

SOUTH WALES POLICE

STRATEGIC EQUALITY PLAN 2012 - 2016 ANNUAL MONITORING REPORT 2013



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:

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CONTENTS

1	The Profile of South Wales Police
2	Introduction and background to the Strategic Equality Plan
3	Summary of General and Specific Equality Duties
4	Objectives
5	Progress and Achievements during Year One of the Plan
28	Equality Impact Assessments
29	Glossary of Terms

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 1,283,651 residents¹, 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, TAWW 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 bisexual⁴.

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

⁴ Stonewall

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);

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:

- 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 incorporated elements of the Single Equality Scheme 2010-2013, Positive Action Strategy 2010-2013 and the Equality Standard for the Police Service.

Our Welsh Language Scheme 2011-2014 remains separate from this Strategic Equality Plan and will address South Wales Police's duty to:-

- give the Welsh and English languages equal status in the conduct of our business.
- improve service provision to the public in their language of choice.

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

This is the first 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 equality and diversity issues more succinctly, into the day-to-day business of SWP.

SUMMARY OF PUBLIC SECTOR EQUALITY DUTY

The new public sector Equality Duty came into force on 5 April 2011. It replaces the three previous duties on race, disability and gender, bringing them together into a single duty, and extends it to cover age, sexual orientation, religion or belief, pregnancy and maternity, and gender reassignment (in full).

The new **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 by 31st January 2012, that demonstrates compliance with the equality general duty and subsequently at intervals of not greater than one year beginning with the date of the last publication;
- Publish employment monitoring information annually;
- Publish one or more SMART, outcome focused equality objectives no later than the 6th April 2012, 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

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 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)
- 3 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)
- 4 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)
- 5 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)
- 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 ONE OF THE SCHEME

1 Disability-related Harassment

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

What are we trying to achieve?

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

Desired outcomes

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

Steps Taken

One of the key recommendations in the Wales summary report of the 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).

As chair of the All Wales Diversity group, Chief Constable Jackie Roberts (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.

The commitment of the All Wales Diversity group is to make MARAC a process which focuses on both victims and offenders of disability-related harassment. It will link to risk assessments in respect of victims of anti-social behaviour, identify

whether victims are disabled, and consider whether or not the disability may have been a factor in why incidents of anti-social behaviour have occurred.

Key recommendations of the DRH MARAC pilot to date include;

- Early identification is crucial and all partnership services should ensure that they have the best possible systems in place to identify victims of disability related harassment (hate crime victims) rather than anti social behaviour at the earliest of time.
- There is indeed a need for a MARAC process to deal with matters of high risk victims of hostility in a professionally manner with a multi agency approach. However actions may need to be considered on a wider basis than just disability related harassment, with the criteria reflecting this, in order to protect high risk victims targeted due to hate per say and to prevent repeat victimisation of such cases.
- It is imperative that we do not limit professional judgement when identifying risk.
- It is essential that a generic risk assessment and referral document be utilised by all statutory services, so that measuring of risk is consistent.
- Decisive work needs to be ongoing, following the completion of the DRH MARAC toolkit in order to arrange for key members from the partnerships to commit to the DRH MARAC with attendance, decision making and with the follow up actions after the MARAC.

The All Wales DRH MARAC working group met in March 2013 to discuss the developments and findings from the pilot and consider the recommendations in order for the collaboration work to progress further.

South Wales Police processes and practices will be reviewed to incorporate recommendations. In the meantime, the Hate Crime Policy has been revised and published together with guidance in February 2013.

South Wales Police represents the police services of Wales on the **Disability Hate Crime Action Group Cymru**. 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.

Specifically the group aims to:

- improve accessibility of existing systems
- support member organisations within the group on issues relating to hate crime
- raise the profile of hate crime with our staff and members of our own networks
- work with and challenge the police forces of Wales on their handling of disability related hate crime
- work with clients to make them aware that they can report the abuse they regularly face
- work to eradicate the causes of hate crime
- work with the police to improve handling of disability hate crime
- assist the All Wales forum in implementing their action plan
- work in partnership where possible but recognise that we each have separate agendas at times relating to our particular specialism's
- support member initiatives on hate crime
- share intelligence with group on particular issues for example with a specific Welsh Police force
- work with key stakeholders within the public sector to improve awareness and implementation of strategies in respect of Disability Hate Crime

As members of the Disability Hate Crime Action Group, South Wales Police are also stakeholders that inform the work of the **Welsh Government Framework for Action on Hate Crime**. The Framework for Action against Hate Crime was announced by Jane Hutt, the Minister for Finance and Leader of the House in February 2012 and is part of the Programme for Government. It will identify and co-ordinate future priorities for action across Wales. This will include tackling hate crime across the protected characteristics of Disability; Race; Religion/ Belief; Sexual Orientation; Gender Reassignment.

The framework will be available from spring 2013 and will focus on three key areas which will include:

- Preventing hate crime;
- Increasing reporting, training and access to support;
- Improving the operational response to hate crimes.

The four **BCUs within the Force are supportive of the implementation of the MARAC process**. Western BCU have reported that Hate Crime Officers search Police NSPIS and Niche IT systems on a daily basis to **identify victims of disability-related harassment**. A Ten Point investigation plan has been developed and compliance is monitored through daily tasking and compstat processes. This enables the BCU to investigate disability-related incidents effectively.

Western BCU Hate Crime and Engagement officers are **working towards a mapping process** and identification of disability groups and individuals to create a KIN's directory.

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.

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

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

Northern BCU Hate Crime Officer pioneered the current Force policy of risk assessed Hate Crime Action Plans. These plans are currently running and cover patrol strategies and deployment of CCTV and Panic Attack Alarms. There is ongoing review of their effectiveness and inclusion of disability-related harassment.

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

The Public Protection Unit have devised a **reporting document to capture the work ongoing in high risk disability cases with other agencies.**

The Public Service Centre (PSC) Operatives received bespoke training in relation to 'Threat, Risk, Harm and Vulnerability' in November which as part of the course specifically addressed 'identification of vulnerability' and 'Investigative Questioning'. This training will allow PSC staff to successfully identify risk and vulnerability at first point of contact ensuring that all incidents are managed effectively.

It is essential that PSC operatives within PSC are able to identify 'Vulnerability Impact Factors' at initial points of contact with members of the public. This will be achieved by PSC staff utilising key questioning skills and interrogation of

intelligence systems available to them. By then applying 'Threat, Risk, Harm and Vulnerability' it will enable PSC Operatives to correctly assess and grade the call and ensure that the most appropriate service is provided to the individual. If an individual has been assessed as being 'Vulnerable', the Call Handler will clearly endorse the summary field of the relevant incident, on NSPIS (National Standard Police Information System), with the marker 'VVP' (Vulnerable Victim Policy) together with a 'rationale' as to how the individual is 'Vulnerable'. On completion of the call the PSC Operative will 'flag up' the incident to their line manager and notify the relevant Bronze Inspector of the call. The line manager will ensure that all 'VVP' incidents are effectively managed and resourced as soon as possible in line with force policy.

Specialist Crime officers have attended the Hidden In Plain Sight awareness sessions which target disability related harassment to identify any lessons that can be incorporated into departmental systems

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.** An example of this is the current work being undertaken by the Public Protection Department in reviewing two cases involving the Health Inspectorate Wales which concerned persons with mental health illness.

The Force Mental Health Officer within the public Protection Department is continuing to work with the National Learning Offender Agency to develop guidance for police officers across 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.

Significant progress has been made with the Mental Health Officer and a representative from Custody Services linking in with the National Learning Offender Agency to ensure that persons with mental ill health, who come into the police domain, are correctly identified and that their needs may be met. It is envisaged that the work will be completed by May 2013.

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.

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

The Partnerships Unit in collaboration with Performance Management, the Niche Team and Hate Crime Officers have developed a process on Niche to **enable the recording and subsequent performance management under the sub-categories of Race Hate - Gypsies & Travellers, asylum seekers & refugees; Religious Hate – Anti-Semitism, Islamophobia**. Niche already has the capability to record Transgender Hate and Disability Hate.

All hate crimes are **monitored and tasked accordingly** via daily management meetings in the BCUs. Statistics around hate crimes reported in the April 2012 to March 2013 period will be reported in Equality Information published on the corporate website in June 2013.

Hate Crime Research was undertaken in the past year to obtain qualitative primary and secondary research, to include the perceptions and experiences of victims, communities, officers and staff in order to establish a comprehensive understanding of the reasons for the fluctuations to the levels of reported hate incidents / crimes at South Wales Police. 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 aim to review the hate crime training currently provided to all frontline staff and officers to identify if it is fit for purpose, ensure the mechanisms for reporting and recording hate crime allows for a quick, considered and consistent response by officers and staff and proactively market Force commitment to victims of hate crime and the methods available to report.

Western BCU have received **feedback from local disability groups** saying that ease of contact could be improved as they have not found it easy to report hate crime (not enough guidance on how to report it). As a result, Western BCU are exploring how guidance can be provided on the Force website.

Eastern BCU have reported that there are **monthly multi-agency race forum meetings** to review Hate Crime Incidents and formulate partnership actions. Included in this group are Cardiff Housing Providers, Victim Support and Race Equality First. There is also attendance by the BCU at the monthly Lesbian, Gay, Bisexual and Transgender Focus Group meetings for ongoing liaison/cohesion with LGBT community and quarterly meetings with a Community Cohesion Group to increase and broaden membership.

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.

In addition, the Telephone Research Unit now uses a **caller display function** so that recipients can see the telephone number which is trying to contact them, and also has introduced a voicemail script to leave for those being contacted so that they know why the police are calling them and that it is to participate in a police survey - this has had a significant impact upon resources, with a 100% of victims of hate crime taking part in the survey when they are re-contacted.

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 have developed a **Draft Hate Crime Strategy and Draft Hate Crime Action Plan** which is being updated in line with recent organisational developments, legislative updates, EHRC Hidden in Plain Sight / Manifesto for Change Recommendations; ACPO Hate Crime Strategy and Guidance; MENCAP Police Promises; "Challenge It, Report It, Stop It: The Governments Plan to Tackle Hate Crime."

Specialist Crime continues to raise the awareness of its staff in relation to hate crime and the support mechanisms that are in place to support victims. Work has been completed this year to ensure that there are appropriate links on any policy within the diversity page of the Police Visual Handbook which in turn will allow access to several links providing guidance on diversity, workplace and lifestyle issues of which hate crime holds a significant part.

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

Community Engagement have developed a Force policy and procedure on **Gypsies and Travellers** to provide learning and understanding to South Wales Police personnel on the culture and practices of these under-represented groups. The document is currently out for consultation with key external and internal stakeholders (Cardiff Gypsy and Traveller Project, Traveller Education Services, Cardiff City Council Site Manager for Shirenewton and Rover Way sites, Eastern BCU Hate Crime Officers).

A Beat Manager in Cardiff regularly attends Shirenewton Caravan site to give the site residents access to South Wales Police and build trust and confidence with the 'elders' in that community. The Beat Manager's mobile telephone number is displayed in the foyer of the site office and residents are encouraged to call should they wish to report or discuss incidents that affect the quality of their lives.

The Safer Shirenewton forum was set up and is now attended by the Neighbourhood Policing Team, Cardiff ASB officers, Gypsy Traveller Project and education officers. Issues directly affecting the residents are discussed as part of a multi agency approach.

Northern BCU's Senior Management Team hosted a **transgender** presentation within their weekly team meeting. The presentation came from a Community trainer, herself transgender, who explained some of the issues that Transgender people experience in their every day lives, including transgender-related harassment. The training gave the senior management team the opportunity of recognising the difficulties faced by transgender people, many of which can be avoided with the correct support and awareness. The training session was enlightening for attending delegates and it is hoped that the

opportunity will be extended to other staff and officers in the BCU in the future.

The Justice & Partnerships Department and Learning Development Services worked in partnership with the Crown Prosecution Service Wales last year to deliver a series of **four-hour awareness sessions that focus on Bringing Hate Crime Offenders to Justice**. Six sessions were delivered across the four BCU's through June and July with two further sessions delivered in September 2012.

The sessions were targeted at key BCU Hub officers & staff, also Hate Crime Officers and other specialist officers and staff involved in the identification, investigation and prosecution of hate crime.

The sessions were designed to raise awareness of effective practice for the successful prosecution of hate crimes and covered the following themes:

- Flagging a crime as a Hate Crime.
- The evidential test and the public interest test.
- Key hate crime legislation / definitions and considering when SI 46 may be applicable
- Special measures for vulnerable and intimidated witnesses.
- Building hate crime cases for prosecution.

Central BCU have a **monthly hate crime review group** which is attended by Chief Inspector -Operations, Local Policing Inspector, Community Safety Partnership Inspector, Hate Crime Officer, VALREC and some key partners from the disabled and minority ethnic groups. Also links in with the Community Cohesion Group which is chaired by the CSP with key partners attending and supports the Safer Bridgend Community Cohesion Strategy.

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. PSC staff are currently undergoing

extensive training that will cover all aspects of victim contact and all staff within the PSC will be multi functional at the end of this 24-week training course. Accessibility to language line and interpreters is available if required.

A roadshow of **Hate Crime Awareness days** were arranged throughout the BCU. Using the mobile community police station, the engagement team have been able to engage with members of the public and also provided an opportunity for partner organisations to work alongside us. The first event took place in June with over 150 Hate Crime leaflets and 200 flyers being given out.

The Western Engagement Team are also working alongside the Ethnic Engagement Officer for Mid and West Wales Fire Service with a view to **increase confidence with Asylum Seeker and Refugee groups** from across the BCU. Working together, the officers are regularly attending local drop-in centres that are run by Swansea City of Sanctuary and Cyrenians Wales to help increase confidence and awareness of hate crime and fire safety.

A **Hate Crime DVD** has been developed with over 20 members of the public from minority communities speaking about their personal experiences and thoughts on hate crime. Members from TAWÉ Butterflies, Transgender in Wales, asylum seekers from the African Community Centre, Ethnic Youth Support Team, Swansea People First, Cyrenians Wales, LGBT Unity Project and the Queer Swansea Forum help raise awareness of hate crime and **encourage reporting from BME, Disabled and LGBT communities as well as asylum seekers and refugees**. It was launched in November 2012.

The Western Engagement Team worked closely with Swansea People First and their service users to design an **Easy Read Disability Hate Crime** which was sponsored by the City & County of Swansea. The aim of the poster is to raise awareness of disability hate crime and for people

to know that they are not on their own and there is help out there. The poster was launched within the past year and has been displayed in support centres throughout Swansea.

The Western Community Engagement team 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.

Rhondda LGBT network now have a **dedicated point of contact** via a police officer in Northern BCU, who has also opened a **Twitter** account for increased contact/reporting purposes. This has been promoted within the community and has been well received.

Following the murder of an elderly gentleman with a learning disability, **personal safety and crime prevention talks** by Eastern BCU were arranged to members of Cardiff People First (an organisation that provides support to people with learning difficulties)

Support has been given to Safer Bridgend, by the Corporate Communications department, as it launched its **community cohesion strategy and hate crime campaign** by helping them with promotion. The strategy highlights four priorities for the borough, namely: respecting differences, improving access, raising awareness and understanding neighbourhoods. In partnership with Bridgend County Borough Council, Bridgend Coalition of Disabled People, VALREC and Bridge CV is amongst others.

In the past year, a paramedic was seconded for three months to work shifts at the Public Service Centre (PSC) to act as a Tactical Advisor to the duty PSC Inspector in areas of mutual interest between the Ambulance Service and the Police, which includes **mental health** issues. This was undertaken as a pilot that saw many benefits which included the ability to provide police officers with support on first aid over the air, the provision of estimated times for ambulances and advice as to where callers could be signposted if

issues were health-related but could not be dealt with by the police or ambulance services. The paramedic continues to assist on an ad hoc basis until longer term arrangements can be agreed.

Northern BCU have had a **dedicated Mental Health Liaison Officer** who has had inputs in management training and shift briefings and is a Single Point of Contact to assist Hate Crime Officers on hate crimes where the victim had mental ill health. The Mental Health Liaison Officer liaised with mental health services and was able to signpost the victim to appropriate support and facilitate appointments. This role has proved valuable and three further Mental Health Officers have now been appointed to work in Central BCU, Eastern BCU and Western BCU.

In Central BCU, there are a number of **local meetings** where hate crimes are discussed and these include the bi-monthly Divisional Hate Crime Review meetings, the quarterly Vale Community Cohesion Group meetings, the monthly Cardiff & Vale LGBT Focus Group, the quarterly Gypsy and Traveller Service Provider meetings and the quarterly older LGB&T network with Age Cymru.

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

Local Stop Search focus groups were held within Eastern BCU in October and November by Neighbourhood Officers at Barry College, the 'Be Healthy' club in Grangetown, with a Female Muslim Group and a Somali Youth Football Team. The majority understood the need for the stop search powers to be exercised but identified a lack of a clear explanation around the grounds for search as their main complaint. This feedback will help shape future stop and search training.

The Force's Learning and Development Department has conducted a comprehensive review of the psychometric aspects that may affect **how police officers in South Wales conduct stop search powers**. The fieldwork considered the psychometric personalities of 50 officers from Neighbourhood Policing Teams (NPT), response officers (R) and tactical support team officers (TST). The instrument utilised for this investigation has been the I5 Factor questionnaire I5FQ+, an academic tool which is used to measure the same personality factors.

The findings suggested that

- officers are predominantly showing a calm, mature and phlegmatic emotional state.
- officers were not overly accommodating or deferential, nor overtly aggressive or forceful.
- officers tend to be trusting and tolerant
- officers in particular are diplomatic, socially astute and discreet.

These findings would not suggest there is any leaning towards disproportionality when conducting stop search but the findings will help inform future training needs.

Stop and Search awareness and training is ongoing in Northern BCU, addressed through bespoke training delivery to all sergeants across the BCU. Included in this training is learning around the impact of stop search on different communities.

The roll out of the use of blackberry devices to complete **stop search recording** has continued. This ensures officers complete the record in a timely fashion in the presence, where possible, of the person being stopped and searched. New processes have been introduced to ensure those members of the public wishing for a record of their stop search can apply either on line, by attending at a police station or by ringing 101.

Distance learning **training about the use of stop search powers** has been developed nationally and is available to all officers through the Force web-site. The training explains the powers, street-craft and the importance of explaining the grounds for stop search. There is a heavy emphasis on the quality of the encounter and officers' completion of the course is still currently ongoing. In addition there is a bespoke blackberry course that is also available that explains how the device can be used more effectively when recording stop and search.

The Force is also producing a "know how" **video** which is scenario based and combines both knowledge about the powers that are exercised

and the use of blackberry to record the stop search. There is a significant input about what constitutes appropriate grounds for stop search and about the importance of how we treat those we stop and search. The video is expected to go live in April 2013.

The Force Inspection Team developed an item for the Force intranet to advertise the launch of a mobile data solution to help **improve officer awareness** on the grounds of stop and negate the requirement for hard copy forms to be submitted. It has been reiterated to officers that recording of stop and search activity needs to happen every time a stop search is carried out. With the drop down menu for the grounds of search and a renewed focus on stop search and additional training on NCALT, this may continuously refresh officers' knowledge on stop search and lawful use of powers.

NCALT Stop and Search awareness and **training is now mandatory** for all officers.

The most recent **analysis of stop search figures** has been done using the latest census figures. The figures suggest there is no disproportionality between white and black minority ethnic people who are stop searched with the ratio being 1;1. However the figures show there remains disproportionality in terms of white and black members of the public with a 1;3 ration (i.e. you are three times more likely to be stopped if black). These figures continue to be **monitored** by the Force Stop Search Group and are reported to the Equality and Diversity Human Rights Board where the Independent Advisory Group are represented and provide scrutiny.

Stop and search statistics and related matters is an ongoing **agenda item at Community Cohesion Group meetings**. This increases awareness and allows the community to scrutinise the South Wales Police process in relation to stop and search.

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

It was identified by Swansea People First that South Wales Police websites and literature was not in **Easy Read format** and therefore their service users could not access South Wales Police services easily.

An **easy read** version of the South Wales Police Strategic Equality Plan was 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.

Northern BCU continue to develop their Deaf PACT meetings which commenced in March 2011 and have since been identified by the National Policing Improvement Agency (NPIA) as best practice. The meetings are attended by people from all over South Wales, Gwent and Dyfed Powys area and are supported by a British Sign Language Interpreter and staff from South Wales Police. The Deaf PACT is an essential engagement tool for the deaf community who have, otherwise, very limited means in which to speak with the Police. As a result of the meetings, newsletters are now made available for the community by the police, containing topical information and crime safety and advice is given at each meeting. In addition, the deaf community have been provided with a mobile phone number and email address to which they can send non-emergency texts and emails to a dedicated resource. There has also been promotion of an emergency text service through the PACT meetings.

In Central BCU, the inaugural **deaf PACT meetings in Barry** are well received. Actions from one meeting this year included improving availability of translators in the police custody environment as well as training police staff in front line posts in sign language to support vulnerable individuals and improved reporting and communication issues.

An officer from the Public Protection Department is currently in consultation with the English based **National Centre for Domestic Violence**, (NCDV), as they are unable to roll out their services in Wales because of cost implications involved in **bilingual provision**. As a result the officer, together with a representative from the Women's Safety Unit in Cardiff, has

visited the NCDV to explore opportunities to address the problems associated with the language barrier and ensure such a service is brought to Wales.

After meeting with the Strategic Independent Advisory Group, **a review was conducted of access by the deaf/hearing impaired communities to the 101 service.** Gaps were identified in accessibility in that the current system requires the caller to access the local police via a national contact number who then contact 101 on the caller's behalf. This was cumbersome and slow. Research with other Forces was undertaken as a result of the review findings but no initiatives to overcome this accessibility issue were already in place. A single point of access line into the PSC via the existing **Minicom** machine to streamline non-emergency contact (01656 656980) was delivered and re-launched with the new Force Website in November 2012. For those who prefer the old system, it will remain available. The Room Manager is committed to attending further Deaf PACT meetings to promote the improved process.

ASB (Anti Social Behaviour) training

delivered in the past year incorporated training on identifying vulnerability (transgender, disabled, elderly). All calls are now audited for compliance and feedback given where appropriate.

Eastern BCU have produced Local Neighbourhood Policing Newsletters, translated into English and Welsh and where possible, also Arabic and Somali, asks residents to contact them if they any concerns the police could assist with and also re-affirms the emergency and non-emergency telephone numbers. By providing these newsletters in several languages, it increases the accessibility to the police service for those whose first language is not English.

In recent months Specialist Crime has **reviewed all the current interview suites** across the force to establish whether they are fit for purpose in terms of facilities so best evidence can

be achieved. Overall the scoping exercise proved to be very positive and concluded that those issues identified could be easily remedied. This includes addressing an accessibility matter which will now ensure **people from the disabled community will have unrestricted access to South Wales Police facilities** such as the new child protection and vulnerable adult interview suite at Fairwater police station.

The Corporate Communications department have developed and uploaded an online form for the public to use to make contact with the relevant South Wales Personnel who can answer their query or listen to their concern.

Intermediaries are considered for ensuring an effective line of communication when dealing with any vulnerable person.

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

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 2011/2012 financial year. This analysis identifies issues such as age, intoxication, request for solicitor and type of offence. A copy of the analysis is on page 19 and 20.

Females in Custody 2011/12

AGE PROFILE			
Age at Arrest - Volume	Female	Male	Grand Total
10-17	891	3269	4160
18-20	734	4017	4751
21+	5099	24151	29250
Unknown	2	6	8
Grand Total	6726	31443	38169

Age at Arrest - %	Female	Male	Grand Total
10-17	13.2%	10.4%	10.9%
18-20	10.9%	12.8%	12.4%
21+	75.8%	76.8%	76.6%
Unknown	0.0%	0.0%	0.0%
Grand Total	100.0%	100.0%	100.0%

Age profile for females is slightly different to males – a higher % of females arrested are between the ages of 10 and 17 and a slightly lower percentage of overall females arrested are between the ages of 18 and 20 compared to males.

INTOXICATION			
Intoxicated - Volume	Female	Male	Grand Total
NO	4607	21410	26017
YES	2119	10033	12152
Grand Total	6726	31443	38169

Intoxicated - %	Female	Male	Grand Total
NO	68.5%	68.1%	68.2%
YES	31.5%	31.9%	31.8%
Grand Total	100.0%	100.0%	100.0%

Levels of intoxication between males and females taken into custody is almost identical.

SOLICITOR ATTENDANCE			
Solicitor Attended - Volume	Female	Male	Grand Total
NO	5156	22510	27666
YES	1570	8933	10503
Grand Total	6726	31443	38169

Solicitor Attended - %	Female	Male	Grand Total
NO	76.7%	71.6%	72.5%
YES	23.3%	28.4%	27.5%
Grand Total	100.0%	100.0%	100.0%

Solicitor attendance rates are lower for females in custody than for males.

Only 23.3% of females had a solicitor in attendance, compared to 28.4% for males.

Offence Group of Primary Arrest

The table below shows the reason for the primary arrest of an individual. A person might go on to be subsequently arrested for another offence however this table only counts the first arrest i.e. if a person is arrested for shoplifting and is then found to be in possession of drugs the secondary arrest will be drug possession.

Primary Arrest Offence Group - Volume	Female	Male	Grand Total
Violence against the person	2139	9699	11838
Sexual offence	14	691	705
Robbery	53	449	502
Burglary of dwelling	180	1529	1709
Burglary of other premises	50	766	816
Theft of motor vehicle	54	579	633
Theft from motor vehicle	14	343	357
Other theft	1474	3884	5358
Fraud or forgery	134	375	509
Criminal damage	296	1953	2249
Drug trafficking	256	1197	1453
Other drugs offence	190	1310	1500
Other notifiable offence	246	1526	1772
Non-notifiable offence	1626	7142	8768
Grand Total	6726	31443	38169

A questionnaire has been developed which will help to **identify the experiences and needs of women held in police custody**.

Since the development of the equality objective, it has been decided that it would not be inappropriate to attempt to survey women who are still in police custody or have just been released as the survey results are likely to be less objective as a result of their recent time in custody. Therefore consideration has been given to either conducting the survey via telephone with members of the Victim Satisfaction Survey Team or by asking recent female detainees to complete a written survey. The intention is to conduct the survey approximately one month after females leave police custody.

The survey has not yet been conducted and therefore no analysis has been obtained. However it is intended that the survey will be conducted by June 2013.

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 SWP achieving its mission, vision and values.

Desired Outcomes

Increased openly out LGB & T staff within the organisation which reflects the communities of South Wales, thus assisting to enable SWP to be the best at understanding and responding to the needs of our Communities. In addition, increased engagement with LGB staff.

Steps Taken

In the past year, the Gay Staff Network have 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. In March seven members of the Gay Staff Network were provided training facilitated by a renowned motivational speaker. Training covered influencing and negotiating, dealing with stress, positive speaking and challenging discriminatory behaviour. In addition, a number of members attended an in-house Presentation Skills course and places were made

available to GSN members on the All Wales collaborative Positive Action Leadership Programme.

The Gay Staff Network have also sponsored a Force advertisement in Fyne Times to demonstrate to the LGB communities that South Wales Police is an **employer of choice for LGB people**.

The Force Gay Staff Network see 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 GSN worked closely with the Equality & Diversity Unit in the development of a **LGBT History Month booklet** that was promoted in February 2013 and made accessible to all South Wales Police personnel. The booklet featured information on key achievements by LGB people in Wales, local Transgender and Bisexual support groups, the Force LGB Role Models, the role of the Stonewall Workplace Equality Index and the support offered to all staff by the Gay Staff Network.

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 or in the staff magazine and LGB-related staff events have included signposting staff to the Gay Staff Network for advice and guidance in relation to LGB matters. In addition, as described above, a LGBT History Month staff booklet was produced which included messages from the Chair of the Gay Staff Network and two South Wales Police LGB Role Models who took the opportunity to promote the work of the Network.

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.

The Chair of the Gay Staff Network delivered a presentation to the Specialist Crime department last year on the work of the Network with a view to engaging further on LGB matters as they arise.

Meetings have been held with the LGB networks of British Transport Police and Dyfed Powys Police for the purpose of **networking and exploring working together** on future events. In addition, the GSN pooled resources with three other South Wales Police Staff Support Networks (the Black Police Association, the Ability Staff Network and the Female Police Association) to offer training to members that would aid their career development.

The GSN held elections in 2012 and appointed a new Chair and National GPA Coordinator who could bring in **fresh leadership**. In addition to this they also restructured the Executive Committee, and have appointed the following roles: Communications/Marketing, Social/Welfare, Membership Secretary, ICT, Budgets. This has **improved the resilience and functioning of 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** in September 2012. Support for LGB staff from their managers, colleagues and clients is crucial if they 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'.

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 and Stonewall's 'It Gets Better' Campaign (where two staff members provided their coming out stories which will feature on a YouTube release).

The Gay Staff Network promoted the 2013 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 is significantly less than the Workplace Equality Index (WEI) average. 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 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.

Learning and Development Services have engaged with the Gay Staff Network this year to identify how they may **improve services to South Wales Police and LGB staff** in general.

LGB-related scenarios are used in a number of diversity training courses to promote LGB-related issues to staff, challenge stereotyping and discrimination and develop knowledge on sexual orientation equality.

In June 2012, the **Chief Constable attended one of the Network's key meetings to demonstrate his support for the group**. In addition, Chief Officers opened the **LGB Awareness Training** sessions this year that were facilitated by Stonewall in September and November and aimed to equip managers, Sergeants and Inspectors in understanding matters relating to effectively managing LGB staff and officers.

The Chief Constable has shown ongoing commitment to LGB equality through a series of **podcasts, blogs and staff communications** for events to include marking International Day Against Homophobia (IDAHO) when rainbow coloured balloons were released at Headquarters in memory of those who have died because of homophobic hate crime. The speech for IDAHO was uploaded onto You Tube. In addition, the Chief Constable has galvanised the entire chief officer team to becoming more involved in this agenda. He was recognised for his commitment to LGB staff and his role as the force's LGB Champion by being named **Stonewall Cymru's 2013 Workplace Champion**, following a nomination from the force's Gay Staff Network.

The Media Production team, within the Corporate Communications department, have worked closely with the Equality & Diversity Unit and the Gay Staff Network, to record an interview for use of the Force intranet in promotion of BiVisibility Day (23rd September) and have also produced a number of **short films to support IDAHO** which were used internally and also uploaded on the South Wales Police

SWPTV You Tube channel.

The Force's Territorial Policing Department, advertised their vacancies with the Staff Support Networks, including the GSN, last year, **to demonstrate their support and commitment to staff from under-represented groups, including LGB**, and raise their awareness of the opportunities.

The GSN have been looking at ways to promote, support and assist LGB staff and officers and within the past year have set up the role of a **Welfare Officer** who will 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.

In addition to the production of a staff booklet for LGBT History Month, the Force worked with other Stonewall Diversity Champions to host **a number of events open to all staff to attend**. These events included a main event, taking place in Cardiff City Hall where there were presentations from Stonewall Cymru, the LGBT Network of Cardiff Council and Show Racism the Red. There was also a Pink Portrait Exhibition and LGB literature display at Cardiff Central library and an IRIS Prize Film evening where a selection of short films from the 2012 Iris Prize Festival were shown.

A permanent **rolling slide on the PSC Briefing Board**, which promotes the Gay Staff Network and encouraging being out for those who wish to be, is accessible to all PSC staff, thus assisting PSC Managers to be the best at understanding and responding to the needs of our LGB staff and officers.

The **Swansea Bay LGBT Forum** was launched by the Western Community Engagement Team in February 2012 to help networking and contact between LGBT groups within the Western area of South Wales Police. The aim of the forum is to allow people who work in the field of LGBT

equality to meet bi-monthly and share best practice, good news stories and most importantly give people an excellent opportunity to network and work collaboratively. Since the forum was first established it has gone from strength to strength and now has representatives from 24 different local organisations working alongside each other to promote Lesbian Gay Bisexual and Transgender equality.

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.

In addition, the GSN are **consulted on in relation to new and revised policies** with a view to ensuring they would not adversely impact on LGB people. Any feedback is given directly to the policy writer for consideration and policy adjustment where appropriate. This year, the GSN had provided advice and feedback on the Public Presentation Policy, the Patrol Along Scheme, the Social Networking Policy and Custody procedures.

The LGB equality objective that sits alongside five service-delivery focused objectives was developed in consultation with key internal and external stakeholders including the force's Gay Staff Network.

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.

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 are also invited to attend 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.

Staff Case Conferences are held with the Professional Standards Department and the Head of Equality & Diversity Unit each quarter alongside representatives from the staff support networks, including the Gay Staff Network.

South Wales Police entered a submission to the Stonewall Workplace Equality Index for the 7th consecutive year and climbed five places on last year's position, ranking at **18th in the 2013 Top 100 Employers in Britain**, and 4th in Wales. The Gay Staff Network itself has 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. In July 2012, this figure had increased to 86% of staff and 90% of officers.

South Wales Police are delighted to engage with LGBT communities at **Swansea Pride** which is the annual celebration of equality and diversity within the Lesbian, Gay, Bisexual and Transgender communities of Swansea and surrounding areas. The event helps inspire those who attend to take action against discrimination of the Lesbian, Gay, Bisexual & Transgender (LGBT) communities and is held on the last Saturday of every June. 2012

was the 4th Swansea Pride event and attendance was in excess of 4500 LGBT people including their straight friends and family. Swansea Pride attracts media coverage from the gay national press, regional BBC news and local newspapers.

Wales largest festival of diversity, **Cardiff Mardi Gras**, was back once again on 1st September 2012; bigger, better and larger than ever before. The event was opened by Assistant Chief Constable Jukes from South Wales Police and the streets of Cardiff City Centre were awash with colour as thousands of people turned out for the Coopers Field event and first ever Mardi Gras parade through the City Centre to create visibility and support for the LGBT community; alongside having a great day out.

Supported by South Wales Police, hundreds of members of the public lined the street to greet the display which aims to highlight lesbian, gay, bisexual and transgender (LGBT) rights in Wales.

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

The pilot for the **All Wales Positive Action Leadership Programme** was delivered in June. The programme is aimed at members of SWP personnel from underrepresented groups up to and including the rank of Inspector or Police Staff equivalent. This is the first inclusive, positive action initiative to be made available to all officers and staff from under-represented groups as part of a collaboration between the Southern Welsh Police Forces. The blended learning programme was delivered over 3 days and was managed by 7 modules with specific aims.

These modules are:

MODULE 1

Foundation - Positive Action

MODULE 2

Self awareness and Personal Leadership

MODULE 3

Personal Leadership and Branding

MODULE 4

Communication, Assertiveness and Influencing

MODULE 5

Mentoring, Coaching and Networking

MODULE 6

Action Learning

MODULE 7

Next Steps and Career Development

One to one coaching interventions pre and post course are also included as part of the programme, as are opportunities for delegates to come together following the programme as part of Action Learning Sets.

The Employee Resourcing team worked closely with the Force Positive Action Officer to hold **Positive Action Familiarisation events** for the 2012 PCSO recruitment campaign with groups from minority communities such as an LGBT group and African Community Centre in order to promote SWP as an employer of choice and improve the diversity of the workforce. Similar events have followed in collaboration with the Somali Community in Cardiff and Eastern BCU to encourage Somali community members to apply to join South Wales Police. There were a number of presentations by current BME colleagues about their experience of working at South Wales Police together with presentations around the types of employment available including administration, Public Service Centre Operators, Police Officers, PCSOs and Volunteers.

The external recruitment for the 2012 PCSO campaign was advertised specifically for positive action purposes i.e. not in local media. Positive

action was taken to raise awareness and to provide support and guidance to underrepresented communities across the force area.

Eleven Positive Action events were held across the force, 3 each in Eastern, Western and Northern BCUs, with 2 in Central BCU, with 253 attendees overall. 112 applications (over 44 % of attendees) were subsequently received from those that attended events representing 8.07% of all candidates. 16.07% of these applicants were successful in this recruitment process compared with 14.90% of applicants who had not attended a Positive Action event.

South Wales Police's Western Community Engagement Team played a key role in organising Wales' first ever **Transgender Sparkle** event on Saturday 17th November in partnership with Tawe Butterflies. The event took place at Brangwyn Hall, Swansea and was a huge success attracting over 500 people from around the country.

Chief Constable Peter Vaughan attended the event along with senior management and cabinet members from Swansea City Council including the deputy leader Christine Richards. In addition, there were 40 stands for the day from a number of organisations including South Wales Police, Crime Prosecution Service and Mid & West Wales Fire Service.

The aim of the event was to promote community cohesion and integration between hard to reach groups and other members of the public. It was a clear demonstration of peoples' interest to learn more about the transgender community, and highlights driven efforts to create safe spaces and support among the Transgender Community.

Transgender Day of Remembrance is marked on the 20th November every year to memorialise those killed due to anti-transgender hatred or prejudice and to raise public awareness of hate crimes against transgender people and to raise awareness of this wipe out Transphobia flags were flown

from Swansea Central Police Station and Swansea Civic Centre.

This year, a member of the Covert Operations Management Unit within Specialist Crime has been involved in developing transgender awareness within the Force. Through his work in the community he was able to introduce a person, who identifies as transgender, to colleagues who assisted her in putting together a forum which she delivered to operational officers. Through the forum, she was able to highlight how vulnerable people who identify as transgender can be and offer advice to officers on how to interact with the transgender community.

South Wales Police are committed to increasing the reporting of hate crime, particularly reporting by transgender people and, as discussed earlier, this is one of the force's six current strategic equality objectives in raising trust and confidence of our diverse communities.

The **LGBT Forum held an event at Swansea Museum** in February to celebrate LGBT History Month, mark the one year anniversary of the Forum and also screen the 'Call me Kucha - They will say we are not here' documentary which is an intimate but level-headed documentary about Ugandan homophobia that speaks with both gay activists and those persecuting them. In addition to the documentary being screened, a number of the member organisations had stands with information, and there were speeches from Cabinet Members, the Head of the Forum and the Rainbow Group.

As a result of the Swansea BAY LGBT forum meeting it was identified that there was a lack of provision for LGBT Youth in Swansea due to this a small working group was set up containing members from SWP, 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 have now been made to start an LGBT youth drop in at the venue on Thursday evenings. Child Protection Training and Safeguarding Training has also been arranged and now completed for volunteers wanting to help out during the evenings.

The Swansea Bay LGBT Forum hopes to launch the drop-in before the end of 2013.

The **Swansea Bay LGBT Unity Project** is a local initiative set up in Swansea that is dedicated to the provision of advice and support to LGBT individuals, their families and friends. The Unity Project's aims are to deliver a number of different initiatives one specifically around hate crime with the help and support of South Wales Police. The Western Community Engagement Team has assisted the project by becoming members and giving advice and guidance around hate crime along with hosting meetings within Cockett Police Station.

On the 21st Sept 2012 the Western Community Engagement Team in partnership with Bi Cymru had a stall in Swansea City centre to raise awareness of **BiVisibility Day** with the non-LGB community. During the course of the day officers spoke with over 100 members of the public and gave them an understanding of what Bi-Visibility day is all about and it also gave officers the opportunity to raise awareness of hate crime with members of the public.

In Northern BCU, the launch and continuing support of the **Rhondda LGBT Support Network** has been a priority of South Wales Police and the Community Safety Partnership.

To coincide with International Women's Day on the 8th March, an awareness day was arranged for female officers within the Force to attend a seminar in The Heronstone Hotel, Bridgend to allow 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 a fantastic opportunity which fed into the Force commitment to recruit, retain and develop staff from under represented groups.

Central BCU's **annual open day** took place at Barry Fire Station in September and attracted record numbers. Apart from the usual displays from emergency services and statutory partners, various third sector partners were also represented, such as Atal y Fro, Flying Start, Youth Services, Road Safety and Pen Yr Enfyys. The day was a resounding success in terms of positive action and selling South Wales Police as an employer of choice and an organisation that consciously recognises difference.

Youth PACT meetings are also regularly held at Stanwell School within the Central BCU area. Youth attending are able to raise concerns or issues they may have working with partnership agencies. If needed Pact Priorities are put in place. It had been identified that there was an issue with young persons under reporting crime matters. This has now been addressed with the youth PACT. The meetings are advertised on our bobby and priorities are set within the meeting.

In January, LDS staff worked with Community Engagement to **support schools** in Central BCU by participating in mock interviews for Years 10 and 11.

In recent months, numerous visits have been arranged for the African Community Centre, Abergelli Road Day Centre (Wednesday Club), St Phillips Day Centre (Monday and Wednesday Clubs) and Swansea People First to visit the South Wales Police Museum. The aim of these visits are to **work with minority groups** from across the BCU, and to increase trust and confidence but more importantly to explain that the Police are there to work with and assist the community with any problems that they may have. Further visits are planned over the coming months as visiting the Police Museum is an ideal opportunity to engage with the public.

EQUALITY IMPACT ASSESSMENTS

South Wales Police has had an Equality Impact Assessment (EIA) process in place for a number of years which is carried out 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.

We use EIAs, therefore, not only to achieve legal compliance but as a standard that is applied to all Force policies to ensure their appropriateness, effectiveness and inclusiveness. Our aim is to ensure that all the implications for equality are properly assessed during the policy development and if any impacts are identified then actions and assurance may be provided to address any mitigating actions required.

EIAs are undertaken by the owners of proposed or existing policies, practices, decisions and activities and reviewed by a trained EIA Advisor who will approve or ask for adjustment.

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

Results of EIAs are collated and published in the Annual Equality Information Report that can be found on the corporate website, which also contains other equality information to demonstrate compliance with the Public Sector Equality Duty. Other equality information within this Annual Equality Information Report includes employment monitoring, victim satisfaction rates for hate crime victims and stop and search statistics.

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, sexual orientation and Welsh language.

DRH

Disability-related harassment

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

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

ISTAM

Multiagency meeting with Police and partners where individual cases are discussed with a view to problem solving

LGBT

Lesbian Gay Bisexual Transgender

KINs Directory

Directory of Key Individuals in the Neighbourhood, who can be a channel for information and intelligence to their community.

MARAC

Multi Agency Risk Assessment Conference

NCALT

National Centre for Applied Learning Technologies

NPIA

National Policing Improvement Agency

NSPIS

National Standard Police Information System – Command & Control System

PACT

Partnerships & Communities Together

PALP

Positive Action Leadership Programme

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.

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

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.