

HEDDLU DE CYMRU • SOUTH WALES POLICE

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SOUTH WALES POLICE

STRATEGIC EQUALITY PLAN 2012-2016

ANNUAL MONITORING REPORT JUNE 2014



CADW DE CYMRU'N **DDIOGEL** • KEEPING SOUTH WALES **SAFE**

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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 our Equality and Diversity intranet page or from the SWP Corporate website:

www.south-wales.police.uk

By phone:

01656 655555 extn 20890 / 20893 / 20209

By fax: 01656 761826

Report prepared by:

Nicola Morgan MCIPD, MSc HRM, PGDipLP, LLB
Principal Diversity Officer

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ABOUT US: YOUR SOUTH WALES POLICE

We provide 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 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 1,283,651¹ residents, 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 100,430², 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 people³ 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 collected through the census or any other population count. South Wales Police works closely with Transgender Wales, TAWÉ 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.⁴

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.

1 Census Data 2011

2 Higher Education Statistics Agency 2011/12 data

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

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INTRODUCTION AND BACKGROUND TO PLAN

In line with the Public Sector Equality Duty, we have a duty to promote equality through the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation and to set at least one equality objective.

In 2012, South Wales Police chose to set 6 equality objectives following engagement with key internal and external stakeholders and consideration of a variety of significant, valid and up to date research, some undertaken by;

- Equality and Human Rights Commission (i.e. Hidden in Plain Sight – Inquiry into Disability Related Harassment / Stop & Think / Not Just a Statistic etc);
- South Wales Police (disability – access and service delivery and REFORM etc);
- South Wales Police Authority (i.e. Stop & Search dip sampling);
- Equality Standard for the Police Service (framework including 22 units); and
- other research (Fawcett Commission etc);
- Provides the best possible service to the communities of South Wales, in the fairest and most efficient manner.
- Provides an open and inclusive environment for people of all diverse backgrounds, so that such people want to join SWP, work for us and grow with us.
- Allows us to develop existing relationships with community contributor groups and key stakeholders, whilst listening to the voice of individuals within the communities, to forge solid working relationships with both, and allow two-way communication to take place.

The Strategic Equality Plan 2012 – 2016 incorporated elements of the Single Equality Scheme 2010-2013, Positive Action Strategy 2010-2013 and the Equality Standard for the Police Service.

This Annual Report has been prepared on behalf of the organisation by the Equality and Diversity Unit, and our BCUs and Departments who have demonstrated their compliance with the Plan, through providing evidence on equality and diversity progress on a quarterly basis to the Equality & Diversity Unit for EDHR Governance purposes.

This is the second annual monitoring report outlining the progress made against the Force's Strategic Equality Plan 2012-2016 and its 6 key equality objectives.

In addition to progressing in the areas focused upon in the equality objectives, we intend to continue to improve and strive to involve all people in all our provisions. This will enable us to provide a better service and, more importantly, to incorporate and embed equality and diversity issues more succinctly, into the day-to-day business of SWP.

The 6 equality objectives sit within the Strategic Equality Plan and were developed to achieve the aims of the general equality duty and to focus on South Wales Police's most significant equality issues as identified through the primary and secondary research as described above.

A clear and succinct Action Plan was shared with all Basic Command Units (BCUs), which are sometimes known as Divisions, and Departments within the Force so that they were clear on why the objectives were identified and what outcomes the objectives aim to achieve. Since April 2012, BCUs and Departments have considered how they may make a positive impact, on the 6 equality objectives, in their area of work and developed localised action plans for their work areas. The overall purpose was to progress equality and diversity matters in a way that:

SUMMARY OF PUBLIC SECTOR EQUALITY DUTY

The new public sector Equality Duty came into force 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 (in full).

The **general equality duty** requires public bodies to have due regard to;

- a) **eliminate discrimination**
- 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.

In addition to the general Equality Duty, set out above, the Equality Act gives the Government a power to impose specific duties on certain public bodies, which includes police forces, to enable them to meet their obligations under the general equality duty, and to make them more accountable to the public.

Non-devolved bodies in Wales (such as South Wales Police) are required to meet the **specific public sector duties** developed by the UK government for England, which are less detailed than the specific public sector duties for Wales. However, the Welsh Public Sector duties are open to non-devolved bodies to adopt, if they choose to do so.

The Specific Duties for Wales underpin the General Duty and have been developed around four main principles:

- Use of evidence
- Consultation and Involvement
- Transparency
- Leadership

South Wales Police will meet all the English Public Sector duties and also adopt appropriate elements of the Welsh Public Sector duties where good practice and added value is identified.

Taking into consideration the English and Welsh Public Sector Equality Duties, South Wales Police will;

- Publish equality information annually, that demonstrates compliance with the equality general duty;
- Publish employment monitoring information annually;
- Review published SMART, outcome focused equality objectives, set out within a Strategic Equality Plan;
- Publish Annual reports on the progress of the equality objectives set out in the Strategic Equality Plan;
- Publish one or more new equality objectives at intervals of no more than 4 years from the date of last publication;
- Carry out Equality Impact Assessments

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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. (Operational Delivery, Organisational Process)
- 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)

* 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.

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 2 OF THE SCHEME

1 Disability-related Harrassment

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 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 Crimes and Hate incidents 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.

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.

As reported last year, Dyfed Powys Police agreed to pilot 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 continues to review current 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 those of disability related harassment, are being reviewed to determine whether the adoption of a formalised MARAC meeting process would represent any improvement on current arrangements.

The four BCUs within the Force are supportive of the implementation of the MARAC process. The recording and investigation of hate crime is a key objective for the BCUs and receives daily focus at sector tasking and the SMT-led daily management meetings.

A Ten Point investigation plan for the investigation of all hate crimes has been developed and is reproduced below. The specific issue of disability hate crime is recognised within this plan in order to facilitate early identification and allow the swift provision of support and intervention. Compliance is monitored through daily tasking and compstat processes. This enables the BCU to investigate disability-related incidents effectively.

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- **Identify Hate Crime / Incident**
Racial / Religious / Homophobic / Transgender / Disability / Age / Traveller / Mental Health
(Ask the question: Why do you think you have become a victim?)
- **You MUST take Positive Action:**
Criminal Law – Arrest / Caution / PIN (Police Information Notice) / Public Order / Triage etc.
Find out who the Housing provider is for the IP / Perpetrator
- **You MUST take a Statement at the time** to obtain the victim's commitment
Crime matter where applicable under NCRS guidelines – within 72 hours but maximise use of time to get it right
- **You MUST update Occurrence Enquiry Log (OEL)**
Full comprehensive update required of all actions taken
- **You MUST complete the Hate Crime Risk Assessment** via the OEL – HC9 code
- **You MUST task the Hate Crime Officer (HCO)**
Task the Crime / incident to your Hate Crime Officer for additional advice, support and reassurance.
- **You MUST update your Supervisor**
Sergeants to intrusively supervise every Hate Incident / Crime ensure full update on OEL and endorse accordingly using HC4 code
- **You MUST clearly identify the Officer in Case (OIC)**
The OIC must keep the victim updated with actions taken
- **You MUST task the Neighbourhood Policing Team (NPT) Sergeant**
For information & follow up reassurance visit

Support in Eastern BCU is delivered in **partnership** with Diverse Cymru and Cardiff's People First groups, organisations that work principally with disabled people and allow South Wales Police to engage with a wider sphere of influence. In addition to the post-reporting benefits that this creates, the present arrangements allow awareness-raising activities and encouragement to report disability hate crime.

The implementation of the action plan for reported cases improves the quality of investigation and emphasises the importance of initial positive action. This, coupled with the attention given to the issue by hate crime officers has meant that escalation of concerns to a specific MARAC has not occurred during this reporting period.

The mechanism for cross-partnership engagement is delivered on a formal monthly basis via the multi-agency forum, with daily contact taking place in response to individual cases. The monthly forum, attended by representatives of Victim Support, equality organisations and housing providers allows discussion of protracted or high-risk cases within a structured setting to agree actions and develop solutions.

Central BCU Hate Crime Officer and Local Policing Inspectors are members of the Project Advisory Group for Disability Wales who meet bi-monthly. The group work with partners in the public and third sectors to **identify potential victims of disability related harassment and hate crime** and their vulnerability and refer them to a MARAC meeting. These meetings are chaired and attended by professionals to identify the vulnerability of that person and ensure that all available support is put in place. There is ongoing communication with the Local Neighbourhood Policing Teams from the area where the victim resides, to inform them of what partnership work is in place.

An **ISTAM Process** is in place across all sectors within Western BCU. ISTAMs are local multi-agency meetings involving the Police, Housing, Education, Social Services and Mental Health Officers. Victims of hate incidents are discussed, managed and intervention measures are put in place to prevent, resolve and where necessary ensure prosecution of offenders.

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Hate Crime officers brief all staff in relation to disability-related harassment to ensure staff involved in incidents receive appropriate training/briefing.

Public Protection Department have developed a **Veterans Business Card Scheme** in partnership with Abertawe Bro Morgannwg University Health Board (ABMU) to assist ex-service men and women who have a service-related mental health condition. The cards provide contact details for the All Wales Veterans Health and Wellbeing Service and is provided in each Health Board across Wales. Police officers can now hand out these cards to the ex-service men and women to ensure they are appropriately signposted to assistance.

Additionally, Public Protection Department staff have initiated a **Dementia Card Scheme** which provides people with a dementia card to be kept at the side of their home telephone. The card identifies their condition to emergency services and other partner agencies who may attend their home. Providing immediate awareness of the person's dementia ensures appropriate persons are contacted to act in their best interest in times of crisis.

With Northern BCU, it has been reported that a mapping process has been completed and a directory is being formulated in order to expand upon and **improve engagement with Disability groups**. A number of partners from third parties are already involved in meetings such as the Community Cohesion and hate crime review group.

Northern BCU have reported that through divisional daily management meetings, all **disability hate crime is assessed for Threat, Risk and Harm** and then allocated for investigation in consultation with the Hate Crime Officer.

The Public Protection Unit continue to use a self-devised **reporting document to capture the work ongoing in high risk disability cases with other agencies** and also work with BCUs to identify and support victims of disability-related harassment. They do this by increasing deployment rates on Grade 1 and Grade 2 incidents.

A 22 week modular **training programme** exists for all new Public Service Centre (PSC) Operatives whilst the up skill programme reported in the 2013 Annual Progress Report continues for existing staff. Elements within both training programmes (e.g. module on 'Threat, Risk, Harm

and Vulnerability') are designed to recognise and support incidents where disability presents itself through both 999 and 101 calls.

Anti-Social Behaviour continues to be monitored within the PSC evidencing continuous improvement including links to our vulnerable groups.

A recent HMIC Report on South Wales Police published in March 2014, commented that *"the force has good systems within its Public Service Centre (PSC). Staff are competent and trained to question callers to understand the likely risk to the victim or anyone else who may be present. They can access the force intelligence systems to provide as full a picture as possible to send the right level of police response and prepare the attending officer for the situation they are likely to find themselves managing"*. There is also a robust quality assurance process to ensure compliance with all processes, but especially when identifying and dealing effectively with vulnerability, though room supervision, regular reviews and 'ease of contact' feedback forms.

Specialist Crime continue to **work in partnership** with Health Authorities, Local Authorities and other key partners such as the Third Sector, to improve services and **reduce risk for those with mental ill health**.

Working with National Learning Offender Agency, the Public Protection has developed **guidance for police officers** across South Wales encompassing effective identification procedures regarding members of the community with learning difficulties, and their onward route through the criminal justice process, whether that is by prosecution or diversion. This includes ensuring that persons with mental ill health, who come into the police domain, are correctly identified and that their needs may be met. This guidance is included in the Force Mental Health Policy.

All cases relating to the **online harassment** of disabled people are prioritised by Specialist Crime. Hi Tech Crime, in particular, have amended their submission log in order to record any submissions relating to online harassment of disabled people as this will ensure such cases are prioritised accordingly.

To increase trust and confidence with the disabled community, PSCOs from across the four BCUs have been **engaging with local disability groups** such as Cardiff People First and local Community Cohesion Groups where there are representatives from the disabled community.

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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

A Hate Crime Action Plan has been developed, which consolidated all the relevant recommendations from each of a number of national and local strategic documents including: The Government's Plan to Tackle Hate Crime "Prevent It, Report It, Stop It", the Equality and Human Rights Commission (EHRC) "A Manifesto for Change - Tackling Disability Related Hate Crime", MENCAP's "Don't Stand by Me", the Police and Crime Plan 2013-17 and the South Wales Police Annual Plan. The Action Plan is enabling the effective management of all the actions undertaken by South Wales Police in implementing all the recommendations.

South Wales Police has also reviewed and revised its governance structure of hate crime to ensure delivery of the highest standard of service to our communities. This has involved the establishment of a dedicated Hate Crime Governance Board to oversee and manage the implementation of the Hate Crime Action Plan. The board is chaired by the Justice and Partnerships Superintendent and outcomes of the meetings of this Board are reported to a Strategic Chief Officer Group meeting chaired by the Chief Constable (EDHR Board).

The Justice and Partnerships Department has supported the **Welsh Government Hate Crime Framework Task and Finish Group**. The Disability Hate Crime Action Group Cymru is an informal partnership of organisations who wish to make a difference in respect of Disability Hate Crime and impairment related harassment in Wales. The group will raise awareness of Disability Hate Crime and harassment with disabled people and the general public and through this increase reporting and convictions of Disability Hate Crime. The group also plans to share information on our own initiatives to avoid duplication of effort and best serve the needs of victims of these attacks.

This work has Welsh Government Ministerial support and is reflected within the Programme for Government and Strategic Equality Plan.

The Framework identifies and co-ordinates future priorities for action across Wales, including tackling hate crime and incidents in Wales across the protected characteristics of Disability; Gender Reassignment; Race; Religion/ Belief; Sexual Orientation. The Programme also explores emerging areas across sub-cultures - such as the way people dress –older people, 'mate' crime (when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them), cyber hate (online harassment) and far right extremism. It aims to tackle all hate crime across the three key strategic delivery objectives of:

- Awareness raising and preventing hate crime
- Responding to hate crime and supporting victims
- Improving the operational response

The Justice and Partnerships Department has worked closely with Learning and Development Services to design and develop **Anti-Social Behaviour / Hate Crime Training**, which was delivered during 2013. The Hate Crime element of the training included the introduction of a 10 Point Plan which Response Officers complete when dealing with hate motivated incidents. The plan ensures attending officers complete all necessary investigative and victim supportive activities in response to hate motivated incidents. The Department also supported the development of content for a Chief Constable Hate Crime Master Class, which was held for officers and staff at Headquarters.

The South Wales Police record management system, Niche, has been **enabled to record and**

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subsequently performance manage under the sub-categories of Race Hate - Gypsies & Travellers, asylum seekers & refugees; Religious Hate – Anti-Semitism, Islamophobia, Disability Hate and Transgender Hate.

All hate crimes are **monitored and tasked accordingly** via daily management meetings in the BCUs. Statistics around hate crimes reported in the April 2013 to March 2014 period will be reported in Equality Information published on the corporate website in June.

Dedicated **Victim Support** Champions within the Community Safety Partnerships, contacts and visits each victim of hate crime.

Every single recorded hate crime is reviewed by a senior officer who outlines investigative opportunities which include involving relevant agencies. These hate crimes are also then reviewed at monthly Hate Crime Review Meetings held in each BCU to ensure investigative excellence, victim satisfaction and appropriate support has been given.

The Telephone Research Unit is continuing to contact victims of hate crime to **ascertain their satisfaction** with the way in which the Force has dealt with the incident. This information is fed back to BCUs for action where required.

Hate crime is included as part of the dissatisfaction review process within Territorial Policing, whereby any officers who fail to ensure customer satisfaction are flagged via the department or BCU dissatisfaction single point of contact (SPOC). To date no Territorial Policing member of staff has been flagged as deficient in this area.

The Justice & Partnerships Department are currently reviewing current force risk assessment and multi agency problem solving mechanisms in relation to Hate Crime and Anti Social Behaviour (ASB) MARAC. Additionally, the Justice & Partnerships Department are presently reviewing South Wales Police structures and processes for identifying and managing cases of Hate Crime and ASB to determine whether the adoption of a formalised **MARAC process** would represent any improvement on current arrangements for dealing with high risk hate and ASB cases.

Following **Hate Crime Research** being undertaken in 2012/ 13 to obtain qualitative primary and secondary research, to include the perceptions and experiences of victims, communities, officers and staff a comprehensive understanding of the reasons for the fluctuations

to the levels of reported hate incidents / crimes at South Wales Police was reached. From the local and national research undertaken it is clear that the under-reporting of Hate Crime is a complex issue with a multitude of factors determining whether or not the police come to know of the incident(s). To address the issue locally, South Wales Police reviewed and revised the hate crime training provided to all Response Officers, Neighbourhood Police Officers and PCSOs in order for it to be fit for purpose, ensured the mechanisms for reporting and recording hate crime allow for a quick, considered and consistent response by officers and staff and proactively markets Force commitment to victims of hate crime and the methods available to report. The **Hate Crime training** is combined with training on **Anti Social Behaviour (ASB)**. Training explores the issue of vulnerability, disability harassment and hate crime using case studies and real South Wales Police examples to achieve this. The main case study focused on was chosen in order to demonstrate victim vulnerability, on-going harassment and what happens when the police fail to identify the extent of vulnerability or fail to identify as a hate crime and fail to prevent further incidents. Another case study explores experiences of a young couple who have been harassed by youth and neighbours for years. The behaviour of the youths is presented as ASB but gives the trainers the opportunity to facilitate the learning around ASB linked to all protected characteristics, victim opinion, vulnerability and best practice.

In October 2013, the Force held a **Hate Crime Master Class** on Hate Crime during the past year aimed at representatives from Senior Management Teams across the Force, along with students on the High Potential Development Scheme (HPDS). The Master classes, held quarterly, are designed to encourage debate and innovative thinking on current issues affecting British policing and society (and focus predominantly on our senior leaders development) and also reinforce the Chief Constable's vision of being the best at understanding and responding to our communities' needs, and our service values (proud, professional and positive). They link closely to the Leadership Charter and reflect the Chief Constable's commitment to improving leadership across the force at all ranks and grades – 'everyone is a leader'. The Hate Crime master Class explored the themes of i) increasing the reporting of hate crime, ii) improving satisfaction rates of victims of hate crime, iii)

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reducing the number of recorded offences amongst older people, iv) reducing the fear of crime amongst older people, v) ensuring a speedy response to hate crime incidents and vi) addressing high risk cases of disability-related harassment. As well as hearing from guest speakers, there was the opportunity to consider the progress South Wales Police has made so far in this area and to identify improvements that still need to be made.

In the Public Service Centre (PSC), all hate crimes and incidents are subject to escalation through a PSC Supervisor direct to BCU Bronze Commander ensuring direct Senior Management Team (SMT) oversight into very investigation of hate crime.

Training for PSC Operatives continues to be delivered around National Standards of Incident Recording (NSIR), National Crime Recording Standards (NCRS) and Niche Markers. Training covers all aspects of victim contact and all staff within the PSC are multi functional at the end of the 24-week training course. A new bespoke 2 day diversity input compliments the Public Service Centre Learning Development Programme (PSC LDP) has been piloted since September 2013. This training includes a Community Interface Day and features guests who either have accessibility issues, are representatives from the Trans community, have a disability or their first language is not English. The training is aimed to teach PSC staff about potential barriers faced by diverse minority groups so that they may be more easily identified. Compliance measures are in place to ensure correct sub-categorisation of hate crime and anti social behaviour (ASB) incidents. These improvements will allow more accurate identification and response by BCUs in general and Public Protection Unit / ASB Co-ordinators in particular.

As a result of feedback received from local disability groups saying that ease of contact could be improved, the Western BCU Community Engagement Team worked closely with Swansea People First and their service users to design an **Easy Read** Disability Hate Crime Poster to explain how to report a hate crime. The poster is now displayed in support centres throughout Swansea, Neath and Port Talbot with plans to extend the promotion across the rest of the Force.

In Central BCU, monthly visits are undertaken to 'wellbeing' centres within the **Mental Health** Matters Wales organisations, where engagement continues with members of the public with disabilities. During these visits, South Wales

Police PCSOs give reassurance that the police will take reports of hate crime very seriously and will investigate thoroughly. In June 2013, there was a specific presentation delivered by South Wales Police on 'Door Step Crime' which largely targeted the **elderly**, as a vulnerable group. The presentation discussed the potential dangers of door step crime, the tactics employed by perpetrators to gain the trust of residents and how people can keep themselves safe against this type of crime. It is strongly believed that such engagement will result in more hate crimes being reported from this community and this is being monitored by the BCU's monthly Hate Crime Review Group.

Central BCU also regularly attend the local 'SHOUT' meeting which is a group of approximately 50 local residents over the age of 50 who are keen to help resolve community issues. They are updated regarding PACT priorities and assist by communicating issues and local events to those who may not be able to attend community meetings.

In between September 2012 and June 2013, Central BCU's Hate Crime Officer worked with a local school to build and give reassurance to **young people**, due to leave school, around hate crime. The pupils made posters about equality including race, religion, faith, disability, sexual orientation and transgender and detailed that this hatred will not be tolerated in the area. The pupils also scripted a Hate Crime questionnaire to ask members of the public if they or are anyone they know have been subjected to this type of crime. The pupils conducted a community event at ASDA Bridgend, where they displayed the posters they had made and asked over 50 customers the survey questions. The Hate Crime Officer from Community Safety Partnership/ Safer Bridgend, South Wales Police said at the time:

"The Pupil referral scheme" provides an innovative way to communicate with young people in Heronsbridge School in Bridgend and educate them, their family and staff about disability hate crime. This interaction helps me build up rapport with the young children and gives them confidence in reporting incidents to South Wales Police".

This project won the best area award, from over 80 entrants, and best overall project in Wales in a competition held by Cynon Valley Crime Prevention Association Ltd via the Cynllun Pupil Scheme.

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Further engagement with young people has taken place in the past year to understand the reason for an increase in calls to the police about anti social behaviour in the area. It was identified that local facilities for young people had become unusable, causing them to be displaced onto the streets. The matter was addressed with local youth workers and other young people who then carried out a makeover on the facilities with the assistance of a local firm who donated materials for the upgrades.

Northern BCU's Hate Crime Officer has established links with two prominent **disability** groups in Rhondda – Rhondda People's First who support people with learning disabilities and Rhondda Gateway Club in order to deliver a number of hate crime inputs with service users.

Northern BCU's Community Engagement Officer is in regular contact with the Polish Community Valleys Association (PCVA) which supports all **migrant workers and asylum seekers** within the South Wales valleys. The group feeds into the Migrant Worker Forum which addresses all concerns from these communities.

Central BCU have been engaging with attendees of the Citizenship courses being delivered at Bridgend College. Attendees on the course were **born outside the UK** and receive awareness of hate crime and how to report it should they become a victim of it in South Wales.

Initiatives to **increase all hate crime reporting** in Eastern BCU include the monthly forum, attended by Race Equality First and the quarterly Community Cohesion Group (CCG). The CCG has recently expanded to include representatives from bodies affiliated with all the strands of diversity including LGBT and disability in order to make it more representative and effective.

Members of the CCG include the Gypsy Traveller Project, and a specific PCSO has been designated as the point of contact for the Rover Way site. This progress has been matched by the engagement opportunities provided by the establishment of a police office at Willows High, the closest local school, and one with a large traveller attendance. The Safer Shirenewton forum has been established with regard to the BCU's other traveller site.

On the 26th of March the Eliminate Race H8 event was held to coincide with the international day of the elimination of racial discrimination. Co-ordinated by the Western Engagement Team in partnership with Swansea City Council and Swansea University as part of the **BME** Forum, its

aims were to increase engagement with Swansea's BME groups to share information, identify opportunities for partnership working between community groups, raise awareness of hate crime, the reporting of such crime, and to highlight the damaging impact of racism on individuals and communities. The event was hosted by Swansea University and featured inspirational speakers, Bollywood and Salsa dancing and a performance from an African drummer. The event also celebrated the achievements of prominent figures from a BME background. The event saw students from Swansea University and Gower College attend along with members of the public and was hailed a great success by both attendees and stall holders.

The Western Community Engagement team also regularly attend the **African Community Centre** in Swansea to break down barriers between the police and the African community, give advice and guidance and raise awareness of hate crime.

The South Wales Black Police Association worked collaboratively with the Hindu Council of Wales in October to host a **Hinduism in Modern Wales** event at The Senedd, Cardiff. The event was open to South Wales Police Staff and the public and aimed to teach how people of Hindu faith can live peacefully in Wales alongside their neighbours who may observe a different faith. The seminar also raised the awareness of attending public sector bodies, including South Wales Police, how they may increase BME recruitment, progression and retention through engagement within communities and what Hindu youth can teach us about our diversity strategies.

During Ramadan in July and August 2013, Community Engagement Teams within the BCUs made regular contact with local Mosques to let the local **Muslim communities** know that South Wales Police recognised this key time in the Islamic calendar and would continue to support them should they be needed as demonstrated on occasions over the past year following National front protests.

Tahar Idris, director of the Swansea Bay Racial Equality Council, said: *"The turnout [from anti-fascist protestors] sends out a clear message that people trying to spread hate and division are not welcome in the city."*

Specialist Crime has delivered on its commitment to implement **Mental Health Officers within each BCU** to enable the development of local delivery of appropriate engagement within the

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community with a view to encouraging the reporting of hate incidents by those with mental ill health. Structures are also now in place to improve the risk management of people with mental ill health within the community which includes linking with our partner agencies to progress safeguarding measures.

South Wales Police has rolled out **training on mental ill health** to response officers which had an input from the Force's Mental Health Officers.

BCUs have continued to engage with **Gypsies and Travellers** in order to increase trust and confidence. In Western BCU, a Gypsy Traveller Forum has been set up with attendees including partnerships agencies such as the Local Authority, Health Services, members of the travelling community and South Wales Police. A community impact assessment has been undertaken by the Morriston Neighbourhood Policing Team in relation to the proposed planning of a new site. Local officers and the dedicated Hate Crime Officer for that area are in regular contact with both residents and members of the travelling team, helping to break down barriers in order to encourage the reporting of any hate incidents against them. In Northern BCU, the Community Engagement Officer has liaised with the Merthyr Tydfil Local Authority lead for the Gypsy and Traveller community to establish the level of hate incidents involving this community and create an alternative method of third party reporting if necessary. This is being done in conjunction with the **Bridges Project**. Bridges is aimed at parents and will become an information hub with workshops and entrepreneurial projects. The Community Engagement Officer has agreed to assist with this project in order to increase engagement and create a learning tool based on local rather than force wide experience of this community for use in Northern BCU training / awareness sessions.

In the past year, Central BCU have worked closely with taxi firms and fast food premises within the BCU area to increase awareness and reporting of all hate crime and have continued their **Hate Crime Awareness Campaign** entitled 'Anyone can record a hate crime' through local media and posters. Part of this campaign is specifically targeted towards increasing the reporting of hate incidents committed against the **LGBT communities**. This was highlighted during Central BCU's Open Day in the summer.

Work with the **LGB&T communities** in Bridgend has developed into a support network in the form

of a LGBT Forum for Bridgend and Pencoed College Campus. The Forum meets monthly and has a shared responsibility between South Wales Police, Bridgend County Borough Council, Bridgend College, Parc Prison and a newly formed support group in Bridgend called AB FABB. AB FABB is a support group for young and adult lesbian, gay, bisexual and transgender people living in Bridgend County Borough.

Western BCU also attended the launch of the **LGBT Shelter Cymru Helpline** in December 2013 and hosted a stall offering advice on hate crime awareness.

In Central BCU, a multi agency forum was held to discuss support for a repeat victim of **Transgender hate crime** and subsequent awareness training was provided at a number of establishments by South Wales Police.

The Welsh Government **Transgender Focus group** have worked with Northern BCU to provide feedback to the Welsh Government Hate Crime Tool Kit consultation document which will ultimately form part of the training for police officers.

An event to promote the **transgender community** took place for the second year running in November 2013. Tawe Butterflies teamed up with South Wales Police and other local agencies to hold the Sparkle event at Swansea YMCA with the aim of helping to promote equality and diversity in the local area. The group, set up five years ago, want to help other transgender people but also to educate the general public and offer a safe space for those across South Wales. Tawe Butterflies founder, Sadie, was one of the speakers at the event, and gave a talk called "My Coming Out Story". There were also talks from the Terrence Higgins Trust, Transgender Awareness Wales, Transgender in Wales and South Wales Police Hate Crime Officers. Western BCU played a key role in organising the Sparkle event in 2012 with attendance figures of over 600 people. It was felt that its success was once again a clear demonstration that people are interested in learning more in support of the LGBT community. The event took place days before annual the Transgender Day of Remembrance which raises public awareness of hate crime against transgender people

Improving public accessibility to the police service is an ongoing piece of work that is being dealt with very effectively by PSCOs when carrying out their proactive work within their communities.

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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

Last year Her Majesty's Inspectorate for Constabulary (HMIC) undertook an inspection of the use of the power in the force and made a number of recommendations concerning:

- Use of the power
- Supervision
- Leadership
- Use of intelligence
- Community inspection and confidence

There is a force stop and search review board lead by Assistant Chief Constable (Support), which is taking forward the specific recommendations from the above and also giving a level of intrusion into the figures for stop and search throughout the BCU's.

Issues considered are:

- Grounds of search
- Recording of grounds
- Supervision
- Disproportionality issues
- Use of IT

The group contains members of each BCU, specialist departments, the Police & Crime Commissioner's office and members of local public interest groups.

The group meets every two months and is taking forward the recommendations from HMIC.

Distance learning training about the use of the power has been developed nationally and is available to all officers through the force website (NCALT). 'Know how' training will also be built into the Certificate of Knowledge in Policing (CKP) training so that it is given at an early stage.

Work is ongoing regarding behavioural awareness training and how this can impact on encounters so that officers are aware of their impact on individuals and community tensions.

A focus group has been conducted with staff from around the force to consider issues concerning stop and search. This follows on from divisional focus groups and psychometric tests conducted on staff two years ago and reported in last year's annual monitoring report.

Issues raised by the staff concerned supervision and also the technical solutions to recording stop and searches and the practicalities regarding this. These issues are being progressed by the stop and search review board.

Stop and search groups within each BCU have now been reinvigorated to provide leadership and guidance locally. These groups ensure that local consultation takes place with community groups to ensure transparency. Local Policing Inspectors will form part of these groups.

These local groups will ensure that sergeants supervise stop and search encounters to identify good work, problems and trends. The groups will also reinforce the role of the local intelligence officers in harnessing information from the encounters.

A meeting has taken place with the Police and Crime Commissioner's office and a process is being developed where members of the office will be able to scrutinise stop and search encounters.

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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 an efficient and effective mix of service options have been made available and launched publically via the South Wales Police website in order to develop the ways in which members of the public can contact South Wales Police.

An explanation is provided on the corporate website (www.south-wales.police.uk) 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 English (101 calls)		Officer calls (from BCU)	
Year End	2012/13	2013/14	2012/13	2013/14	2012/13	2013/14
Volume	195,697	184,020	432,114	411,026	112,123	115,791
Answered %	98.2%	99.6%	86.1%	98.7%	76.5%	95.6%
Answered in Target	88.6%	94.2%	48.5%	90.7%	53.4%	87.3%
Average Wait	9s	3s	136s	12s	265s	18s

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CALLS TO THE PUBLIC SERVICE CENTRE

Line	PSC Welsh	PSC Welsh
Year End	2012/2013	2013/2014
Volume	1026	978
Answered %	56.1%	87.5%
Answered in Target	38.2%	79.3%
Answered by Welsh Speaking Operative	8% (87)	30% (301)
Answered by English Speaking Operative	47.6% (489)	56.7% (555)
Average Wait Time	200 seconds	23 seconds

In order to improve accessibility to South Wales Police Public Service Centre Operatives, **British Sign Language** translators have also created 3 video clips for the '**Contact Us**' web page on the corporate website. These video clips 'sign' information on how to contact South Wales Police in an emergency, non-emergency and what the difference is between these categories. Promotion of this initiative was made through Twitter and Facebook and positive feedback was received. South Wales Police is one of the first police forces in England Wales to provide information to the deaf community in this way in order to increase accessibility to the force.

A link to an **online form** has also been made available on the South Wales Police website. This form can be completed by members of the public preferring to make electronic contact with South Wales Police and then the enquiry is automatically directed to the correct department for action. There are also links to both Facebook and Twitter should members of the public wish to contact with South Wales Police via social media. The South Wales Police Headquarters address is also published online.

The development of contact with disabled people has been taken forward through the establishment of '**Deaf PACTs**' in Barry, Bridgend, Pontypridd and Cardiff. The twenty-four meetings that are held throughout the year provide opportunities for engagement between Neighbourhood Policing Teams (NPTs) and members of the community with impaired

hearing through the provision of sign language interpreters and have been recognised as good practice by the British Deaf News magazine. The meetings ensure that we can meet the needs of people for whom traditional methods of access are insufficient, and attendance from the local authorities has also been arranged to expand the range of issues that can be discussed and progressed.

In the past year, Western BCU Community Engagement Team has attended SAFE Swansea meetings which are designed to address **access issues for people with disabilities**. The meetings are represented by persons with different disabilities and attendance and continued support from South Wales Police has led to good relationships being developed between members of the public in attendance and officers. Several positive initiatives have come from the meetings in 2013 including holding disability access workshops and offering survey training at no cost within the Swansea area for volunteers engaged with the disabled community to identify accessibility issues.

In order to ensure members of the public, whose **first language is not English**, may access South Wales Police as a service provider, Public Service Centre Operatives within the Public Service Centre regularly utilise Language Line for interpretation assistance. For detainees whose first language is not English, Custody Staff can request interpreters/translators via WITS (Wales Interpretation and Translation Service).

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Positive recruitment measures have been put in place and **the number of Welsh speaking Public Service Centre Operatives has doubled in the PSC in the last two years.** Callers to the PSC are offered a Welsh service but in the event that a Welsh speaking Operative is not available after 30 seconds, the caller is passed to an English speaking Operative. This is so that a Threat Risk Harm and Vulnerability assessment can be made in a timely manner, and the urgency of the call can be established. As a result of these measures calls answered in Welsh has had a 200% increase.

Members of the public may also **contact local officers directly** via either their mobile phone or e-mail. An explanation of both the PACT meetings and Neighborhood Watch system are available on the corporate website as is a link to **ourbobby.com**. All officers are now equipped with mobile data enabling officer to be accessible remotely. This allows officers to speak to members of the public, check e mails and incidents without having to return to the station.

Five PCSOs have been trained by the South Wales Police Corporate Communications Department on providing information to members of the public through **social networking**, enabling them to update the five South Wales Police Twitter accounts. These sites are updated every Monday to inform the public where the Mobile Police Stations will be each located throughout that week.

Northern BCU 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. There has been a substantial increase in followers on the BCU's Twitter account to approximately 5,000 followers. Similarly, Eastern BCU's @swpeast Twitter feed now has 5761 followers and provides crime prevention advice, public reassurance messages and appeals for information. It is particularly popular with young people. Feedback from the public about the South Wales Police Twitter accounts has been positive.

Online recruitment has improved accessibility for applications from people with disabilities by enabling the change of fonts, style, colour and alt tags for images.

If members of the public need to **visit a police station** there is information available on

ourbobby.com webpage which outlines current opening times.

Also available on the webpage is a tool that gives the end user an interactive map including detailing and locality of the nearest police station, upon entering their home post code. Station Enquiry offices are also being re-designed to improve access to members of the public using the front desk service across South Wales whilst taking into consideration the needs of all minority groups.

The migration plan for Station Enquiry Clerks has now been delivered and front desk services are established at a number of locations across the BCUs which operate on a 24 hour or 08:00 to 12:00 midnight basis. In addition to this there are a further number of community access points operated by Neighbourhood Policing Teams. These venues are staffed at identified times and locations which meet the needs of diverse communities at shopping centres, schools, hospitals, facilities for older people and hard to reach groups including travellers and asylum seekers. All information on these is available at www.ourbobby.com

The Estates Department undertook a considerable amount of work to ensure the police stations identified to be retained under the Optimisation and Rationalisation Programme are compliant with the Equality Act 2010 and are **accessible for members of the public, including those with disabilities, elderly people or people who self-identify as transgender.** Fixed and portable induction loop systems, associated equipment and signage for front desk facilities, conference rooms and interview rooms were installed in consultation with Business Managers and Facilities Officers. Tactile, bilingual, Braille signage stating 'Assistance Dogs are Welcome' were also installed where appropriate. Alterations to reception desks, installation of ramped access (where feasible), handrails and other minor building works to promote accessibility was also undertaken. External emergency telephones were also installed at various locations across the Force in consultation with building users and contrasting paint is included within the planned preventative maintenance programme across the Force to distinguish the boundaries of floors, walls, doors and ceilings to assist visually impaired visitors and staff.

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In addition to ensuring existing premises are accessible, all new buildings, including the new Bridewells in Bridgend and Merthyr comply with Part M of the Building Regulations (Access to and Use of Buildings) that clearly define the requirements in relation to the Equality Act 2010.

Considerable work has also been undertaken with the Force **Welsh Language** Officer to ensure accessibility for Welsh speakers and compliance with the Welsh Language Scheme. A review of the signage at Police Headquarters and the Security Gatehouse has been undertaken and a programme of works been put in place to change any signs that are not displayed bilingually.

To ensure accessibility is always considered, *equality, diversity and human rights* is a standard agenda item on the fortnightly Estates Department Bronze meetings with physical accessibility also being regularly reviewed via Senior Management Team meetings.

In September 2013, Remploy undertook a **Disability accessibility audit** of the South Wales Police Museum based at Police Headquarters, Bridgend. An action plan was produced in conjunction with the Equality and Diversity Department in South Wales Police which identified some areas where accessibility could be improved for Museum visitors. The Force Estates Department are implementing a schedule of works.

Mobile Police Stations has been in operation since 15th April 2013 and is a component of the Accessibility Strategy. Two mobile police stations designed have been identified by neighborhood forces as best practice. The vehicles were refurbished to allow people to sit down and discuss their concerns. Disability stakeholder groups were consulted on issues such as accessing the vehicles and dignity considerations were discussed in order for the service to be accessed by all members of our communities.

In review of how the mobile police stations have been used there were examples provided of local PCSOs and Neighbourhood Beat Managers holding **police surgeries**. These surgeries were accompanied by effective local marketing ensuring that members of the public were aware of when and where the surgery was to be held. There have been a high number of **enquiries in relation to recruitment opportunities**, including volunteering. Additionally, the mobile

stations have afforded PCSOs and Neighbourhood Policing Teams the opportunity to offer members of the community to have a '**cuppa with a copper**' which has proved popular.

The following outline some of the objectives that have been fulfilled by the mobile police station function:

- Found property being reunited with their owners.
- Engagement with schools, visits to the mobile police station by classes and teachers.
- Intelligence received and submitted.
- Specialist advice provided to visitors e.g. to children on internet safety, crime prevention, etc. This should be linked into the corporate messages received from Corporate Communications but also relate to local, topical matters to the particular community.
- Distribution of various information leaflets promoting the service.
- At some crowded events, lost children have been reunited with their parents.
- Witnesses coming forward to provide information in relation to incidents that have taken place.
- Reports of incidents received including missing persons, concern for persons and road traffic collisions.
- Crime scene preservation and community reassurance at a murder scene.

Performance has been measured and examples gathered as to what the service has achieved. These findings have come from a study of the pilot for a period of time between 15th April 2013 And 20th December 2013. Findings have been outlined below:

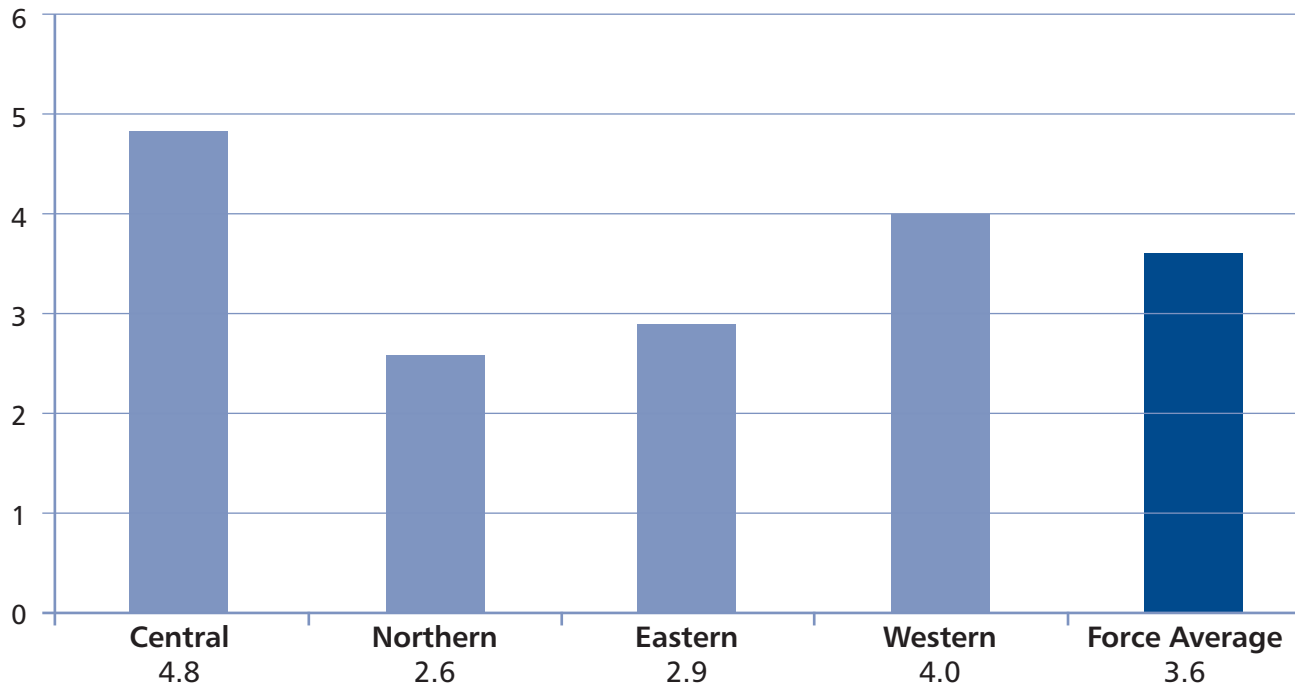
Footfall is recorded by the PCSO staffing the mobile police station as accurately as possible for each location visited.

The following graph shows the average footfall figures each hour in each BCU. The Force Average is 3.6 persons an hour visiting the stations.

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VISITS PER HOUR BY BCU



Members of the public are encouraged by the officers within the mobile police stations to complete small **postcard surveys**, recording personal information, their visit and their perceptions of the station. The below findings are based upon the analysis of the postcards received up until the 20th December 2013:

- 58% of visitors were male, and 42% of visitors were female
- Approximately half of all visitors were aged 45 or over
- Approximately 6% of visitors were from a diverse minority group
- Almost 7% of visitors self-identified as disabled
- Views on the service were hugely positive, with an average of 4.6 people out of 5 giving positive feedback

An **easy read** version of the South Wales Police Strategic Equality Plan has been produced and published with support from **Swansea People First**. Easy read is about having information in a way that is easy to understand. It gives information that is important and useful, uses short words and short sentences, does not use jargon, explains words when difficult words cannot be replaced and uses photographs, pictures and symbols to explain information. Easy read is for everyone but is particularly helpful for people with a learning difficulty or disability, people who don't read well, people with sight difficulties, older people and people who speak English as a second language.

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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.

In consultation with the Business Information department, **analysis has been obtained of all females held in custody** in the South Wales Police area for the 2012/13 financial year. This analysis identifies issues such as age, intoxication, request for solicitor and type of offence. Data sets showing age and gender profiles for those arrested, number who were intoxicated on arrest, number who requested a solicitor and types of offences are available in the South Wales Police Equality Information document. Findings from the analysis is below:

- Females arrested represent less than 20% of all those taken into custody.
- For both genders, more than three quarters of

the people arrested were aged 21 and over.

- A higher percentage of females arrested were between the ages of 11 and 17 and a slightly lower percentage of females arrested were between the ages of 18 and 20 compared to males.
- Intoxication between males and females taken into custody is almost identical for both financial years.
- Overall, for both years solicitor attendance rates are lower for females in custody than for males.
- Other thefts, accounts for a significantly percentage of arrests for females than it does for males.

Substantially more males were arrested than females. During the financial year 2012-13, females represented 17.6% of the total number of people arrested and in 2013-14 to date this percentage slightly increased to 18.3%. For both genders more than three quarters of the people arrested were aged 21 and over.

However, the age profile for females is slightly different to males. A higher percentage of females arrested were between the ages of 11 and 17 and a slightly lower percentage of females arrested were between the ages of 18 and 20 compared to males. This pattern was observed in both financial years.

During 2013 -14 to date more offenders (male and female) were within the 21 plus age bracket when taken into custody compared to 2012-13.

The level of intoxication between males and females taken into custody is almost identical for both financial years. This is also inline with the 2011-12 results.

Overall, for both financial years, solicitor attendance rates were lower for females in custody than for males. More than half of females in custody did not want a solicitor compared to just under half of all males.

Violence against the person, accounts for the highest number of arrests in both genders along with non-notifiable offences. However, other thefts, accounts for a significantly percentage of arrests for females than it does for males but all other crimes are similar in proportion between the two genders.

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A questionnaire has been developed which will help **to identify the experiences and needs of women held in police custody**. Ongoing consideration is being given to the appropriate time to survey the women who have been held in custody and the most appropriate means in which to carry out the survey. Analysis will be undertaken once the survey has been conducted.

In the meantime, South Wales Police has become involved with *Women's Pathfinder* project which is one of several work streams from IOM Cymru (Integrated Offender Management). The development of the Pathway comes as a result of the following reviews on working with women offenders;

- Baroness Corston: A review of Women with Particular Vulnerabilities in the Criminal Justice System
- NOMS (National Offender Management Service): A guide to working with women offenders
- Ministry of Justice: Strategic Objectives for female offenders

The aim of Pathway is to design and deliver a women-specific system approach to service provision in Wales, achieved by applying IOM principles to enhance use of existing service provision through reconfiguration of key agency resources that provides a sustainable model. This aims to meet the specific needs of many women in terms of their pathways into and out of offending, often as a result of being victims of domestic violence or sexual abuse, having a mental illness including depression, with the added pressure of being the primary carer for their families.

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6 LGB 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 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

Over the past year, the South Wales Police Gay Staff Network (GSN) has made a commitment to ensure that all GSN members are offered **training and development** opportunities when they arise and to promote South Wales Police as an employer of choice. Members have undertaken places on the All Wales collaborative Positive Action Leadership Programme and an Open University Counselling course, together with places at the Stonewall Workplace Conference in Cardiff where workshops included two on role models and getting the most out of support networks.

The Force Gay Staff Network sees the benefit of working with national groups and appointed a **National Gay Police Association coordinator** to act as a 'Single Point of Contact' between South Wales Police and the National Gay Police

Association. The National Gay Police Association (GPA) exists to work towards equal opportunities for gay police service employees, offer advice and support to gay police service employees and promote better relations between the police service and the gay community.

The Network have continued to **support** GSN members and non-members in relation to LGB issues including 'coming out'.

Staff information published on the Force intranet, in the staff magazine, at LGB-related staff events and in the Police Federation magazine has included signposting staff to the Gay Staff Network for advice and guidance in relation to LGB matters.

As well as being a support network for all employees of South Wales Police with the main aim of supporting lesbian, gay and bisexual colleagues and staff, the **organisation also engages with the network for assistance in striving to achieve a truly inclusive working environment**. Representatives from the Gay Staff Network participate in policy consultation, are included in equality impact assessment working groups, attend LGB case conferences / de-briefs with Professional Standards and work with the Equality & Diversity Unit to help raise awareness of sexual orientation matters to all staff.

The **Gay Staff Network are also advertised as part of a new recruits' induction** package into the organisation. A leaflet is sent out to them before they join, advising them of the GSN and the support offered, including specific LGB staff co-ordinator contact details. All South Wales police personnel already in post have access to the GSN web pages on the Force intranet. These web pages are managed and updated by members of the network.

All Wales LGB Network Meetings are now firmly established. Meetings take place bi-annually and membership includes LGB networks of British Transport Police, Dyfed Powys Police, North Wales Police, Gwent Police and Cardiff University for the purpose of **networking and exploring working together** on future events. These meetings also provide the opportunity to have guest speakers and learning to benefit the group.

The GSN had a number of new members in the last year and also new associate members following promotion of a formal **Straight Ally Scheme**. Support for LGB staff from their managers, colleagues and clients is crucial if they

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are to feel comfortable being themselves at work and the Straight Ally Scheme, which gives associate members the straight ally logo to use within their email signatures has been a way that this support could be demonstrated to all including LGB staff who are not 'out'. New **welcome letters** have been designed for both full members and associate members (straight allies) welcoming them to the network and letting them know who the current executive members are and what they can expect from their membership.

Formally trained Mentors with South Wales Police, including the force's senior LGB role model, provide **mentorship** internally to LGB staff as well as heterosexual staff. Within this role the main duties are to;

- Provide confidential support and guidance to South Wales Police staff being coached or mentored on issues relating to their personal development.
- Assist individuals with identifying personal objectives that will progress their personal development.
- Develop action plans with the individual to assist their personal development.
- Identify where individuals may need other support services appropriate to their circumstances and guide as appropriate

Although the GSN have not developed a formal **communication** strategy, they have endeavoured to ensure that all of their members are communicated with on a regular basis, advising them of news, events, meeting dates and outcomes, and development opportunities. They have also sent posters and postcards to BCUs for display and promotion of the network. The internal GSN website is regularly updated with details of LGB news, events, meeting dates, policy information and any other applicable information.

In order to promote South Wales Police as an employer of choice for LGB staff and share good practice, the GSN have provided **representation at a number of national events**, such as the Stonewall Workplace Conference, Stonewall Cymru Workplace Event, Stonewall Monitoring Seminar, Cardiff Mardi Gras and the LGBT Information and Awareness Raising Event hosted by Race Equality First and South Wales Police at the County Library, Barry.

In May 2013, members of the Gay Staff Network participated in the filming of a **UK National Police**

'It Gets Better' DVD with regional LGBT groups. This was uploaded on the internet and can be viewed at the following URL:
<http://youtu.be/LewPhMPUCJU>.

Learning and Development Services have **engaged and consulted** with the Gay Staff Network this year when considering any potential impact to LGB persons in relation to the proposal to adopt the Certificate of Knowledge in Policing (CKP) as the entry route to join South Wales Police.

LGB-related scenarios are used in a number of diversity training courses to promote LGB-related issues to staff, challenge stereotyping, unconscious bias, discrimination and harassment and develop knowledge on sexual orientation equality. The scenarios used allow training delegates to understand the legislation and apply it and understand the impact and consequences of stereotyping, unconscious bias, discrimination and harassment on individuals, regardless of intent.

The Chief Constable has shown ongoing commitment to LGB equality through a series of **staff communications** and **flying the rainbow pride flag** to mark key dates in the LGB calendar and demonstrating force commitment to LGB equality to staff all South Wales communities. In May 2013, supported by the South Wales Police Corporate Communications department, Mr Peter Vaughan, Chief Constable, participated in an internal podcast to mark International Day Against Homophobia (IDAHO) and in February 2014 provided a foreword to the LGB&T History Timeline booklet produced for staff, recognising achievements of LGB&T role models.

The Equality & Diversity Unit sponsored a Force advertisement and editorial in Fyne Times to demonstrate to the LGB communities that South Wales Police is an **employer of choice for LGB people**.

The GSN have been looking at ways to promote, support and assist LGB staff and officers and in 2012 set up the role of a **Welfare Officer** to lead on all support activities for the network group. The Welfare Officer is a member of the GSN executive committee and is available for LGB members of staff who require support on work-related matters including grievances, complaints or disciplinary procedures. To support the Welfare Officer in this role now, the GSN funded an Open University Counselling course which was successfully completed in 2013.

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The GSN links in with other organisations to share and pass on relevant information which could impact upon LGB issues, and to provide an opportunity for consultation where applicable.

The Chair of the Gay Staff Network is invited to attend the quarterly **Equality, Diversity & Human Rights Action Group** meetings, chaired by the Shared Director for Human Resources, and the quarterly **Equality, Diversity & Human Rights Board** meetings chaired by the Chief Constable. Attendance at these meetings gives the Network an opportunity to influence equality activity and to promote their own successes.

The Equality & Diversity Unit circulate a quarterly internal equality and diversity update report to all diversity champions in the Force for their considered dissemination. Part of this report includes an input from the Gay Staff Network of information that they wish to share with staff throughout the Force.

South Wales Police provided a submission to the Stonewall Workplace Equality Index for the 8th consecutive year and were placed **19th in the 2014 Top 100 Employers in Britain**, and joint top police force in Britain with North Wales Police. The Gay Staff Network itself won **"Star Performer Network Group"** in recognition of their achievements and activities, and how it links into the wider organisation. The award is based on information provided in the Workplace Equality Index submission, and looks at criteria such as size of active membership, impact on the organisation as a whole, support to individuals - including around career development, and innovative ways of supporting and engaging with staff.

South Wales Police recognise the benefit of workplace **diversity monitoring**. In March 2009, 62% of South Wales Police staff and 41% of South Wales Police officers disclosed their sexual orientation to the organisation. As at 31st March 2014, this figure had increased to 87% of staff and 90% of officers.

South Wales Police are committed to **engage with LGBT communities** and in May 2013, worked with the Swansea Bay LGBT Forum to mark International Day Against Homophobia (IDAHO). A South Wales Police mobile police station placed at Castle Gardens, Swansea, to help raise awareness of IDAHO and to speak out that homophobia and transphobia are not acceptable. A Hate Crime DVD was also played on the large screen at this location.

BCU-led LGB community engagement celebrations such as Cardiff Mardi Gras and Swansea Pride and planned in consultation with the GSN who is represented in the planning group. All staff including LGB staff are encouraged to attend and participate in these events.

LGBT community engagement is evaluated by a process of monitoring victim satisfaction, contact with LGBT agencies and members of the community and analysis of the number of incidents being reported by LGBT community members.

The Northern BCU Community Engagement Officer has recently obtained an agreement from Merthyr Multi Agency Diversity Forums to address the issue of **homophobic and biphobic bullying in schools** by creating a task and finish group. This was in response to an article in the Merthyr Express newspaper in July 2013. The aim of the group is to engage directly with relevant Local Education Authority personnel who can provide positive action to address this issue of homophobic and biphobic bullying in schools and empower the schools to take appropriate action to address it. The same action has been agreed with the Rhondda Cynon Taf Multi Agency Diversity Forum.

The Gay Staff Network promoted the 2014 Stonewall Staff Survey to LGB staff within the Force through the intranet so that the views of all LGB staff could be sought including those who are not out and not members of the Network. A balanced view will help the Force more accurately identify any areas for improvements and take additional steps to drive sexual orientation equality in the workplace if required. **Feedback** from this survey identified that the percentage of survey respondents from South Wales Police saying they are open about their sexual orientation at work continues to be significantly less than the Workplace Equality Index (WEI) average though the percentage who declared they would feel comfortable declaring their sexual orientation at work increased by 20% on last year's figures and is now in line with the Workplace Equality Index (WEI) average, suggesting non-disclosure of their sexual orientation is not relating to the workplace culture which their responses strongly indicate they feel is inclusive of LGB. For respondents who are open about their sexual orientation with some colleagues, they are also likely to be out with managers. Respondents, who indicated they aren't open about their sexual orientation with managers, are likely not to be out at work at all. The GSN and Equality & Diversity Unit will now consider what specific actions may be undertaken to address the trends highlighted in the survey results.

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POSITIVE ACTION

The Equality Act 2010 allows organisations to take more positive action.

The term 'positive action' 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.

There have been many positive action measures undertaken over the past year, across the Force. Highlighted positive action activity includes the following;

Engagement with local people of Somali heritage through a 'Be the change you want to see' event took place at the beginning of last year and has been followed by further events to promote Public Service Centre and PCSO vacancies to this community as well as volunteering opportunities. Following the community engagement event with the **Somali community**, Eastern BCU were approached by the Sudanese Community football team to play against a police team in a charity event which would also help build on relationships between the police and the local community. The inaugural Cardiff Community Cohesion Cup was played out in April 2014 at Leckwith Stadium between a South Wales Police select eleven and a team from the **Sudanese community**. Serving police officers were teamed up with former Cardiff City players including Derek Brazil and Roger Gibbins as well as former Swansea City legend Lee Trundle.

Recruitment & Selection Accreditation sessions have been undertaken for the Public Service Centre (PSC) by Human Resources to enable individuals to be added to the accredited interview list. The Recruitment & Selection Accreditation training includes training on equality legislation to ensure **those involved with the recruitment and selection process do not discriminate** against candidates. Recruitment data is dip-sampled on a quarterly basis by the Equality & Diversity Unit in order that the recruitment and selection process is regularly quality assured for fairness across the protected characteristics.

Following last year's positive action events for diverse minority communities, to encourage job applications for Police Community Support Officer (PCSO) posts, **application support** was provided from Human Resources in December 2013 and January 2014 to persons from diverse minority groups and Welsh Language speakers.

Human Resources worked closely with the Public Service Centre again in March 2014 to hold **Positive Action Familiarisation events** ahead of further recruitment into the PSC.

As a result of positive action measures within the recruitment process for the Public Service Centre, **Welsh speaking Operatives** have now doubled in number over the past two years. As noted earlier in the report, callers to the PSC are offered a Welsh service but will be passed to an English Speaking Operative after 30 seconds if a Welsh speaking Operative is not available. This ensures that a 'Threat, Risk, Harm and Vulnerability' Assessment can be undertaken in a timely manner and the urgency of the call can be established.

South Wales Police's Western Community Engagement Team linked up with Swansea based Tawe Butterflies to organise Wales' second **Transgender Sparkle event** on Saturday 16th November at the YMCA in Swansea. The event was a huge success with over 700 people in attendance including visitors from as far as the USA.

Chief Constable Peter Vaughan attended the event along with senior management. In addition, there were 55 stands for the day from a number of organisations.

The aim of the event was to raise public awareness of hate crime against the transgender community.

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A project aimed at **supporting older Black and Minority Ethnic (BME) women in Cardiff** was launched in November 2013 with the support of local Police Community Support Officers (PCSOs). The *Golden Years* launch event was also supported by the attendance of Age Concern, Displaced People in Action (DPIA), Islamic Social Services Association (ISSA), Cardiff County Council and Diverse Cymru. The project is being run by Women Connect First charity and includes a range of free services including English Language and IT classes.

The South Wales Police Youth Trust has awarded £4,000 to charity Rhondda Cynon People First (RCPF) to continue its excellent work. The money will go towards ten workshops to promote healthy relationships among young people living with learning difficulties, what is hate crime and how to report it, drug and alcohol prevention, crime prevention and the impact of anti-social behaviour.

Students in secondary and higher education have continued to undertake **work experience placements** at South Wales Police with visits to a number of departments and units, including the driver training unit where students have the opportunity to drive a police driver training simulator vehicle, the Public Service Centre, the dogs and mounted sections and forensics.

As a result of the Swansea BAY LGBT forum meeting it was identified, last year, that there was a lack of provision for LGBT Youth in Swansea. A small working group was subsequently set up involving members from South Wales Police, LGBT Cymru Helpline, Terrence Higgins, Transgender In Wales, Tawe Butterflies and the Swansea Bay LGBT Unity Project to look at how this could be addressed. The Western Engagement Team met with INFO Nation which is an information service for 11 – 25 year old people based on the Kingsway in Swansea and arrangements were made to start an **LGBT youth drop in** at the venue on Thursday evenings. Due to the continued work of the Western BCU Engagement Team and the Swansea Bay LGBT Forum, the City & Council of Swansea awarded a grant to provide a pilot service. Child Protection Training and Safeguarding Training were also arranged and completed for volunteers wanting to help out during the evenings. Coinciding with LGBT History Month, this youth drop was launched in February 2014 providing a centrally accessible drop-in facility where LGBT youth, along with friends and family can meet and feel safe.

In December 2013, LGBT Shelter Cymru was launched at The Senedd, Cardiff Bay, to **support**

members of the LGB & T communities with issues they may have relating to housing in South Wales. South Wales Police supported this event by hosting a stall and offering advice on hate crime awareness and promoting the good work they are involved in.

As part of the Force's commitment to community cohesion, the Western BCU Engagement Team recently took part in the 'I Can!' initiative at the multi-cultural African Community Centre in Swansea. The 'I Can!' project uses role models from the community to provide an input and mentor young people. The initiative, which has more than 18 young people attending on a weekly basis, is a **youth forum** where important issues that affect young people are discussed. The Drop-in Centre also hosts speaker sessions to give the young people the opportunity to engage with motivational personalities who may inspire them to reach their full potential.

The Western Engagement Team also facilitated a cell visit for the African Community Centre in February. The young people from the centre were taken to Cockett Police Station where they were given a tour of, and input on the custody suite, had their finger prints taken and then had a talk from Traffic Officers. This, and involvement in the 'I Can' project were great opportunities for South Wales Police officers to break down barriers with the **young BME community** and engage in a fun and interesting way.

April 2013 saw the launch of the **Swansea Bay Black and Minority Ethnic (BME) Forum**, a new platform supporting a partnership working to help identify and consequently better meet the needs of South Wales' BME communities. Twenty attendees representing various local organisations, such as Ethnic Youth Support Team, Chinese Community Centre, MEWN (Minority Ethnic Women's Network), Welsh Refugee Council and South Wales Police, now meet on a quarterly basis to identify how partnership links and communication can be improved across Swansea, Neath and Port Talbot.

Officers from Western BCU Engagement Team attended the Chinese New Year Celebrations at Swansea's Waterfront Museum in February 2014 which provided opportunity for engagement with the **Chinese community**.

Recently, Roath Neighbourhood Policing Team held a community day for local refugees and asylum seekers to further enhance community relations. The event was run in partnership with Neighbourhood Management, Communities First, YMCA and South Wales Fire & Rescue who help

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transport families with young children to the YMCA for games, refreshments and to meet local officers.

Two awareness days have been held over the past year to **encourage female officers to apply for roles in departments where women are traditionally underrepresented**. In August, the Joint Firearms Unit held an awareness day which was attended by 26 females who had the opportunity to discuss the Firearms role with firearms instructors who had over 35 years' experience between them, use a handgun on the firing range and hear some real life accounts of challenges faced on the job. The event was a huge success with all 26 female officers attending confirmed they would be applying for a role as a result of what they had learnt that day. A second awareness day for female officers was held in March 2014 to coincide with International Women's Day. This event allowed specialist departments, where females are under represented, the opportunity to present to attending officers the opportunities that are available. Each department had a 20 minute presentation to promote roles within their departments, followed by an opportunity for one to one with representatives within that business area. This was another fantastic opportunity, for the thirty-eight female officers who attended this second event.

Western BCU saw the launch of the **Swansea Deaf Access Group** in December 2013 in association with the British Deaf Association to help target issues and engage with the deaf community throughout the BCU.

Additionally, Western BCU attended a Diversity Day at a local authority maintained special school in Swansea. The school, which has a unit for autistic pupils, educates pupils, aged 3-19, who have a wide range of additional learning needs. Throughout the Diversity Day they hosted, community engagement officers and PCSOs from Western BCU were able to promote South Wales Police and the newly-created, disability-specific, easy-read hate crime awareness literature. The event gave the community engagement team an excellent opportunity to **engage with the disabled community**.

The Driving School within Learning and Development Services has implemented a new positive action strategy by providing officers who have been injured on duty, with the opportunity to utilise the driving simulator as a part of their return to work.

Learning on Post Traumatic Stress Disorder following the birth of a child linked to **post-natal** depression is now incorporated within the People and Leadership course delivered by Learning Development Services. The session delivered by PRAMS (Perinatal Response and Management Service) outlines trigger points, impact and ways in which managers can assist women and their partners affected by post natal depression.

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.

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GLOSSARY OF TERMS

ACPO	Association of Police Officers
ASB	Anti Social Behaviour
BCU	Basic Command Unit (formerly Division). South Wales Police has 4 (Northern, Eastern, Central and Western)
BCU Commander	Each BCU is led by a BCU Commander at the rank of Superintendent or Chief Superintendent
BME	Black Minority Ethnic
Community Cohesion Group	A multi-agency partnership that encompasses public and voluntary / community sector representatives
COMPSTAT	The Compstat model is a management process within a performance management framework that synthesizes analysis of crime and disorder data, strategic problem solving, and a clear accountability structure. Ideally, Compstat facilitates accurate and timely analysis of crime and disorder data, which is used to identify crime patterns and problems
Critical Friends	Our Independent Advisory Group (see IAG) with representatives from Disability, Gender, Race and Sexual Orientation groups
Direct Discrimination	Using age, disability, gender, pregnancy, race, religion or belief, sexual orientation or transgender status as an explicit reason for treating a particular group less favourably than others
Discrimination by Association	Treating someone less favourably because of their association with someone who has a particular protected characteristic or because that person is wrongly thought to have that protected characteristic
Discrimination by Perception	That is, direct discriminating against a person because others think that they possess a particular protected characteristic. They do not necessarily have to possess the characteristic, just be perceived to
Diversity	Respecting people's differences
Diversity Strand	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
DRH	Disability-related harassment

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EDHR	Equality, Diversity & Human Rights
EHRC	Equality and Human Rights Commission
EIA	Equality Impact Assessment
Equality	Equal opportunities for all
ESPS	Equality Standard for the Police Service – builds equality into the systems that police forces use to manage their performance
EYST	Ethnic Youth Support Team
First Contact Scheme	Employee support scheme offering confidential support and advice in relation to discrimination, harassment and victimisation issues
Harassment	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
Hate Crime	Any incident, which constitutes a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate
Hate Incident	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
HMIC	Her Majesty's Inspectorate for Constabulary
IAG	Independent Advisory Group, made up of community members, who provide advice and make recommendations to law enforcement agencies
Indirect Discrimination	Applying a provision, criterion or practice that puts a protected group at a disadvantage
IPLDP	Initial Police Learning and Development Programme
IOM	Integrated Offender Management
ISTAM	Multi-agency meeting with Police and partners where individual cases are discussed with a view to problem solving
KINs Directory	Directory of Key Individuals in the Neighbourhood, who can be a channel for information and intelligence to their community
LGBT	Lesbian Gay Bisexual Transgender
MARAC	Multi Agency Risk Assessment Conference

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MEWN	Minority Ethnic Women's Network
NCALT	National Centre for Applied Learning Technologies
Niche	Niche Technology is a world leader in police records management and information sharing
NOMS	National Offender Management Service
NPIA	National Policing Improvement Agency
NSIR	National Standards of Incident Recording
NSPIS	National Standard Police Information System – Command & Control System
OEL	Occurrence Enquiry Log
PACT	Partnerships & Communities Together
PALP	Positive Action Leadership Programme
PCSO	Police Community Support Officer
PCVA	Polish Community Valleys Association
PDR	Personal Development Review
Positive Action	Range of measures and development initiatives to help people from under-represented groups, where they have been historically excluded or at a disadvantage
Protected Characteristic	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
PSC	Public Service Centre – Where Operatives respond to emergency and non-emergency calls to the Police
PSD	Professional Standards Department
Reasonable Adjustments	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
SLA	Service Level Agreement

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Socio-economic	Socio-economic factors are the social and economic experiences and realities that help mould one's personality, attitudes, and lifestyle. The factors can also define regions and neighbourhoods. Police forces (and Police Authorities) recognise, for example, that the socio-economic factor of poverty is related to areas with high crime rates
SSN	Staff Support Network, sometimes known as Staff Support Groups
Staff Support Groups	Groups that provide support to staff who are from diverse groups. Staff Support Groups within South Wales Police are 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
Two-tick accreditation	Recognition given by Jobcentre Plus to employers based in Great Britain who have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees. Participating organisations are permitted to display the two-tick logo which symbolises that the organisation is positive about disabled people
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 (eg 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