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## **EQUALITY AND DIVERSITY JOINT PANEL**

Tuesday 8 November 2011

10.00 am

Conference Room 7

Block 7,

Weston Road, Stafford

**NB. PLEASE NOTE THE VENUE OF THIS MEETING. THANK YOU**

DAMON TAYLOR  
Chief Executive  
1 November 2011

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## **AGENDA**

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Chief Constable to report

**10. TENSIONS WITHIN COMMUNITIES - OVERVIEW**

Chief Constable to report

**11. STAFF ASSOCIATIONS AND SUPPORT ASSOCIATIONS – UPDATES**

Any relevant updates from Associations' representatives in attendance

**12. URGENT BUSINESS**

In accordance with Standing Order 5.1 (xi), to consider any matters that the Chair determines are urgent

## Staffordshire Police Authority

### MINUTES OF THE EQUALITY AND DIVERSITY JOINT PANEL HELD ON MONDAY 13 JUNE 2011 AT WESTON ROAD, STAFFORD

#### Present

Mr. F. Chapman	Police Authority Member
Mrs. C.G. Heath	Police Authority Member
Miss. E. Astles	Police Authority Administrator
Sergeant M. George	Disability Support Association
Superintendent D. Holdway	Superintendent's Association
Mr. T. Hussain	Stoke-on-Trent Citizens Advice Bureau
Mr. A. Kabal	East Staffs Race Equality Council
Detective Superintendent J. Maddox	Head of Protecting Vulnerable People
Mrs. T. Miles	Programme Manager – Corporate Services
Mr. C. Nicholson	Tamworth Organisation for Racial & Commercial Harmony (TORCH)
Ms. R. Patel	Challenge North Staffordshire
Mrs. K. Rennie	Diversity Officer
Ms. K. Salmon-Denson	UNISON
Mr. K. Sukumaran	Recruiting Organiser
Mr. D. Taylor	Chief Executive
Ms. L. Wloskowicz	Student Social Worker

**Apologies:** Ms. K. Ball (Stoke-on-Trent Citizens Advice Bureau), Mr. S. Brooks (Multicultural Association), Mrs. R. Crawley (Police Authority Member), Mrs. C. B. Edwards (Police Authority Member), Ms. J. Hawes (Stoke-on-Trent Citizens Advice Bureau), Mrs. H. H. Iqbal (Police Authority Member), Assistant Chief Constable Sawyers, Mrs. J. Waldron (Diversity Officer).

#### PART ONE

##### 1. APPOINTMENT OF CHAIR

Mrs. C.G. Heath nominated Mr. F. Chapman Chair of the Panel for the duration of the meeting.

#### RESOLVED:

That Mr. F. Chapman be appointed as the Chair of the Panel for the meeting.

##### 2. TERMS OF REFERENCE

The Chief Executive reported that the Terms of Reference for the Panel had been revised to include reference to Human Rights. Copy revised Terms of Reference attached at Appendix A.

#### RESOLVED :

That the revised Terms of Reference be received and noted.

### **3. MINUTES**

**RESOLVED:** That the minutes of the meeting of the Equality and Diversity Joint Panel held on 31 January 2011 be confirmed and signed by the Chair.

### **4. PERFORMANCE HUB – UPDATE ON STRATEGIC ISSUES**

The Panel was advised that the performance data normally presented to the Panel had been incorporated in the draft Equality and Diversity Monitoring Report 2010/11 which the Force was legally bound to produce each year. Copy circulated and attached at Appendix B.

The Panel reviewed the performance data contained in the Monitoring Report in relation to Confidence and Satisfaction; Recruitment; Retention and Progression; Disproportionality; Hate Crime and the Criminal Justice System. Clarification was given as to why data in relation to employment monitoring; workforce profile; retention; and grievance cases was not included in the report.

Referring to the increase in the disproportionality rate for stop searches for the period April 2010 to March 2011 and the fact that a BME individual was twice as likely to be stop and searched than a white individual, the representative from East Staffs Race Equality Council sought assurance that everything possible was being done to address this. In response the Panel heard that the Force regularly monitored this situation and that any anomalies were reported to the Professional Standards Committee. A question was also posed about how hate crime and incidents were recorded and the accuracy of that recording. Assurances were given that all such recordings were monitored and scrutinised by the Force and that process allowed for the re-recording of crime and incidents where continuing enquiries had revealed that the incident had been hate motivated.

#### **RESOLVED:**

That the updates be received and noted.

### **5. EQUALITY LANDSCAPE – UPDATE REPORT**

The Panel received an update from the Force's Diversity Officer on the Equality Landscape including progress against the Equality Standard and the Equality Act 2010, update report attached as Appendix C to the signed minutes of the meeting.

Members were advised that in March 2011, the Strategic Equality Steering Group (SESG) had agreed to prioritise three key units of the Equality Standard as outlined in the report, with particular focus on hate crime to include monitoring resolution rates as well as wider issues such as the numbers of reported/recorded crimes and incidents, internal and external hate crime awareness and partnership working.

At its meeting on 1 November 2011, the Panel had requested further information on the National Hate Crime Toolkit Audit (Minute 9 (c) refers) and the findings of this Audit had also been included on the report presented to the Panel. A brief explanation was given on how the Audit had been conducted and members reviewed the findings which included examples of poor practice and noted key qualitative concerns. The representative from East Staffs Race Equality Council requested feedback on the recommendations of the Audit and the Head of Public Protection agreed to provide a report to a future meeting of the Panel. Mrs. H.H. Iqbal, as the

lead member on hate crime, would be invited to review a selection of hate crime and incidents data.

A representative from the Stoke-on-Trent Citizen's Advice Bureau advised that they compiled their own data on satisfaction levels of the victims of hate crime and incidents they encountered and offered to share this information with the Force if they felt that it would be beneficial.

With regard to the Equality Act 2010, it was reported that the Government had announced its decision to rethink and consult on proposed Specific Duties. The consultation period had ended on 21 April 2011 and the Government had not yet published revised Specific Duties. In the interim the Force was continuing to publish data as per "old" duties.

**RESOLVED:** That

- (1) the report be received and noted;
- (2) the Head of Protecting Vulnerable People provides feedback on the recommendations of the Hate Crime Toolkit Audit to a future meeting of the Panel.
- (3) the Authority and hate crime lead member be invited to dip sample recorded hate crime data;
- (4) the Diversity Officer liaises with the Stoke-on-Trent Citizen's Advice Bureau re the submission of their data on hate crime satisfaction rates.

## **6. AUTHORITY EQUALITY SCHEME 2011/12**

The Authority's Equality Scheme for 2011/12 had been circulated to members, copy attached as Appendix D.

The Chief Executive reported that given that police authorities were due to be replaced in May 2012 by directly elected Police and Crime Commissioners, the Authority had developed an Equality Scheme for 2011/12 which built on the previous 2008/11 Scheme. The updated Scheme reflected on new legislation and incorporated the appropriate changes to ensure that it remained both relevant and current. The Action Plan contained within the Scheme had also been revised.

**Recommend to the Police Authority;**

- (1) the report be received and noted and ;
- (2) the Authority Equality Scheme 2011/12 and the incorporated Action Plan be approved.

## **7. COMMUNITIES FIRST**

The Chief Constable's report presented the Panel with an update on the Equality Impact Assessment process for the Strategic Resource Plan and provided details on any work force changes that had occurred as a result of the implementation of the Plan for the period 1 April 2010 to 31 March 2011. Copy report attached as Appendix E.

Members were advised that all of the recommendations of work packages had been considered by the Strategic Resource Panel along with the associate risks, including the impact on individual police officers and police staff members. The report provided full details of the process and the recommendations for member's consideration.

**RECOMMENDED:** That

- (1) the update be received and noted and;
- (2) a further report be submitted to a future meeting when all the work packages affecting structures had been implemented.

## **8. STRATEGIC EQUALITY STEERING GROUP – ACTION PLAN**

The Head of Protecting Vulnerable People gave an oral update on the Strategic Equality Steering Group Action Plan which included the outcome of the Force's review on Independent Advisory Groups and the recommendations of the Hate Crime Toolkit Audit. A handout was provided on the Forces "7 Step Action Plan for Hate Crime and Incidents" (Appendix F) and members were given a brief overview of the Plan and what it hoped to achieve.

**RESOLVED:** That

- (1) the oral report be received and noted; and
- (2) the action plan be monitored and updates reported back to the Panel.

## **9. TENSIONS WITHIN COMMUNITIES – OVERVIEW**

The Panel received an oral update on the overview of tensions within communities and how the Force captured community tensions, together with specific examples of recent incidents in Staffordshire were discussed.

**RESOLVED:**

That the oral update be received and noted.

## **10. STAFF ASSOCIATIONS AND SUPPORT ASSOCIATIONS – UPDATES**

The representative from the Disability Support Association reported that the organisation had been approached by Staffordshire and Stoke-on-Trent Fire and Rescue Service for support as they did not have an association of their own.

The Multicultural Association had held its AGM on 26 May 2011 and has donated £500 to the Afro Caribbean Association in Tamworth. Concerns were expressed over the loss of two BME officers under Regulation A19 Procedures.

**RESOLVED:**

That the oral update be received and noted.

## **11. DIVERSITY TRAINING**

The Chief Executive reported that Mrs R. Crawley, Mrs. H.H. Iqbal and Mr D. M. Pearsall had attended the Human Rights training hosted by West Midlands Police Authority on 11 February 2011. Feedback on the training had been very positive.

### **RESOLVED:**

That the oral update be noted.

**Duration of meeting:** The meeting commenced at 2.00pm and concluded at 3:25pm

**MR F. CHAPMAN  
CHAIR**



**STAFFORDSHIRE POLICE AUTHORITY**

**Equality and Diversity Joint Panel - 8 November 2011**

**PERFORMANCE HUB UPDATE – STRATEGIC ISSUES**

**Report of the Chief Constable**

**Purpose of Report**

1. To present the Panel with the Equality and Diversity Strategic Update for October 2011.

**Background**

2. The remit of the Panel is to review performance data with regard to the Performance Hub and in the areas of Confidence and Satisfaction; Recruitment, Retention and Progression; Disproportionality; Hate Crime; Criminal Justice System and the Equality Landscape.
3. Attached at **Appendix 1** is the October 2011 Equality and Diversity Strategic Update.

**Recommended: That**

- (1) the Panel note and receive the update in the above areas; and
- (2) the recommendations for each of the above areas be endorsed.

**MIKE CUNNINGHAM**  
**Chief Constable**

**Contact: Kathleen Rennie** (Senior Equality and Diversity Officer)  
**Tel: 01785 232332**





# Equality and Diversity Strategic Update October 2011



## 1. Confidence and Satisfaction

This section measures our performance against the Equality Standard units 1B and 4B:

1B - Working with partners, the organisation regularly updates the profiling of diverse individuals and communities to understand their experiences and differing needs.

4B - Those in the workforce who engage directly with the public demonstrate an understanding of diverse individuals' and communities' perceptions of 'quality of life' issues, and are able to use this knowledge to help them deliver their roles effectively.

### Feeling the Difference

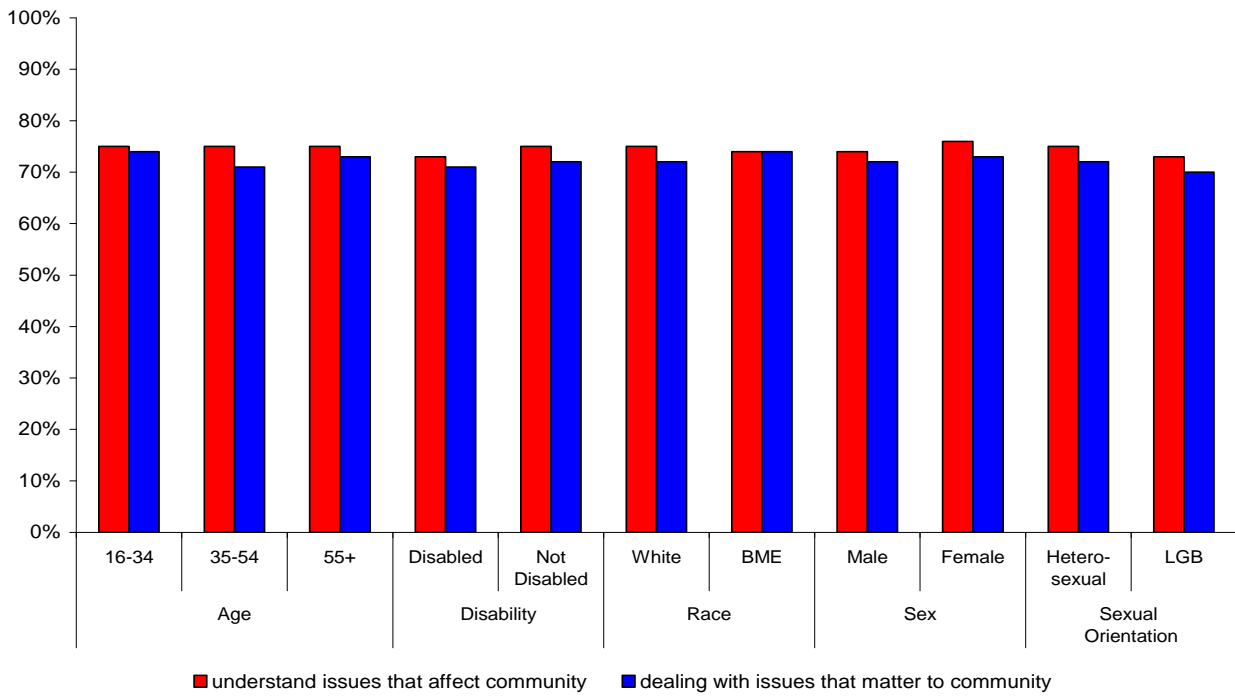
Feeling the difference surveys are carried out every six months by an independent research company. 1450 people are surveyed each time and are asked their views on quality of life issues.

The following chart shows the results for four of the protected groups for the period December 2009 to March 2011 to the following questions :

Do you agree that Staffordshire Police understand issues that affect this community?

Do you agree that Staffordshire Police are dealing with things that matter to this community?

The chart shows the level of agreement across the protected groups that Staffordshire Police understand issues that matter ranges from 73% to 76% and that Staffordshire Police deal with issues that matter ranges from 71% to 74%. For BME respondents the level of satisfaction was 74% across both areas. For other protected groups, the level of agreement for understanding issues is higher than for dealing with issues.

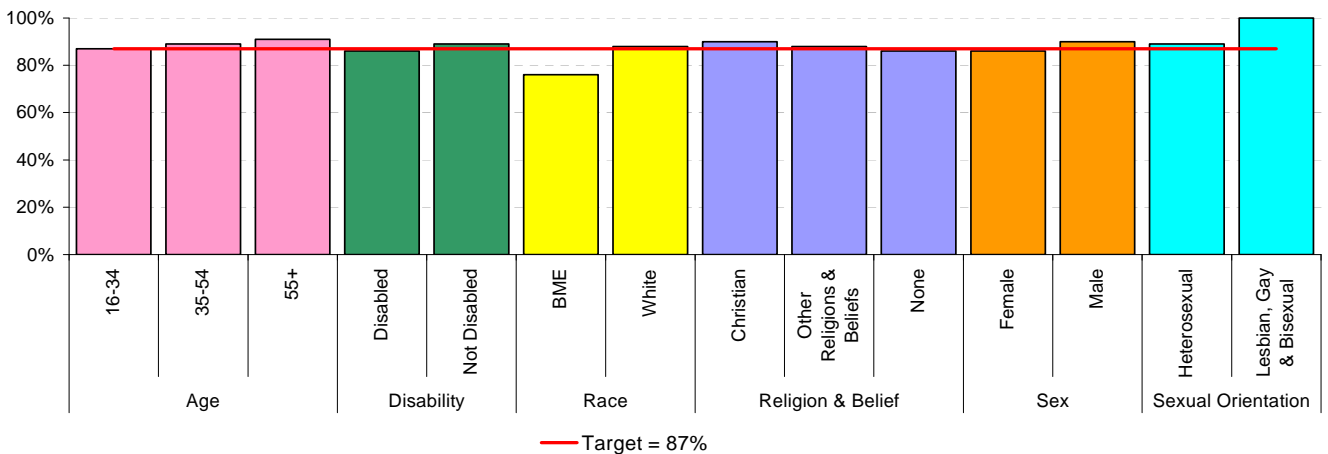


**Recommendation**

- There are no issues of concern therefore continue to monitor the Feeling the Difference results through the Equality and Diversity Joint Panel (EDJP) and the force Strategic Equality Steering Group (SESG)

### Customer Satisfaction for Crime

The chart below shows the difference in customer satisfaction for victims of crime for five crime types: assault, burglary, vehicle, race hate crime and road traffic collisions across the six protected groups over a rolling 12 month period ending 30.9.11



Sample Size	689	922	436	263	1779	145	1903	1056	152	844	836	1217	2021	9
Satisfaction	87%	89%	91%	86%	89%	76%	88%	90%	88%	86%	86%	90%	89%	100%

The chart shows the satisfaction rate for BME victims is the lowest at 76% with a gap of 12% compared to White victims and lower than the force target of 87%. LGB victims are the most satisfied with a satisfaction rate of 100%.

Weighting is given to each crime type to give an equal influence to the satisfaction rates. However this weighting allows small numbers to have undue influence on the overall satisfaction rate. The numbers of people in the BME category is small and that together with the weighting causes volatility which can result in significant changes in satisfaction levels over short periods of time.

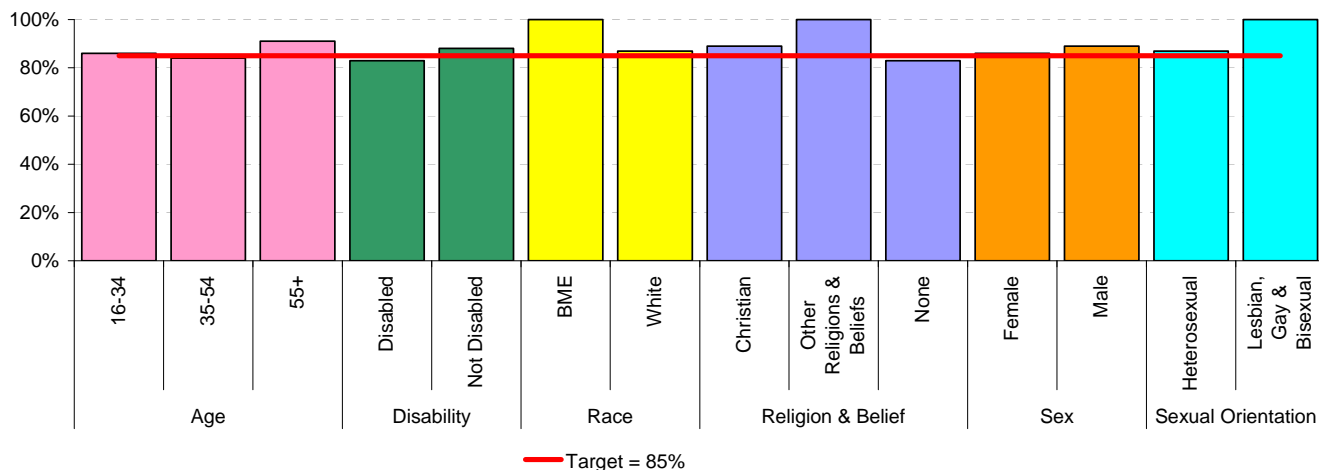
Reasons given for dissatisfaction amongst BME respondents do not relate to their race they include: slow response, no action taken, not taken seriously, not kept informed, problem not solved (particularly for race hate crime for which there are examples of more than one incident over a period of time).

**Recommendation**

- **Continue to monitor the satisfaction rates and investigate when there are gaps.**

## Customer Satisfaction for ASB

This chart indicates differences in customer satisfaction for victims of anti social behaviour (ASB) across the six protected groups over a rolling 12 month period ending 30.09.11. The customer satisfaction rate for victims of ASB ranges from 83% to 100%. The LGB, BME and Other religion and beliefs victims are the most satisfied with satisfaction rates of 100%. The difference in satisfaction rates are not significant.



Sample Size	123	315	257	181	522	2	697	470	3	235	452	259	693	5
Satisfaction	86%	84%	91%	83%	88%	100%	87%	89%	100%	83%	86%	89%	87%	100%

### Recommendation

- Continue to monitor the satisfaction rates for ASB across the protected groups through the EDJP and the SESG

## 2. Recruitment Retention and Progression

The force currently has a recruitment freeze for police officers, police staff and specials.

Since 1.4.11 there have been two promotion processes for Chief Inspector and Superintendent. One female was successful in the Chief Inspector process.

### Recommendation

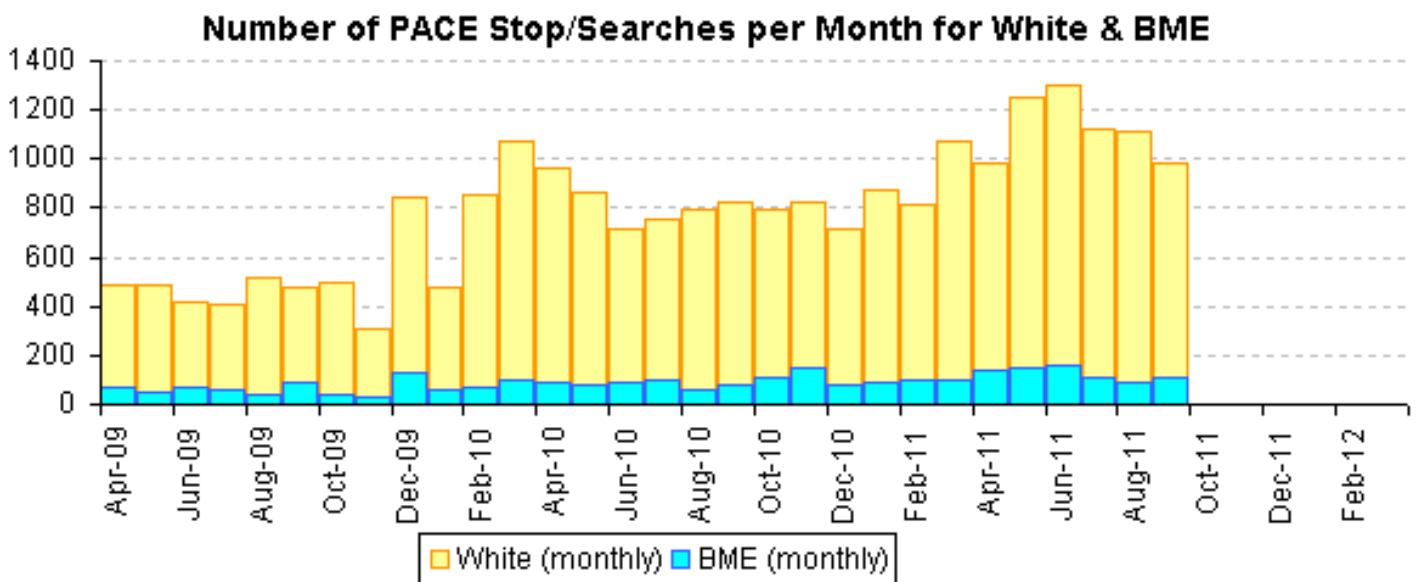
- Continue to monitor recruitment, retention and progression.

## 3. Disproportionality

This section measures our performance against the equality standard unit 2B. “The organisation ensures that the workforce has a practical understanding of disproportionality and the impact this can have on interactions with the public.”

### Stop and Search

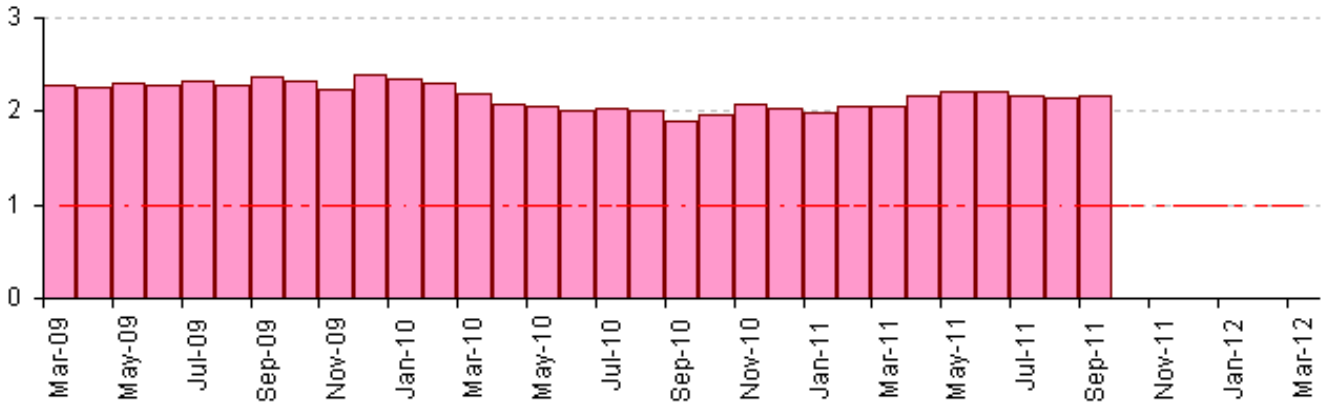
The chart below shows the number of stop searches per month between April 09 to September 11.



During the last 12 months there has been an increase in stop searches by 34% across the force. Stop searches of White individuals saw an increase of 32% and stop searches of BME individuals saw an increase of 50%.

The chart below shows the rolling 12 month disproportionality rate for stop searches from March 09 to September 11.

### Disproportionality

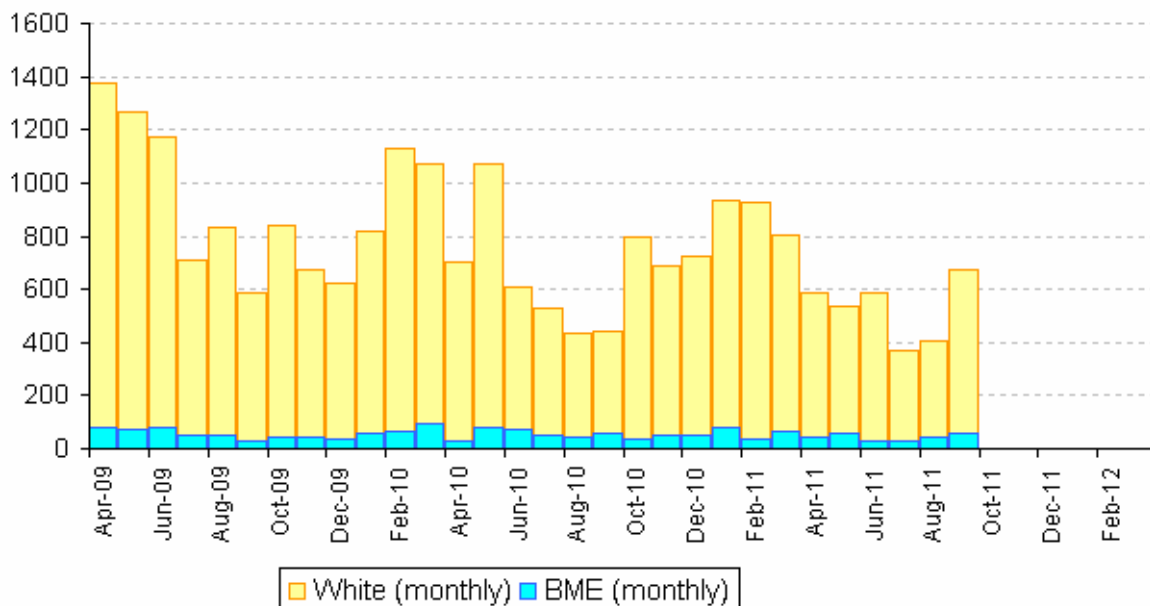


The disproportionality rate has increased slightly from 1.9 to 2.2 in the last 12 months. This means if you are a BME individual you are 2.2 times as likely to be stopped and searched than a White individual.

### Stop and Account

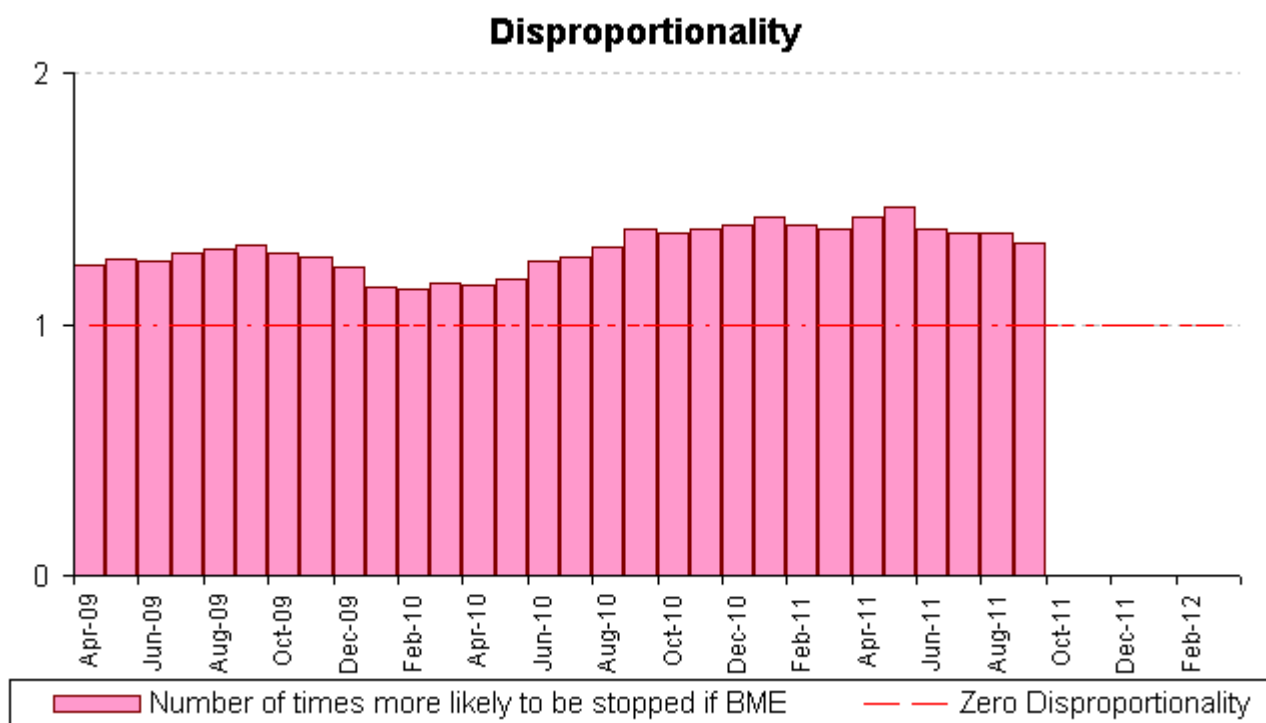
The chart below shows the number of stop and accounts per month for the period April 09 to September 10.

### Number of Stop & Account per Month for White & BME



The number of stop and accounts has decreased in the last 12 months by 10%. There were 10% fewer stop and accounts for White individuals and 14% fewer stop and accounts for BME individuals.

The chart below shows the rolling 12 month disproportionality rate for stop and accounts from April 09 to September 11.



The disproportionality has remained constant at 1.3 for the last 12 months. This means a BME individual is 1.4 times more likely to be stopped than a White individual.

**Recommendation**

- **Continue to monitor the disproportionality through the EDJP and the SESG**

#### 4. Hate Crime and Incidents

This section measures our performance against the equality standard unit 5B. “Work with partners identifies the factors that can create vulnerability for diverse individuals and communities, and action is taken to protect those people from harm”

“Hate crimes and incidents are taken to mean any crime or incident where the perpetrator’s hostility or prejudice against an identifiable group of people is a factor in determining who is victimised.”

## Hate Crime Resolution Rate

The force set ten policing priorities for 2011/12 and priority number nine is to have a resolution rate for hate crime of 55%.

Policing Priorities 2011/12	Apr to Sep 2011 Performance	Apr to Sep 2011 Target
Resolution rate for hate crime (sanction detections, community resolutions including professional judgement)	49.6%	55%

Only the following resolutions have been approved by the force:

- Z3 - resolved in accordance with victim's wishes
- Z4 - resolved in proportion to offence without victim's consent
- Z9 - resolved with local resolution – professional judgement
- D9 - formal community resolution process through Youth Offending Services

As a consequence some other often more positive resolution are not credited.

E.g. last year a Z3 would have been achieved by:

Victim states that offender has racially abused him but does not wish the police to take any action nor the offender speaking to. This could legitimately attract a Z3 resolution but it consists of nothing more than recording the crime. **These have not been approved since April – this will affect the volume of resolutions.**

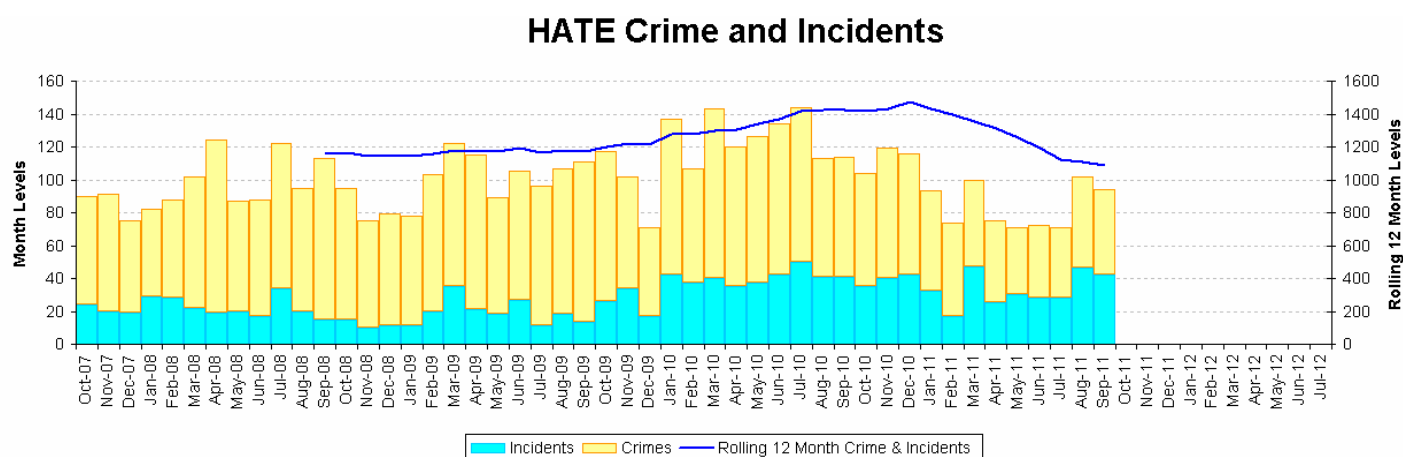
## Hate Crime “Other” Category

In September the force introduced a new hate crime category of “Other” in addition to the five existing hate crime categories. This new category will capture hate crimes and hate incidents which sit outside the five nationally monitored (disability, race, religion/belief, sexual orientation, transgender) categories but are based on the perpetrator's hostility or prejudice.

An example of an “Other” hate crime is the case of Sophie Lancaster who was murdered for being a ‘Goth’.

## Hate Crimes and Incidents - Figures

The chart below shows the number of hate crimes and hate incidents month on month from October 07 to September 11.



During the period April to September 2011 there were 485 hate crimes and hate incidents which is a decrease of 35% compared to the same period last year. The reduction in hate crime and incidents is across all types of hate crime with religion and belief and transphobic have the largest reductions of 55% and 75% respectively.

The table below shows the number of hate crimes and hate incidents broken down by division and type of hate crime. There are significantly more reported race hate crimes than any other type of hate crime.

April 2011 to September 2011

LPT	Age	Disability	Gender	Homophobic	Race	Religion & Belief	Transphobic	Other	Total
Staffordshire Moorlands	0	0	0	3	19	0	0	0	22
Newcastle District	0	3	0	5	34	2	0	0	44
Cannock Chase	0	5	0	2	25	0	0	0	32
South Staffordshire	0	1	0	1	17	0	0	0	19
Stafford Borough	0	2	0	5	27	1	0	0	35
Stoke-on-Trent North	0	5	1	5	63	0	0	0	74
Stoke-on-Trent Central	0	4	1	6	66	2	0	0	79
Stoke-on-Trent South	0	3	0	4	47	0	1	0	55
East Staffordshire	0	5	0	4	44	0	1	0	54
Lichfield District	0	3	0	4	15	0	0	0	22
Tamworth	0	6	0	2	40	0	0	1	49
<b>Force</b>	<b>0</b>	<b>37</b>	<b>2</b>	<b>41</b>	<b>397</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>485</b>

The Strategic Equality Steering Group (SESG) is trying to identify reasons for the reductions especially at a time when we were trying to increase the reporting of disability hate crime. A reduction in the number of public order incidents may explain

some of the reductions in the race hate crime. Processes have been examined and the issue has been discussed with partners. However no conclusions have been made about the reasons for the reductions.

#### **Recommendation**

- **SESG to continue to examine the reasons for the reductions in hate crimes and incidents**

## **Hate Crime Review**

The Equality and Diversity Unit completed the hate crime audit in March. The audit looked at hate crimes and incidents reported in a 12 month period prior to December 2009 using a national hate crime toolkit. The audit examined each case from when the call was taken through to the outcome at court to identify good practice and lessons to be learnt.

In April the force completed a separate force response to hate crime review. This reviewed how we respond to hate crimes and hate incidents and examined hate crime policy and procedures.

Recommendations from both reviews have been discussed at the force SESG.

The Equality and Diversity unit will set up a review team to continue to monitor hate crimes and incidents through dip sampling files on a regular basis. The review team will include a member of the police authority.

#### **Recommendations**

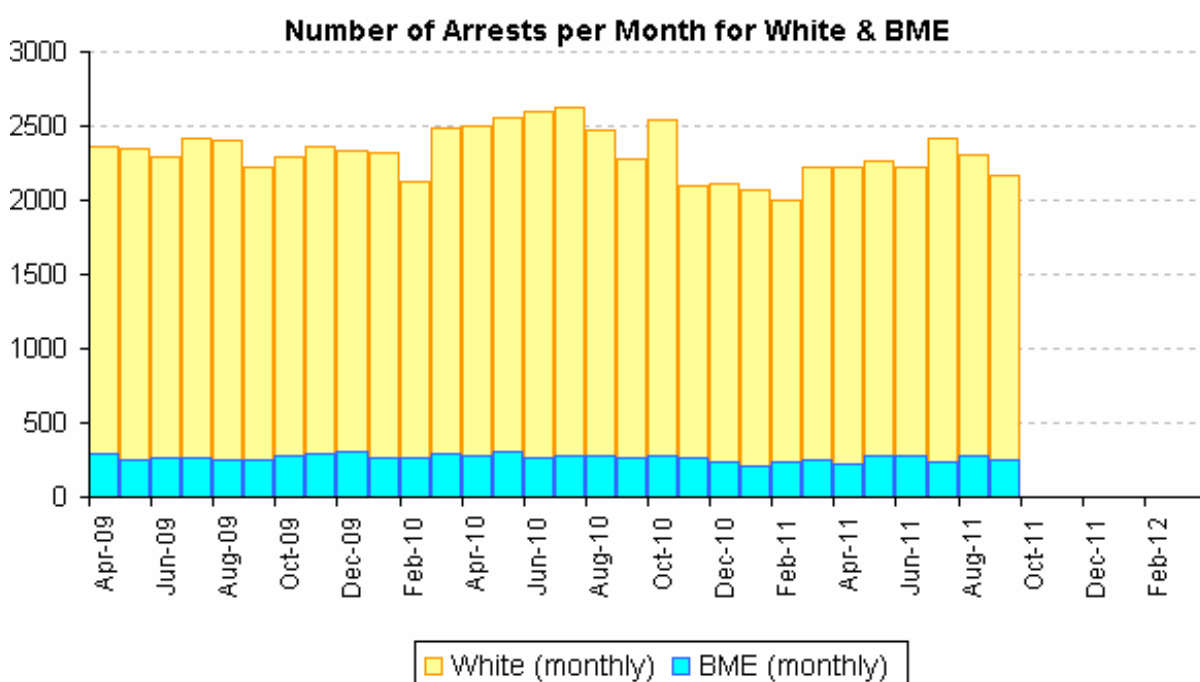
- **SESG and EDJP to monitor the progress of the hate crime review recommendations.**
- **The results of the review team to be fed into SESG and EDJP.**

## 5. Criminal Justice System

This section measures our performance against the equality standard unit 6B “The organisation can demonstrate that it recognises heightened risks of disproportionality within arrest, custody, bailing and disposal, and has action plans in place to tackle them.”

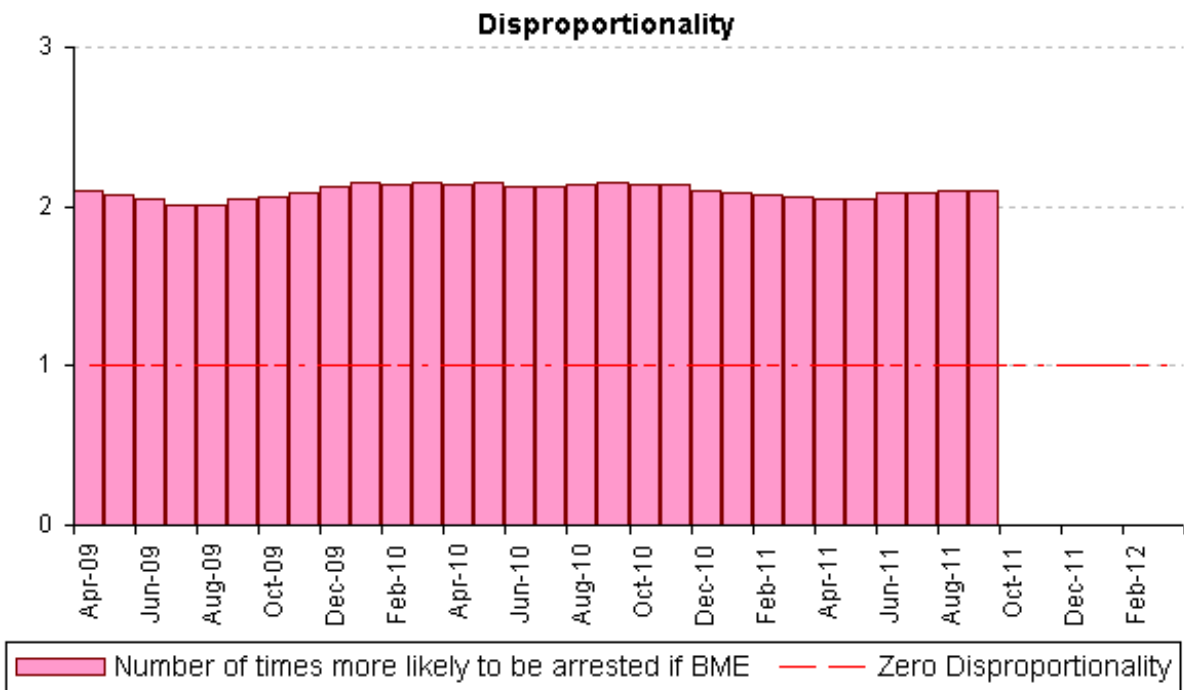
### Arrests

The chart below shows the number of arrests per month for BME and White individuals from April 09 to September 10.



During the last 12 months the number of arrests has decreased by 8% to 29,663 compared to the previous 12 months. In the period April to September 2011 3024 BME individuals were arrested and 2639 White individuals were arrested.

The chart below shows the 12 months rolling disproportionality rate for arrest from April 09 to September 11.



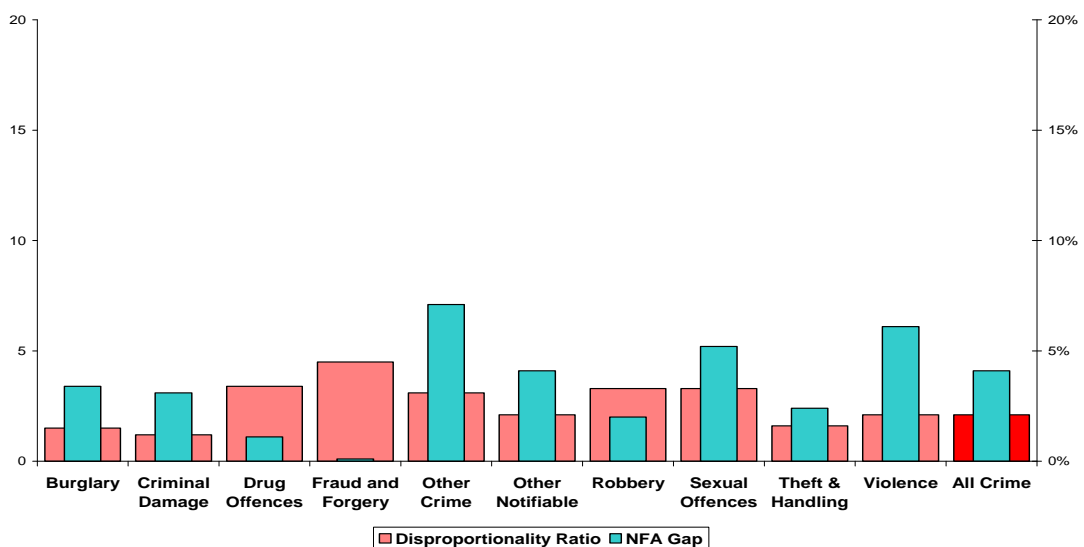
The disproportionality rate for arrest has remained constant at 2.1 during the last 12 months. This means a BME individual is 2.1 times more likely to be arrested than a White individual.

### Arrest Disproportionality Ratio and NFA Gap

The chart below shows the disproportionality rate across the different reasons for arrest. It compares the arrest disproportionality rate with the no further action (NFA) gap.

The NFA gap is the difference between the % White detainees and the % BME detainees that are released from custody following arrest where no further action is taken. The chart shows where the BME NFA rate is higher than the White NFA rate.

A high arrest disproportionality rate combined with a wide NFA gap may indicate areas for further scrutiny, a high disproportionality rate and a low NFA rate leading to a high level of charge/caution etc may be justifiable.



The chart indicates varying levels of disproportionality across the offence types ranging from BME detainees being 1.2 times as likely to be arrested for criminal damage to being 4.5 times more likely to be arrested for fraud and forgery.

The NFA gap is statistically significant for the following offence types: criminal damage, other crime, other notifiable and violence. Other crime offences are an area where we would expect the disproportionality to be high as 13% of the offences are due to arrests under the Immigration Act. Similarly 20% of other notifiable offences are due to arrests for illegal entry to the UK.

Criminal damage and violence although having a statistically significant NFA gap have a low disproportionality rate of 1.2 and 2.1 respectively. Therefore no further scrutiny is required however both rates will need to continue to be monitored.

#### **Recommendation**

- **Continue to monitor the BME NFA rate and disproportion rate for criminal damage and violence.**

## **6. Equality Landscape**

### **Equality and Human Rights Commission Inquiry**

The Equality and Human Rights Commission (EHRC) published its report of their inquiry into disability related harassment “Hidden in Plain Sight” on 12.9.11.

The Inquiry had looked at the steps taken by public authorities to eliminate disability-related harassment and to address its causes, including prejudice and negative attitudes; and how public authorities have ensured the involvement of disabled people in eliminating harassment and its causes – for example by effective joined-up reporting procedures.

The report sets out a wide range of recommendations for national and local public authorities for preventing and tackling the targeted harassment of disabled people.

The recommendations are categorised into three main sections:

- core recommendations – seven core recommendations apply to all public authorities, including Government and the criminal justice agencies, which the EHRC believes will show society is achieving progress in tackling harassment.
- targeted recommendations – 77 targeted recommendations which specific agencies should take to improve their performance, and on which the EHRC will consult with agencies over the next six months to develop into final recommendations. Seven of the targeted recommendations apply to the police service.
- lessons to be learned - as part of the Inquiry, the EHRC examined ten very serious and high-profile cases in which disabled people had died or been seriously injured in order to learn lessons for the future. As a result, the EHRC urges all public authorities to consider how to apply the learning from these cases and incorporate the core lessons into their practice. 44 lessons to be learned were identified of which 21 apply to the police service.

The EHRC see the report as an interim step and are having a six month period of consultation with stakeholders. They will consult on whether these are the right steps, how they might work and whether there are any other measures which might be more effective. They want to find out how the recommendations can be embedded in planned initiatives, and be cost-effective.

The equality and diversity unit are completing a gap analysis against the recommendations and this will be fed into SESG.

#### **Recommendation**

- **SESG and EDJP to monitor the progress of the EHRC recommendations**

### **Equality Act 2010 – Specific Duties**

The Equality Act 2010 has three aims. It requires public authorities (including Staffordshire Police and Staffordshire Police Authority) to have due regard to the need to:

- **eliminate unlawful discrimination**, harassment, victimisation and any other conduct prohibited by the Act:
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it and;
- **foster good relations** between people who share a protected characteristic and people who do not share it.

Having **due regard** means consciously think about the three aims of the Equality Duty as part of the process of decision making. This means that consideration of equality issues must influence the decisions reached by public bodies – such as in how they act as employers, how they develop, evaluate and review policy, how they design deliver and evaluate services and how the commission and procure from others.

The Act also includes specific duties which help public authorities in meeting the equality duty and having due regard. The specific duties require public authorities including Staffordshire Police and Staffordshire Police Authority to:

- publish information that demonstrates their compliance with the Equality Duty by 31.1.12 and subsequently at least every 12 months.
- publish the information in a manner that is accessible to the public and allows the information to be published as part of another document.
- prepare and publish one or more equality objective by 6.4.12 and subsequently at least every four years.

#### **Recommendations**

- **Force to publish equality information by 31.1.12**
- **Force to publish equality objectives by 6.4.12**

### **British Sign Language (BSL) Video Clips**

On 26.9.11 Staffordshire Police launched five BSL videos for people who are deaf or hard of hearing. The videos were unveiled on the force website to mark European Day of Languages and to enhance access for BSL users to services provided by the police.

The videos last almost seven minutes in total and include details about how to contact the force in an emergency and non-emergency, how to reach local officers and where to find Staffordshire Police on social media.

## **Deaf Awareness DVD**

A Deaf Awareness DVD was launched on the force Intranet on 15.9.11. The DVD is available to view on the Learning and Development website on the self directed learning webpage and it can also be accessed from the Equality and Diversity website.

The DVD shows two scenarios involving police officers communicating with people who are deaf. It explains some do's and don'ts when speaking with people who are lip reading or using a British Sign Language Interpreter.

## **BSL Introduction Course**

In September five members of staff commenced a 10 week introduction to BSL course at Deaflinks Stoke on Trent. Five officers from the Northern Custody facility and a PSCO from Hanley volunteered. Officers were selected from custody following the EIA which identified gaps in how to communicate with someone in custody who was deaf or hard of hearing.

## **Stonewall Workplace Equality Index 2012**

The force submitted its evidence for the Stonewall index on 9.9.11. The results will be announced in January 2012. The index consists of 25 questions and 109 criteria. The force achieved 34<sup>th</sup> position in top 100 index with its last submission in 2010.

The Equality and Diversity Unit are using the index as a benchmark to self assess the force's performance across all of the protected groups. A gap analysis is being completed against the index and recommendations will be fed into SESG.

### **Recommendation**

- **SESG and EDJP to monitor the progress of the Stonewall recommendations**

## **Trans Awareness Training**

A one day trans awareness training course is being run on 21.11.10 for 16 people as part of the force sponsorship of the Gender Advisory Bureau.

## **LGBT Conference**

The force LGBT Association (formerly the LGB Group) is organising a LGBT awareness conference on 9.2.12 at the Britannia Stadium, Stoke on Trent. The Chief Constable will open the conference followed by speakers on the following subjects:

Homophobia in sport

LGBT hate crime

Trans awareness

Homophobia in schools – Stonewall ‘Education for all’ programme

Same sex domestic violence

LGBT Media

**STAFFORDSHIRE POLICE AUTHORITY**

**Equality and Diversity Joint Panel - 8 November 2011**

**GOVERNMENT CONSULTATION ON THE REFORM OF THE  
EQUALITY AND HUMAN RIGHTS COMMISSION**

**Report of the Chief Constable**

**Purpose of Report**

1. To present the Panel with an update on the Government Consultation on the reform of the Equality and Human Rights Commission.

**Background**

2. The remit of the Panel is to review
3. Attached at **Appendix 1** is the Government Consultation on the reform of the Equality and Human Rights Commission update

**Recommended:**

That the Panel note and receive the update in the above area.

**MIKE CUNNINGHAM  
Chief Constable**

**Contact: Kathleen Rennie** (Senior Equality and Diversity Officer)  
**Tel: 01785 232332**



## Government Reform of the Equality and Human Rights Commission

On the 22<sup>nd</sup> of March 2011, the Government published a consultation document: “Building a fairer Britain: Reform of the Equality and Human Rights Commission”. In the document the Government is critical of the Commission’s performance and outlines a key concern that the Equality and Human Rights Commission’s (EHRC) remit is too broad and includes activities that could be completed more cost effectively by others.

The Government recognises a clear legal need for an independent equality regulator and national Human Rights Institution. However, the consultation, which closed on 15<sup>th</sup> June 2011, was based on the Government’s plan to “retain the EHRC but substantially reform it to focus on the areas where only it can add value, to increase its accountability to the Government, Parliament and the public, and to improve its effectiveness and value for money”.

Within the consultation document, the Government proposed legislative and non-legislative reforms in three key areas:

To set out more clearly the EHRC’s core functions as an independent equality regulator and National Human Rights Institution;

To stop non core activities and, where appropriate, make alternative provision, where they can be done better and/or more cost-effectively by Government or other civil society/private sector providers;

To clarify the Commission’s relationship to Government and strengthen further its governance and systems to provide greater transparency, accountability and value for money.

The consultation included seven questions based mainly around limiting the EHRC’s core regulatory functions. There were also seven questions which asked for views and comments on proposals for non-legislative areas of responsibility. Staffordshire Police provided a response for all 14 questions although there were a few key themes that were replicated throughout. The following summarises points raised by Staffordshire Police.

The force acknowledged that the Commission has experienced a number of well publicised problems which underline a need for reform, and agreed the Commission needs to be more transparent, accountable and give greater value for money. However, the legislative and non-legislative proposals should be seen alongside other changes.

The Commission is facing reduced funding, reduced staffing levels and fewer offices. This will potentially limit the work that the Commission can undertake. It could result in members of the public finding it more difficult to access support for equality issues; and people could find it increasingly difficult to use the provisions of the Equality Act to challenge organisations. Added to this, if the Commission’s power is reduced as proposed:

Where will people be able to go for redress?

What will be in place to ensure voluntary groups will have sufficient funding and resources to work in partnership with the Commission?

How will the Commission be able to monitor public bodies given the proposal for organisations to publish limited accountable information?

At first glance some of the reforms look to be positive. However, on closer inspection it is not clear how the changes will be practically implemented and whether they will actually result in a positive outcome for people who experience discrimination. It is important to ensure that a need to improve financial and management practices does not result in adverse legislative changes. The proposals appear to leave issues unresolved and many questions unanswered such as those outlined above.

Overall the proposals appear too restrictive. This could be addressed by introducing reforms based on public requirements. For example, a Commission that is committed to working to publicly agreed Terms of Reference and which is directly accountable to the public may present a viable alternative to the proposed legislative and non-legislative reforms.

To date there has been no further communication from the Government about the consultation.

Equality and Diversity Unit.  
October 2011

**STAFFORDSHIRE POLICE AUTHORITY**

**Equality and Diversity Joint Panel 8 November 2011**

**EQUALITY IMPACT ASSESSMENTS**

**Report of the Chief Constable**

**Purpose of Report**

1. To present the Panel with the Equality Impact Assessments update.

**Background**

2. The remit of the Panel is to review
3. Attached at **Appendix 1** are the Equality Impact Assessment updates in relation to:-
  - Custody Policy
  - Social Media
  - Redeployment Procedure for Police Staff
  - Sudden Death Policy
  - Graded response - THRIVE

**Recommended:**

That the Panel note and receive the update in the above areas.

**MIKE CUNNINGHAM**  
**Chief Constable**

**Contact: Kathleen Rennie** (Senior Equality and Diversity Officer)  
**Tel: 01785 232332**



## EIA Update

Since 5 November 2010 the following issues have been raised on EIA's

### **Custody Policy**

#### **Aims of the policy**

The purpose of this policy and the associated procedures is to provide a corporate approach to processes within Staffordshire Police Custody facilities. The emphasis is on the fair and equitable treatment and care of all detained persons according to their individual needs within a functional and safe environment and to reassure the public that all staff operating in custody are exercising their powers fairly, ethically, consistently and in line with relevant legislation.

#### **Evidence**

Custody data from the National Strategy for Police Information Systems (NSPIS) custody system shows the following breakdown of people who were detained in Custody for the period Sept 2009 to Aug 2010

#### **Age**

9.6 % (3083) of detainees were young people (16 years & under)

#### **Disability**

120 people were detained under S136 of the Mental Health Act.  
17 people (not detained under the Mental Health Act) also had mental health issues  
3 people were deaf/hard of hearing  
6 people had learning disabilities  
23 people were dyslexic  
15 people had ADHD/Autism  
2 people were wheelchair users.

#### **Gender**

16% (5154) of detainees were female and 84% (26924) of detainees were male.

#### **Race**

89% (27627) of detainees were White, 10% ( 3220) of detainees were BME (Black and Minority Ethnic) and 10% of detainees their ethnicity was not stated. Using population data against the custody data this gives a disproportionality rate of 3.7 which means BME individuals are 3.7 times more likely to be arrested and detained in custody than White individuals. This disproportionality rate has remained stable at between 3.6 and 3.7 for the last two years.

The NSPIS custody system does not record data for religion or belief, sexual orientation, or transgender.

## **Adverse Impact**

The information below outlines some of the provisions that are made to care for people in custody which reduce / remove the adverse impact.

### **Age**

- Young persons in custody (16 years & under) must have an Appropriate Adult present to assist, support and advice them.

### **Disability**

- People with communication difficulties who are deaf/hard of hearing must have an interpreter.
- Those adults who are considered vulnerable due to mental ill health or learning disabilities should have an Appropriate Adult present to assist, support and advice them
- Specific dietary needs are catered for as required.
- Individual rights and entitlements that detained persons have to be given whilst in custody are available in large print and audio.
- People who require medication will be allowed to speak privately with a police surgeon and their needs addressed as directed by the doctor.

### **Gender**

- Any searches of the person whilst in custody should be by an officer of the same sex likewise if the detained person requires a shower then they are supervised by an officer of the same sex.
- Hygiene packs (sanitary items) are readily available for females.

### **Race**

- People with communication difficulties because English is not their first language must have an interpreter. Either in person or via the telephone.

### **Religion or Belief**

- There is provision for people to observe their faith whilst in custody and religious texts are available.
- Specific dietary needs are catered for as required.

### **Transgender**

- Any searches of the person whilst in custody should be by an officer of the same sex as the person appears. However in some circumstances the search may have to be made by an officer of the sex the person was born.

### **Caring Responsibilities**

- Persons with caring responsibilities are allowed to make contact (or contact will be made on their behalf) to arrange for appropriate assistance to cater for the needs of individuals involved.

### **Consultation**

Focus groups for all of the diversity strands were invited in to view all custody processes in an actual custody suite. From the initial arrival and explanation of the reasons for arrest by an arresting officer to the custody sergeant, searching, through fingerprinting/DNA/photographing onto being placed in a cell. The interview facilities were viewed and explained as was the catering facilities and general welfare needs of detained people.

The following issues were raised during the consultation:

### **Age**

- The PACE codes and the notice of rights & entitlements were commented on as being too complicated for young people to readily understand. The PACE codes are a national legal document and cannot be readily re-worded to deal with this issue. The 'Rights & Entitlement' sheet is available in a simplified version and consideration is being given to using this as the standard version for handing to detained persons. The safeguard as regards young people is that they have an Appropriate Adult to help them understand what is going on.

### **Disability**

- What facilities are available for people who are deaf/hard of hearing? If a person is deaf and needs an interpreter then one will be arranged. Portable induction loops are available at the custody suites however, they may not all be fully charged and ready for use. Guidance on their use is with each device and the custody managers will be reminded to ensure they are all fully charged and ready for use.
- How are individuals with learning disabilities who are waiting for an appropriate adult or a person who is deaf/hard of hearing and waiting for an interpreter kept informed of what is happening. Other methods of communication would be tried such as writing information down. This has been identified as a gap in the process and the availability/production of a DVD including a signer or easy read picture cards to explain the process is being investigated.
- The standard Home Office approved design of cell includes a low bench/bed to ensure persons who fall off are not injured. This however, causes persons with mobility issues difficulties in getting up and/or down. The cell design cannot be changed locally but buying some deeper mattresses to compensate for the height of the bench is being considered.
- Can a wheelchair user stay in their wheelchair in a cell? Dependent upon the risk assessment of an individual it may be appropriate to let them keep their wheelchair similarly with people with walking sticks or other mobility aids

### **Race**

- Are people whose first language is not English given any assistance? People with language difficulties because English is not their first language must have an interpreter which can be either in person or via the telephone. Individual rights and entitlements that detained persons have to be given whilst in custody are available in audio in up to 44 different languages

### **Religion or Belief**

- The issue of the availability of religious texts was raised. Currently not all custody suites have sufficient texts to cater for all the main religions in the county. These are being obtained and will be distributed in the near future.
- Comments were made by some individuals as regards as to whether the sex of the officer was considered at all stages of the custody process from arrest on the street etc., and throughout the rest of the process. It was explained that officers are trained that when dealing with people of the

opposite sex to themselves in particular where there are cultural sensitivities they must be mindful of those sensitivities but that it is not practicable to only have officers of the same sex dealing with persons at all stages from arrest through the custody process. Searching in custody is specifically catered for.

- It was asked as to whether a Burkha or Hijab as worn by some Muslim women would be removed especially for photographing? The person would be asked to remove the Burkha or Hijab and if practicable this would be by a female officer.
- If a turban is removed for searching purposes or to prevent self harm is alternative headwear provided? If the turban has to be removed then if the person requires an alternative and subject to risk assessment this is appropriate then an alternative will be supplied either in the form of a baseball cap or woolly hat. These hats will be purchased for every custody suite if they are not already available.

### **Transgender**

Searches have to be considered/made for safety and evidential reasons and concerns were raised by the group as to how the police would approach the issue of ensuring the appropriate sex of the searching officer. See 3.1. as to how searches are carried out whilst in custody. The feasibility of awareness training for police custody staff is being investigated

No issues were raised in relation to gender or sexual orientation.

The actions that were identified following the consultation were put into an action plan a copy is attached for your information at Appendix 2.

### **Social Media**

#### **Aims of the policy**

This policy applies to all police officers, police staff, special constables and volunteers who use social networking and video sharing sites to represent the Force. The policy and attached procedures give guidance on the use of social media to represent the force, and aims to reduce the potential risks of using social media sites.

#### **Evidence**

This policy aims to create a number of new social media sites, on platforms including Facebook, Twitter and Yammer. Accessibility standards will be built in to the site designs as much as possible following guidance from the Shaw Trust, and therefore there will be minimal impact upon the majority of diversity strands. There may, however, be some implications for staff with disabilities such as visual impairments, and to a much lesser extent race implications in terms of staff who don't speak English as a first language, but these will probably need to be dealt with on a case-by-case, individual needs basis.

Both Facebook and Twitter maintain their own accessibility standards, with HTML only versions available from Facebook which will work with the force's

text-to-speech software BrowseAloud. For Twitter users, the website <http://www.accessibletwitter.com/> offers a complete alternate interface to

Twitter which is accessible. Although this tool doesn't do anything for your site directly, it's great for people with disabilities who want to take advantage of information you make available through Twitter. Easy YouTube provides an alternate, and fully accessible, interface to YouTube videos, which has been recommended by testers at the Shaw Trust who are one of the leading providers of web accessibility services in the UK. As Yammer is still fairly new it is hard to find guidance on it's accessibility standards, although the software the force uses to assist with PC based accessibility will help if accessibility issues are found. From a discussion with the Shaw Trust, they have confirmed that there is not yet any official guidance from themselves on the use of social media, but they are hoping to publish a report early 2011.

## **Adverse Impact**

### **Disability**

Please see comments above. There is minimal likely impact across diversity strands but impact upon individuals – specifically those staff with visual impairments – will need to be dealt with on a case-by-case, individual basis.

## **Consultation**

Disability Support Group

## **Redeployment Procedure for Police Staff**

### **Aims of the policy**

Change can be disruptive however a fair and thorough process that is underpinned by the law and general good practice can help reduce uncertainty and any emotional impact on individuals. As a result of restructuring under the Communities First Review, roles may change or be closed therefore staff may find themselves in a redeployment situation as a result of organisational change.

The Redeployment Procedure for Police Staff provides guidance in managing the deployment of staff who are required to be moved to another post or work location for organisational, capability, disciplinary, medical or welfare reasons.

The procedure is applicable to all Police Staff employees deemed to be in a redeployment situation by the Strategic Resource Panel and facilitates the placement of all such staff into posts suitable for their experience, competence and rank or grade as quickly as possible.

The procedure is compliant with Advisory Conciliation Arbitration Service (ACAS) guidance and will be handled consistently in all cases by trained personnel. The Employee Relations Department have responsibility for monitoring the Redeployment Register and amending the procedure.

## **Adverse Impact**

### **Age**

- It is recognised that members of staff over a particular age or under a particular age may feel vulnerable whilst in a redeployment situation;

however the procedures are to be applied consistently and equitably regardless of age. The procedure allows for retraining of staff into particular roles where the essential skills are met, which will minimise adverse impact upon older individuals who may have been in roles for a long period, and subsequently will not have recent knowledge of alternative roles.

### **Disability**

- The Redeployment procedure has specific arrangements for staff who are redeployed for welfare / medical reasons. Advice will be sought from the Occupational Health department regarding the type of work the individual can perform, any reasonable adjustments that may be necessary and the possible use of the services of local Disability Employment Advisors (if appropriate) to identify a suitable alternative role. This arrangement complies with the requirements of the Equality Act 2010.
- Individuals who have restrictions due to medical conditions and are redeployed due to organisation needs will have their circumstances considered individually. Advice will be sought from Occupational Health and regarding the type of work the individual can perform and any reasonable adjustments that may be necessary to identify a suitable alternative role.

### **Gender**

- There are more female police staff than male staff (63%) in Staffordshire Police and therefore the impact of this procedure will need to be monitored for its impact on females.
- Possible changes in work locations, contracted hours of employment etc. may have an adverse impact upon staff with caring responsibilities (which research has demonstrated are more likely to be female). This document minimises the impact on individuals through the opportunity of identifying suitable alternative roles and local negotiation as each case is considered on an individual basis, in addition to “taster” days and a three month trial period for individuals in suitable alternative roles. The impact on part-time staff will be monitored.

### **Consider altering /modifying the policy**

The following changes have been made to the procedure to remove or reduce the potential for differential / adverse impact.

- Retraining of staff wherever the minimum essential skills are met by an individual.
- Involvement of Occupational Health Advisors and Disability Employment Advisors (if appropriate) in circumstances where redeployment has been recommended on welfare / medical grounds.
- Individuals applying for a lower graded position will only be offered salary protection for one grade above the post that they are applying for.
- Staff attending internal interviews / selection processes will be provided with paid time off to attend and reimbursed travelling expenses.
- Permanent members of police staff who are redeployed into a temporary role will retain their permanent employment status. Should the temporary post come to an end, the member of staff will return to the redeployment register.

- Police staff who are redeployed as a result of organisational change or work related medical / welfare reasons and incur additional travelling will be entitled to claim mileage expenses or the cost of public transport in accordance with specified criteria.
- The salary and shift allowance for redeployees taking lower graded positions and / or reduced shift allowance will be protected where the reason for redeployment is as a result of organisational change.

## **Sudden Death Policy**

### **Aims of the policy**

This Policy addresses any death that has come to the attention of Staffordshire Police by reason of it being a death that has not occurred naturally. This includes a death that can be described as unnatural, the cause is unknown, or is violent, or unexplained. Such instances are commonly and collectively referred to as 'sudden death'.

The primary aim of the policy is to provide guidance to employees of Staffordshire Police to effectively deal with the report of any 'Sudden Death'. It also sets out the process to be followed when deciding whether or not the Police should attend a reported death. The policy describes the partnership of Staffordshire Police with the West Midlands Ambulance Authority and their respective responsibilities in relation to attendance at and reporting on episodes of Sudden Death

The policy extends to all types of death where it is the duty of the Police to investigate e.g. Major Disaster, Road Traffic Collision, Crime, Unnatural or Unexplained death etc. Police Staff responsible for investigating sudden death will adhere to the following general principles:

- Ensure dignity of the deceased at all times
- Provide effective liaison and communication with the family or carers of the deceased taking into account issues of culture, language and religion
- Carry out a proper and thorough investigation in accordance with both national and local guidance with adherence to the principles of legality, legitimacy, proportionality, necessity and accountability.
- Provide effective liaison, communication and cooperation with H.M Coroners Office, the West Midlands Ambulance Authority, Local Authority, any other statutory partner agency and any other agency having a legal duty to investigate the death or the circumstances leading to the death, for example the Health and Safety Executive
- Where appropriate provide information to family or carers of the deceased about support agencies.
- Where English is not the first language check that what has been communicated has been understood. If necessary make use of multi

lingual literature, interpreters or bi lingual relatives or friends willing and permitted to help.

## **Adverse Impact**

### **Disability**

- If there are communication difficulties because the partner/ a family member of the person who has died is deaf or hard of hearing check that what has been communicated has been understood. If necessary use a signer.

### **Gender**

- Issues may arise in the case of a transgender person. For example, the person who has died may have transitioned to live in the opposite gender to their original birth certificate gender. The person's original family, contacted at the time of death, may not be aware of or accept the person's transitioned gender identity, and might prefer that the bereaved person is referred to in the gender in which they knew them. This would be contrary to the deceased's chosen identity, and would likely be upsetting for any close friends or partner of the deceased. These additional stresses and potential conflict will be particularly difficult at a time of bereavement. In handling such potential stresses and conflicts, the wishes of the bereaved partner and of the person who has died should be treated as paramount

### **Race**

- Where English is not the first language of the partner / family of the person who has died check that what has been communicated has been understood. If necessary make use of multi lingual literature or an interpreters.

### **Religion or Belief**

- Issues of religion may need to be considered when dealing with the partner / family of the person who has died.

### **Sexual Orientation**

- It is important to recognise that lesbian, gay, bisexual relationships and families come in many different forms, and that a range of particular issues may arise in bereavement care. For example, a same sex couple may have been living together for decades but may not have entered into a civil partnership. In the event of bereavement, it is important to remember that the surviving partner should be given support notwithstanding the fact that the couple did not have a civil partnership, and that the surviving partner's views and wishes are taken into consideration - they are in effect the nearest relative.
- There may also be other complications. For example, if a person is bereaved by the loss of their same-sex partner, other members of the bereaved person's family who would ordinarily become involved in the event of the death may never have met or be aware of the surviving partner's relationship with their deceased relative. They may not be aware of, and/or may not accept, the bereaved person's sexual orientation. This can lead to misunderstandings, conflict and heart ache if not handled sensitively.

## Graded Response – THRIVE

### Aims of the policy

This procedure sets out the framework by which Operational Communicates Department staff will manage the initial response to call for service from the public through the application of professional discretion. It will ensure that the service level is determined by the needs of the caller and the circumstances of the incident, allowing for a more tailored response.

The procedure is now based on six key considerations which form the framework for the use of professional discretion by call takers in determining call grading and therefore response type. These six considerations form the basis of the application of professional judgement supported by the knowledge and expertise of the call taker, they are assessed by careful consideration of the information obtained during the call and any supporting information on current Force systems such as previous calls within STORM. The six considerations are :

Threat – who / what is the threat, if any to.

Harm – is the threat is carried out what is the likely level of harm

Risk – what is the possibility of the threat / harm occurring ?

Investigation – what are the needs of an investigation into the incident ? To include evidential considerations

Vulnerability – A person is vulnerable if as a result of their situation or circumstances, they are unable to take care or protect themselves, or others, from harm or exploitation.

Engagement – would the caller or circumstances of the incident suggest a reassurance visit or other form of engagement would be beneficial.

### Evidence

Customer satisfaction survey data for the period 1.9.10 – 31.8.11 was examined. The survey asks people specific questions in relation to the service they have received from Staffordshire Police. The surveys are carried out for people who have been a victim of crime across the following crime types: assault, burglary, vehicle, hate crime and road traffic collisions. The overall satisfaction rate and the satisfaction rate for the time it took for police to arrive have been examined and show:

#### Age

	overall satisfaction	satisfaction with time it took for police arrive
Age 16- 34	87%	89%
Age 35-54	88%	94%
Age 55 +	92%	94%

There are no significant gaps in the satisfaction rates for age.

#### Disability

overall satisfaction	satisfaction with time it took for police to
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		arrive
Disabled	87%	89%
Not disabled	92%	92%

There are no significant gaps in the satisfaction rates for disability.

### Gender

	overall satisfaction	satisfaction with time it took for police to arrive
female	86%	92%
male	88%	94%

There are no significant gaps in the satisfaction rates for gender

### Race

	overall satisfaction	satisfaction with time it took for police to arrive
BME	75%	82%
White	89%	93%

There are significant gaps in the satisfaction rates for race. The BME rate is 14% lower for overall satisfaction and 11% lower for satisfaction with the time it took for the police to arrive. These rates will have to be monitored after implementation of the THRIVE model.

### Religion or Belief

	overall satisfaction	satisfaction with time it took for police to arrive
Christian	91%	94%
Other Religions/Beliefs	85%	81%
None	87%	92%

There is a significant gap in the satisfaction rate for religion and belief with the time it took for police to arrive. The other religions and belief rate is 13% lower than the Christian rate and 11% lower than the no religion rate. These rates will have to be monitored after implementation of the THRIVE model.

### Sexual Orientation

	overall satisfaction	satisfaction with time it took for police to arrive
Heterosexual	89%	92%
Lesbian Gay Bisexual	100%	100%

There is a significant gap in the overall satisfaction rate for sexual orientation. The heterosexual rate is 11% lower than the LGB rate. The numbers involved are low for the LGB group (10) and so the results will fluctuate and may not be a true reflection on the satisfaction level for this group. These rates will need to be monitored after implementation of the THRIVE model.

## **Adverse Impact**

THRIVE will be applied to each call and the level of response to the incident assessed accordingly giving the appropriate level of service based on these criteria. Consequently any threat or vulnerability due to age / disability / gender / race / religion or belief / sexual orientation may inevitably receive a different response.

There is a difference in the response time for immediate response incidents between rural communities and urban communities. The differential time is 5 minutes which may be seen as disadvantaging the rural communities. The differential has actually been shortened with the introduction of the policing pledge. The Home Office consulted with various forces including Staffordshire before deciding on the 20 minutes time. A primary reason for this is the risk to officers and the public in trying to reach an incident over a greater distance in a shorter time.

### **Explain any justifiable impact (e.g. positive action, the need to target a particular community) with an example.**

THRIVE will be applied to each call and the level of response to the incident assessed accordingly giving the appropriate level of service based on these criteria. Consequently any threat or vulnerability due age / disability / gender / race / religion or belief / sexual orientation may inevitably receive a different response.

### **Are there any other factors that might help to explain any differential / adverse impact?**

Fear of crime in certain groups due to age / disability / gender / race / religion or belief / sexual orientation may need an appropriate response to build trust and confidence.

## **Consultation**

Staffordshire Police Disability Support Group  
Staffordshire Association for Women in Policing  
Staffordshire Police Lesbian Gay Bisexual Group  
Staffordshire Police Multi Cultural Association  
Christian Police Association  
Police Federation and Unison

The support and staff associations were consulted by email.