers (PCSOs) and Public Service Centre Operatives who are fluent Welsh Speakers and also a number of South Wales Police personnel who can speak a number of other languages including Bengali, Chinese, French, German and Punjab.

In order to use more cost effective means of communicating information to our communities, fewer leaflets are now produced by South Wales Police. Instead, more use is made of social media as noted above. However, leaflets are still utilised if it is considered the most appropriate way of communities accessing the information, as noted in the two examples below.

In Northern BCU, support leaflets are distributed to the Polish and Portugese communities, accessible as they are printed in either Polish or Portugese on the front and English on the reverse. These leaflets promote South Wales Police as a service to help people in need, that is a service to support and protect victims of crime and bring perpetrators of those crimes to justice.

In June when the stimulant, Khat, was banned as an illegal class C drug in the UK, support leaflets were given out to the Somali community in Cardiff written in English but also translated into Arabic and Somali.

## **5 Women in Custody**

**Over the next twelve months we will establish a baseline of satisfaction / dissatisfaction experienced by women who are detained in Custody. This research will then inform the development of a strategic equality objective to design and implement appropriate initiatives to meet the specific needs of women who are detained in Custody.  
(Operational Delivery)**

### **What are we trying to achieve?**

Meet the specific needs (including demonstrating dignity and respect) of women detained in Custody.

### **Desired outcomes**

Identify the satisfaction/dissatisfaction of women detained in Custody

## **STEPS TAKEN**

Meeting the specific needs of women in custody and demonstrating dignity and respect is integral to both Custody Officer and the training delivered to Custody staff.

As more women than men tend to be primary carers, custody staff attempt to establish the caring responsibilities of women in custody as early as possible in order to put arrangements in place to manage situations caused by their arrest and detention.

Under the umbrella of IOM Cymru (IOM – Integrated Offender Management), South Wales Police have been piloting a Women’s Pathfinder project. The pilot aims to ‘design and deliver a women-specific, whole system, integrated approach to service provision for women who come into contact with the Criminal Justice System in Wales’. The Pathfinder is currently in phase 2 (2014-16) and delivering a programme of work via a number of different work streams. One of these areas is the End-To-End Model which focuses on three key stages of the CJS:

- The Diversion Scheme
- Courts and Sentencing
- Co-ordinated multi-agency case management system (‘Hubs’)

The End-To-End Model is currently being piloted in Cardiff Bay with plans to develop the next site in Northern BCU by late 2015 (as well as sites in the 3 other Welsh force areas).

The pilot aims to achieve the following outcomes, which will be monitored on a monthly, quarterly and annual basis throughout the course of the pilot:

- Reduce arrests resulting in charge for women
- Increase women diverted into Diversion Scheme
- Reduce the proportion of women re-arrested
- Increase the proportion of women successfully engaged with The Diversion Scheme
- Increase the proportion of women engaged with community support on an ongoing basis (to be monitored but not targeted as will be based on need)

The pilot is still in its infancy but early findings are positive:-

Total number of women accepted on to the Diversion Scheme: 160

*NOT PROTECTIVELY MARKED*

Total number of women deemed ineligible following assessment: 2 (reason being; both women were returning to their home country, therefore would be unable to engage with intervention)

Of the 160 women:

Average age of women: 32.1

44% of the women had low level needs (1-2 needs that appear under control but may require additional support/advice)

38% of the women had medium level needs (2-4 support needs, support is continued past agreed number of sessions for additional support)

18% of the women had high level needs (4+ needs requiring intense support, other issues ongoing and developing new needs post assessment, support ongoing beyond agreed number initially – 38% of these in crisis i.e at an extreme level)

Number of women with children under the age of 5: 40 (+1 women was pregnant at the time of assessment)

The vast majority of offences are as a result of - Common Assault or Shoplifting

Re-offending is low at 7% of those diverted.

SWP now operates 4 modern Custody facilities that fully meet national guidance around safer detention and the needs of female detainees (e.g. privacy, personal health/cleanliness, sanitary etc)

All detainees receive a pre release assessment and where concerns are identified (e.g. at risk of harm) suitable measures and referrals are put in place specific to their needs.

All detainee needs are risk assessed and catered for - additionally female detainees are always supported by a trained female member of staff and a full assessment of any personal needs is carried out in a sensitive and private manner.

Part of the assessment process always relates to child care and other dependants that may be impacted due to the detention and again this is carefully and sensitively managed.

Medical assessment, support & intervention are always available and a detainees health (physical and mental) needs are a paramount importance when considering and managing a detention.



Officers are now fully accustomed to having to justify the need to arrest and to consider less intrusive options (e.g. voluntary attendance at a time least likely to impact child care etc)

Until recently South Wales Police outsourced Civilian Detention Officer roles to a third party provider. That role is now insourced which provides for far greater South Wales Police value alignment and greater ability to train and ensure the role reflects the Force's expectations around equality, diversity and customer service.

## **6 Sexual Orientation Equality**

**Using the Stonewall Workplace Equality Index 2012 assessment as a baseline, we will continue to drive sexual orientation equality in the workplace in relation to leadership, policy, training, monitoring, career development and manager development and will specifically focus on the areas of staff engagement and our lesbian gay and bisexual (LGB) staff support network group. (People & Culture)**

### **What are we trying to achieve?**

To continue to develop an environment where people can thrive and have the confidence in South Wales Police to be themselves, and fully contribute to South Wales Police achieving its mission, vision and values.

### **Desired Outcomes**

Increased openly out lesbian, gay, bisexual (LGB) staff within the organisation which reflects the communities of South Wales, thus assisting to enable South Wales Police to be the best at understanding and responding to the needs of its communities. In addition, increased engagement with LGB staff and increased awareness of all staff of the benefits of inclusivity.

### **STEPS TAKEN**

The Force understands that those with line management responsibilities play an important role in demonstrating leadership and supporting their staff. It is very likely that, at some point in a manager's career, they will manage a person who identifies as lesbian, gay or bisexual.

In order to meet the needs of LGB people and create an inclusive, high-performing team, South Wales Police recognises it is important that line managers are able to provide information and advice to any lesbian, gay and



bisexual team members, including how to get involved in the organisation's lesbian, gay and bisexual employee network group and how employee benefits and entitlements such as parental leave apply to lesbian, gay and bisexual staff.

Some line managers may have little first-hand experience of supporting LGB staff through sensitive issues such as coming out at work. At South Wales Police, **diversity training**, including sexual orientation equality training, is available to all staff including line managers. To support this training, and to address some specific LGB-related issues at South Wales Police that had been brought to the organisation's attention, a key initiative during the past year was producing a **Guidance for Supervisors and Managers: Supporting lesbian, gay and bisexual staff at work** in consultation with the Force's LGB network group.

A working group was set up with members of the LGB employee network group. In the development of the Guidance, **full involvement with the Force LGB network** group was crucial for their knowledge and support. The group were full of ideas and advice and keen that the guidance should support the organisation's 'Friends of the Network' programme whose membership includes supportive managers, include a case study and use positive, jargon-free language to support managers.

The style and content of the final guidance produced aims to equip all South Wales Police managers and supervisors with clarity on issues and instil confidence in identifying and dealing with issues so that our lesbian, gay and bisexual colleagues feel fully supported by the organisation they belong to. The Guidance was published on Force intranet and remains accessible to all staff and officers. Hard copies were also distributed across the organisation. The Guidance received praise from Stonewall Cymru who asked South Wales Police to share it with their Diversity Champions as good practice.

**BCU-led LGB community engagement celebrations** such as Pride Cymru (formerly known as Cardiff Mardi Gras) and Swansea Pride are planned in consultation with the force's staff support group for lesbian, gay and bisexual officers and staff, known as the Gay Staff network (GSN). All staff and officers, including those who self identify as lesbian, gay and bisexual.

Another key initiative during the past year was the production of **rainbow pride epaulettes** to be worn by Police Officers, including the Chief Officer who attended Pride Cymru. The rainbow pride epaulettes were designed by the Deputy Chair of the South Wales Police LGB network group and made by the Uniform Stores department with the full support of the Chief Officers.

The epaulettes gave South Wales LGB communities the **visible message** that South Wales Police is committed to equality, including sexual orientation

equality. They were well received by both the public and the press. South Wales Police are the first police service to adopt the rainbow design into the uniform for an LGBT event and the positive reaction couldn't have been better.

During LGBT History Month, Northern BCU's Hate Crime Officer worked with the Visible Project Co-ordinator of Merthyr Tydfil Council and for the first time, the rainbow pride flag was raised. A small event was then held and attended by South Wales Police Neighbourhood Police Teams. The rainbow pride flag has been flown at South Wales Police headquarters and at police stations across the force, on key dates in the LGB calendar, for some so that the Chief Constable's commitment to sexual orientation equality is clear to both staff and South Wales communities.

### **Positive Action**

It is important that South Wales Police employees reflect the diversity in the communities of South Wales in order to achieve a more participative engagement with members of all our communities and gain a better understanding of needs and how they can be met.

Despite the fact that South Wales communities have become increasingly diverse in their make-up, through data monitoring we have identified under-representation of South Wales Police personnel from minority communities but particularly people from black and minority ethnic backgrounds. Similarly, despite women forming a little over 50% of the South Wales population, the percentage of female South Wales police officers is approximately 27%.

The Equality Act 2010 allows organisations to take more positive action, which refers to a range of measures and development initiatives which employers can lawfully take to help people from under-represented groups compete for jobs on equal terms with other applicants. It is designed to create a level playing field so that historically disadvantaged groups can compete on equal terms for jobs, or for access to services and so on. It can include advertising in a specific place or publication to encourage applications from people from underrepresented groups who may not have, in the past, applied for a particular job. It can also include providing additional training to help someone show more effectively what skills they would bring to a role, or providing support networks, or adapting working practices.

These 'balancing measures' reflect the possibility that in some cases, to achieve a fair outcome, a difference in approach and methods to encourage may be required. It is essential that under representation is clearly established before embarking on Positive Action. This type of balancing measure is not the same as Positive Discrimination. It applies to both external and internal applicants.

In order to achieve a workforce reflective of our communities, the Chief Constable has spoken of the importance of improving the recruitment, retention and progression of black and minority ethnic people and of women and, to this end, a strategy for increased recruitment of black and minority ethnic people has been agreed, which includes attracting candidates through community leads, and implementation has begun.

Over the past year we have put a strong emphasis on diversity in new recruitment to the Special Constabulary and Police Community Support Officers. Targeted recruitment campaigns have commenced to encourage people from black, Asian and minority ethnic backgrounds to apply to join South Wales Police and address under-representation at South Wales Police from these communities.

In addition to recruiting people from black and minority ethnic backgrounds, we also want to increase the numbers of minority ethnic officers and staff at senior levels of the organisation and in some specialist departments. To assist with recruitment, there are 30 people across the force who will act as mentors to candidates from diverse minority groups.

To build trust and confidence with our communities, including our diverse minority communities, there have been many engagement events and initiatives taking place throughout the year. One such event was a football match in August 2014 between Eastern BCU's Neighbourhood Police Team and youths from a Czech Youth Club in Roath, Cardiff which was supported by Cardiff University who provided the teams with the use of their AstroTurf pitch.

In April 2015, there was a further football-related community initiative by South Wales Police and the Horn Development Association which brought together six Cardiff communities (namely the Yemeni, Kurdish, Congolese, Zimbabwean, Sudanese and Darfur) to compete in a series of football matches and the opportunity to play against a team of police officers and ex professional footballers in the Cardiff Community Cohesion Cup. The event provided opportunities to **foster good relations** with South Wales Police and also between the different diverse communities in Cardiff.

Eastern BCU have engaged with *Movement for Change*, who builds movements that mobilise the power of people to take action. Volunteers are from a diverse background and were included in efforts to recruit Police Community Support Officers (PCSOs).

Consultation has also been undertaken with Cardiff Youth Council (CYC) to gain the views of young people. CYC is the official network of young people aged 11-25 in Cardiff with representation on the Funky Dragon – The Youth Assembly for Wales and British Youth Council. The CYC meet monthly and work on priorities that are set out by young people. Sub groups meet outside of the main meeting with an aim to make Cardiff a better place for young people to live, work and play. Recently, South Wales Police has also contributed to CYC's newsletter *The Sprout*.

## **Equality Impact Assessments**

South Wales Police continues to encourage the use of Equality Impact Assessments (EIA) under the following circumstances:

- Where new policies, practices or activities are developed or a new decision is proposed
- Where changes to existing policies, practices, activities or decisions are proposed
- Where there are proposals to withdraw from or discontinue an existing policy, practice or activity
- Where Business Planning has identified relevance to or implications for equality

Equality Impact Assessments assist in ensuring that the Force checks that proposed or existing policies, decisions and activities do not disproportionately disadvantage anyone and allows us to look at whether any part of our service or policy is discriminating (actual or perceived) against groups or individuals. Our aim is to ensure that all the implications for equality are properly assessed during the policy development and decision-making processes, and if any impacts are identified then actions and assurance may be provided to address any mitigating actions required.

EIAs are undertaken by the business area and reviewed by a trained EIA Advisor who will approve or propose further consideration or adjustment.

The process is regularly reviewed and takes into account the protected characteristics identified in the Equality Act 2010.

## **Glossary of Terms**

|                                 |  |
|---------------------------------|--|
| <b>ASB</b>                      | Anti Social Behaviour  |
| <b>BCU</b>                      | Basic Command Unit (formerly Division). South Wales Police has 4 (Northern, Eastern, Central and Western). Each BCU is led by a BCU Commander at the rank of Superintendent or Chief Superintendent                                    |
| <b>BME</b>                      | Black Minority Ethnic  |
| <b>Community Cohesion Group</b> | A multi-agency partnership that encompasses public and voluntary / community sector representatives  |
| <b>Diversity</b>                | Respecting people's differences  |
| <b>Diversity Strand</b>         | Known as 'protected characteristics' under the Equality Act 2010. In Wales, these are age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex and sexual orientation. |
| <b>DRH</b>                      | Disability-related harassment  |
| <b>EDHR</b>                     | Equality, Diversity & Human Rights   |
| <b>EHRC</b>                     | Equality and Human Rights Commission   |
| <b>EIA</b>                      | Equality Impact Assessment   |
| <b>Equality</b>                 | Equal opportunities for all  |
| <b>EYST</b>                     | Ethnic Youth Support Team  |
| <b>Harassment</b>               | Unwanted conduct on prohibited grounds which has the purpose or effect of violating another person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person                     |

*NOT PROTECTIVELY MARKED*

|                       |  |
|-----------------------|--|
| <b>Hate Crime</b>     | Any incident, which constitutes a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate               |
| <b>Hate Incident</b>  | Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate |
| <b>HMIC</b>           | Her Majesty's Inspectorate for Constabulary  |
| <b>IOM</b>            | Integrated Offender Management   |
| <b>ISTAM</b>          | Multi-agency meeting with Police and partners where individual cases are discussed with a view to problem solving  |
| <b>KINs Directory</b> | Directory of Key Individuals in the Neighbourhood, who can be a channel for information and intelligence to their community.                                   |
| <b>LGBT</b>           | Lesbian Gay Bisexual Transgender   |
| <b>MARAC</b>          | Multi Agency Risk Assessment Conference  |
| <b>Niche</b>          | Niche Technology is a world leader in police records management and information sharing  |
| <b>NOMS</b>           | National Offender Management Service   |
| <b>NSIR</b>           | National Standards of Incident Recording   |
| <b>NSPIS</b>          | National Standard Police Information System – Command & Control System   |

*NOT PROTECTIVELY MARKED*

|                                 |  |
|---------------------------------|--|
| <b>OEL</b>                      | Occurrence Enquiry Log   |
| <b>PACT</b>                     | Partnerships & Communities Together  |
| <b>PCSO</b>                     | Police Community Support Officer   |
| <b>PCVA</b>                     | Polish Community Valleys Association   |
| <b>PDR</b>                      | Personal Development Review  |
| <b>Positive Action</b>          | Range of measures and development initiatives to help people from under-represented groups, where they have been historically excluded or at a disadvantage  |
| <b>Protected Characteristic</b> | New terminology in the Equality Act 2010, in place of 'strand', to identify "grounds" on which protection against discrimination in various ways is enacted. The 'protected characteristics' are age, disability; gender reassignment, marriage and civil partnership; pregnancy and maternity; race; religion or belief (including lack of belief); sex [i.e. gender] and sexual orientation. |
| <b>PSC</b>                      | Public Service Centre – Where Operatives respond to emergency and non-emergency calls to the Police  |
| <b>Reasonable Adjustments</b>   | Reasonable steps that employers need to make to ensure employees with disabilities are not placed at a substantial disadvantage. Adjustments could include providing additional training, auxiliary aids, changing shift patterns  |
| <b>Staff Network Groups</b>     | Groups that provide support to staff who are from diverse groups. Staff Support Groups within South Wales Police are   |

*NOT PROTECTIVELY MARKED*

the Ability Staff Network (ASN), the Black Police Association (BPA), the Christian Police Association (CPA), the Female Police Association (FPA) and the Gay Staff Network (GSN)

**Stonewall Workplace Equality Index** Comprehensive annual benchmarking exercise that showcases Britain's top employers for lesbian, gay and bisexual staff

**Transgender** Appearing as, wishing to be considered as, or having undergone surgery to become a member of the opposite gender

**Victimisation** Treating someone unfairly (relating, in particular, to people who have raised a grievance or brought tribunal proceedings in good faith)

**Vulnerable (victim or witness)** Include a) all child witnesses (under the age of 17) b) any witness whose quality of evidence is likely to be diminished because they iv) suffer from a mental disorder v) have a significant impairment of intelligence or social functioning (e.g. a learning disability) or have a physical disability or are suffering from a physical disorder. Repeat victims, victims of hate incidents and elderly victims could also be considered vulnerable.