



Heddlu Police

DYFED-POWYS

Gender Identity Working Group report and recommendations

‘Working to make Dyfed-Powys Police a Trans Friendly employer and service’



March 2017

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1. Introduction

This report is intended to provide the Embracing Diversity Board (the Force's strategic equalities meeting) with a summary of where the Dyfed-Powys Police (the Force) is at present with regards to being a Trans friendly employer and service, together with providing Recommendations for the Force to consider if it is to work towards becoming a more Trans friendly organisation.

The Gender Identity Research & Education Society (GIRES) estimates that about 1% of the British population are gender nonconforming to some degree – that's approximately 655,000 people. There is no universal experience of being Trans. The Trans community is sometimes characterised as being individuals who wish to transition from one gender to another however in reality, the wide spectrum of gender identity is more complicated than that. Increasingly, people feel comfortable openly expressing and identifying themselves in other ways than simply male or female.

Recent news stories have highlighted the challenges and prejudice faced by Trans people, especially within the criminal justice system, where there have been reports of Trans females taking their own lives whilst being held in all-male prisons in England.¹ Further inequalities are faced in employment, with Stonewall's recent staff survey of over 91,000 LGB&T employees across the UK indicating that one in five trans employees wouldn't feel comfortable disclosing their gender identity to any colleagues and almost half (43 per cent) of trans employees wouldn't feel comfortable disclosing their gender identity to any customers, clients, or service users

Further to concerns raised at an Embracing Diversity Board meeting in early 2016 by the Force's LGB&T Staff Support Network following a national conference, it was acknowledged that the Force is not yet equipped to support Trans employees and therefore, there is a need to be looking at how it can educate and prepare the workforce and workplace for this. It is also necessary to ensure that the Force is providing a high-level of service to Trans members of the community, and those who identify as having non-binary genders. There is a need to understand how the Force can better serve those members of the public, especially with regards to initial point of contact and custody.

In order to address these concerns, the Gender Identity Working Group was established to consider numerous matters including HR practices, policies and procedures, the collection of gender data on various forms and systems together with guidance and training available in order to gain a better understanding of where the Force is at. This group was led by the Force's Gender Identity Diversity Champion and attended by relevant heads of departments. As well as undertaking internal reviews, the group engaged with the Trans community in order to build relationships and to better understand their needs and experiences. Information and guidance was also sought from other bodies such as Stonewall in order to ensure that any recommendations made to the Embracing Diversity Board were well informed and evidence based.

Further to the work undertaken by the Gender Identity Working Group, a set of recommendations are now submitted for the consideration of the Embracing Diversity Board which, having considered the evidence available, the working group deem necessary if the Force is to make progress in becoming a more Trans Friendly employer and service.

¹ <http://www.bbc.co.uk/news/uk-england-leeds-34869620>
<http://www.bbc.co.uk/news/uk-england-south-yorkshire-38518833>

2. A review of where Dyfed-Powys Police is at in 2017

In order to understand where improvements were necessary, it was vital to understand where the Force is at in relation to Trans inclusion. Following the first meeting of the group, it was considered that the main areas of focus should be:

- Changing room and toilet facilities
- Policies
- ICT systems

Below is a summary of the outcomes of those reviews.

2.1 Changing rooms and toilet facilities

Individuals are allowed to access facilities which align with their gender identity; this is enforced within the force's Transgender Policy. However this can often be extremely daunting for Trans people, especially non-binary people, and can sometimes lead to exclusion by others in the workplace. Stonewall report that the reasons cited for denying access to gender specific facilities includes the belief that trans women 'aren't real women', and a concern that other members of a group would feel uncomfortable with the presence of someone that they perceive to be a man. It can also prove a barrier to individuals when transitioning in the workplace – feeling uneasy or uncomfortable about having to make the change between using different gender specific facilities, especially in the early stages of transition. If the Force is to become more representative of its communities, then it needs to ensure that the facilities available are suitable for all those who may wish to use them.

As part of the internal review undertaken by the Gender Identity Working Group, Estates were tasked with reviewing the availability of gender neutral changing rooms and toilet facilities across the Force. The purpose of the review was to ascertain the viability of introducing gender neutral facilities to sites across the Force. The RAG assessment utilised was as follows:

Red: Significant cost involved in assigning facility as gender neutral e.g. where there are open urinals within them (i.e. not in a cubicle)

Amber: Facility can easily be reassigned as gender specific or gender neutral

Green: Facility is already gender neutral

Below is a summary of the findings from the review into changing rooms and facilities.

Headquarters

A review of facilities in HQ has found the following:

- 25 female WCs
- 25 male WCs
- 1 gender neutral WC in the SCC
- 1 female changing room (with showers)
- 1 male changing room (with showers)

- 1 gender neutral changing SCC
- 1 male showers
- 1 female showers
- 2 gender neutral locker rooms

18 of the male toilets were rated 'Red' as a result of the urinals within them, however 7 of the male toilets were rated 'Amber' and could potentially be re-assigned as gender-neutral.

Both the male and female showers were rated 'Amber', however the male and female changing rooms were both rated as 'red'.

Carmarthenshire

A review of facilities available throughout the buildings in Carmarthenshire found the following:

- 17 female WCs
- 18 male WCs
- 15 gender neutral WCs
- 5 male showers
- 5 female showers
- 6 gender neutral showers
- 2 shared locker rooms

All 17 female WCs were rated 'Amber' as they could easily be reassigned as being gender neutral.

Half of the male WCs were rated 'Amber' indicating the lack of a urinal and the ability to easily change the facilities to gender neutral. 15 of the WCs across the division, and 6 showers were shared and have been rated as being gender neutral.

The gender specific shower facilities were mostly associated to WCs and therefore, were dependant on whether the WC could be gender neutral.

Pembrokeshire

Pembrokeshire sites are confirmed to have the following facilities:

- 11 female WCs
- 11 male WCs
- 2 gender neutral disabled WCs
- 10 gender neutral WC
- 1 male showers
- 2 female showers
- 1 gender neutral showers
- 1 female locker room
- 2 gender neutral locker rooms

Once again, all female WCs have been rated as 'Amber'. 5 of the 11 male WCs have been rated red as a result of the presence of urinals, the remaining 6 have been rated 'Amber' and could potentially be made gender neutral.

All shower facilities are rated 'Amber' and could potentially be made gender neutral facilities.

Ceredigion

- 4 female WCs
- 4 male WCs
- 13 gender neutral WCs
- 2 gender neutral showers
- 2 female changing rooms
- 2 male changing rooms

Most sites within this division provided for gender neutral WCs, however changing rooms were gender specific where available. Only two of the four male WCs were rated red as a result of the presence of a urinal.

Powys

A review of facilities in Powys has identified the following:

- 9 female WCs
- 9 male WCs
- 13 gender neutral WC
- 2 male showers
- 2 female showers
- 4 gender neutral showers
- 2 male locker rooms
- 2 female locker rooms

All 13 gender neutral WCs were rated as 'Green' providing that they are gender neutral. The same applies to the 4 gender neutral showers identified within the review. Male showers are rated as 'red' due to the presence of a urinal in the combined WC.

The facilities on division are often shared and have been rated as 'Amber' in this review meaning that they can easily be reassigned as gender specific or gender neutral should the Force wish to do so with little cost implication for doing so. The review identified that **77%** of Force sites either have all gender neutral WCs or at least one gender neutral WC available for use by staff and officers.

Difficulties exist in smaller stations with only one male and one female WC; however where the facilities provided are enclosed with handwashing facilities, then it is suggested that these facilities could be re-labelled as gender neutral.

It will be necessary to ensure that gender neutral facilities provide adequate privacy and barriers between each individual unit – there is a need for total and complete privacy for each toilet/shower or changing room cubicle in order to meet the needs of all staff and officers. A floor to ceiling cubicle with its own handwashing facilities may be considered

adequate in meeting this need. Consideration should also be given to the introduction of gender neutral urinal facilities which are closed off and private which may assist with the privacy issue to allow Trans men to feel empowered to use male-gendered facilities.

Feedback provided by the Trans community at the engagement event detailed below was overwhelmingly in favour of the introduction of gender neutral facilities. The barriers faced by the community in accessing facilities were significant, and caused unnecessary anxiety in what is simply a human need. It was however noted that gender neutral only facilities may well have the impact of isolating some members of the Trans community. It was also important for us to consider the provision of sanitary facilities in some male specific WCs.

It is clear that the most important consideration in relation to facilities is privacy and dignity. A balanced and reasonable approach is needed in introducing gender neutral facilities across the Force, and this can be considered on a building by building basis. As suggested at the engagement event – this is not just a Trans issue; it is also a medical, disability and dignity issue too.

2.2 Policies

a. HR policies

In order to assess the inclusivity of Force HR Policies, a review was undertaken of all 32 HR policies in order to assess whether or not they were fully inclusive with respect to gender identity. LGB&T inclusion within the workplace is vital if the Force is going to increase the representation of the workforce and the promotion of such policies and initiatives could lead to improved talent attraction and retention.

The review identified that of the 32 policies, the wording used in 15 of which (47%) were already inclusive. A further 12 policies (37.5%) were rated as 'Amber' meaning that gender specific language used in the policy which could easily be changed without any further impact or the need for further work. The 5 remaining HR policies are either under review or in draft and therefore, unavailable for review at this time.

During the engagement event detailed further on in this report, attendees provided suggestions on what training for our People Services department should encompass. Suggestions included:

- An explanation of the medical pathway for people who are transitioning. It was explained that a lack of services meant that it would often be necessary to take a whole day off to obtain services – people services need to be aware of this in order to advise line managers appropriately;
- An understanding of the impact that transitioning will have on an individual – not just in their work life, but on their private life also;
- An input on the support available for staff and officers outside of the workplace, in order to support that individual in their private life. An attendee at the engagement event suggested that this will have a direct impact on their working life;
- An understanding of the Force's policy with regards to Trans issues; and
- An explanation of the barriers which Trans people face in accessing employment.

During the Gender Identity Working Group meetings, it was noted that the Uniform Policy made unnecessary differentiations between the uniform presentation of male and female

staff. Guidance produced by Stonewall in relation to supporting Trans staff in the workplace suggests that dress codes and uniforms should be gender-neutral and applied consistently across the organisation. Feedback obtained from the Trans community, and detailed further on in this report, also highlighted the need to remove uniform differences which were seen as a barrier to Trans people accessing employment with the Police.

It has been identified by the Embracing Diversity Board that data is not collated in relation to the gender identity status of staff and officers. This data is not collated on our HR system (Trent) and is therefore not available for the Force to analyse. Without this information, the Force is unable to identify whether or not it is meeting the needs of the workforce.

During the engagement event, the attendees confirmed that Positive Action in terms of recruitment would be a good step to take with regards to the recruitment of Trans people. It was noted that there was a need to identify the barriers and remove them in order to make sure Trans people feel comfortable to apply for positions within the Force. It was also noted that it should be highlighted to the Trans community that those involved in the recruitment process or any open day have received Trans awareness training if that is the case.

b. All other policies

As with the HR policies, all other Force Policies were also reviewed in order to assess whether or not they were gender inclusive.

The RAG assessment utilised was as follows:

- **Red:** Gender specific language used in the policy which would be difficult to alter, or would require significant further work
- **Amber:** Gender specific language used in the policy which could easily be changed without any further impact or the need for further work
- **Green:** All language used within the policy is already gender neutral

Of the 78 policies assessed, 47 were rated Green as all language used within was already gender neutral. Of the remaining policies, 26 were rated Amber, and 5 were rated Red. The Red policies were rated in this way as a result of the fact that they are not policies which are owned by the Force and therefore, it would be difficult to amend the same to be inclusive.

2.3 ICT systems

A review of ICT systems was undertaken in order to identify whether or not they were inclusive in respect of gender identity. Whilst traditionally systems have allowed individuals to provide their gender identity as either male or female, there is a clear need to ensure that those individuals who do not identify as male or female have the option to declare their gender identity should they wish to do so.

The RAG assessment utilised was as follows –

Red: Gender is recorded on this system but is limited to ‘male’ or ‘female’ options. Adding extra gender options would be difficult to achieve

Amber: Gender is recorded on this system but is limited to 'male' or 'female' options. Adding extra gender options would be fairly easy to achieve.

Green: Recording of gender is not applicable to this system, or gender options are inclusive of binary and non-binary gender options

Of the 12 systems reviewed, 7 were rated as red as a result of their impact on national reporting. The remaining 5 systems were rated as 'Amber' as a result of the impact it would have on downward systems.

It was identified that it would be difficult to jump ahead of the national position as many internal systems have to electronically feed national systems (Police National Computer (PNC), Police National Database (PND), Crown Prosecution Service (CPS) etc.) which are currently restricted in terms of gender options and do not include non-binary genders. The most common set of values for gender are M/F/U or Male/ Female / Unknown. Sending 'Unknown' would not be acceptable as a catch all for non-binary.

2.4 Addressing Senior Leaders

As part of the review to identify where the Force is at present, a survey was undertaken of senior officers in order to understand how they prefer to be addressed. The purpose of this survey was to establish if there were any barriers to Trans people in terms of enforcing gender through the way people are greeted. There is potentially an issue where good intentioned officers respectfully use a title which may impact on a senior officer's self-identity, especially if that senior officer is yet to disclose their gender identity to their colleagues.

A short summary of the outcomes of that survey is provided below.

47 officers at the rank of Inspector or above responded to the survey. 64% of which were Inspector rank and 81% were "Male/Trans Male".

When asked 'Which of these would you be comfortable with a Police Officer of a junior rank addressing you as?' almost a third preferred to be addressed by their rank.

Officers were encouraged to expand on their responses further. There was a clear theme in the free text that the use of Sir or Ma'am was engrained in Police culture as a sign of respect for senior officers and considered that this should be encouraged amongst newer officers in order to encourage respect of senior officers. Others suggested that how they preferred to be addressed often depended on the scenario. Only one officer suggested they were uncomfortable with being called Sir/Ma'am although no reason was provided.

2.5 Transgender Policy

In 2016, the Equality and Diversity department reviewed the Force's Transgender policy in order to ensure that it would provide sufficient guidance for line managers and HR should an employee wish to transition in the workplace. The policy covers matters including:

- Terminology;
- The recruitment process;
- Records and confidentiality; and

- Gender transition during employment.

In drafting the policy, consultation was undertaken with Stonewall, the Force's LGBT staff support network and Interdependent Advisory Group (IAG) in order to ensure that the policy adequately accommodated for the needs of any employees who may wish to transition during their employment with Dyfed-Powys Police.

During the engagement event detailed further on in this report, specific reference was made to the need to review the Transgender Policy on an annual basis in order to ensure that it reflects changes within the community. It was also noted that as an organisation, Dyfed-Powys Police should be promoting these inclusive policies in order to encourage the Trans communities to apply for roles in the Force.

As detailed above, specific training is required for HR officers in order to ensure that they are able to meet the need of Trans employees in exercising the policy.

Feedback from the engagement event stressed the need for the organisation to understand the needs of Trans employees before they commence employment with the Force. One suggestion put forward by an attendee was that as part of the gender identity question included within the equality monitoring form, to ask the applicant whether they had any additional needs relating to their gender identity. For example, a Trans man who is binding may need to appropriate changing facilities near to their place of work in order to change before and after work.

2.6 Guidance for Staff and Officers

Further to concerns raised by officers, it was apparent that little guidance existed for officers in providing a service to the Trans community, especially in relation to custody. In order to address these concerns, an Aide Memoire was produced for staff and officers which sets out the relevant sections of Police and Crime Evidence Act 1984 (PACE) and practical considerations that need to be taken into account in such instances.

A review has identified that there is a clear need for additional awareness amongst custody staff, especially around Strip Searches, and there is a risk that the officers may unintentionally offend, which could result in legal challenge for the Force. Whilst it is noted that trainee custody Sergeants already receive an input in relation to Trans detainees, it has been suggested that training may be evolved to include an input from the Trans community in order to raise awareness even further amongst those who work in custody.

During the engagement event detailed further below, attendees suggested that the following matters should be covered in training provided to custody staff:

- An understanding of the law in relation to who should carry out a search;
- Information with regards to Gender Recognition Certificates and the criminal sanctions available to those who disclose information in relation to the same;
- The practicalities around the taking of hormones in custody;
- The importance of privacy – especially in relation to somebody who is binding and may need additional clothing for privacy reasons;
- A consciousness of how a Trans person may feel when being held in custody – the anxiety they may suffer from;

- The importance of knowing whether or not the person is “out”, and ensuring that they are not “outed” by the Force.

2.7 LGB&T liaison officers

The Force has very recently introduced LGB&T Liaison Officers to the Force whose purpose is to build confidence and trust between the police and members of the LGB&T community, and to ensure that LGB&T victims of crime receive a level of care, which is adapted to their needs.

The scheme was launched on the 17th June 2016 following a week long training course whereby 22 staff, officers and PCSOs were trained as LGB&T liaison officers. The training was delivered by outside speakers specialising in Domestic Abuse, Sexual Abuse, Hate Crime, and court reporting restrictions. A scenario was run throughout the week which was following the journey of a bigender character, where LGB&T Liaison Officers were identifying the various hurdles that a person with a non-binary gender identity would face when reporting domestic abuse, hate crime, sexual abuse, or when being reported as a missing person. The former Chief Constable, Simon Prince chaired a Gold group simulation exercise during the week which gave the LGB&T Liaison Officers the opportunity to provide LGB&T advice to a chief officer when dealing with a Critical Incident.

2.8 Complaints received by the Force relating to the Trans communities

In order to identify any learning for the Force from past experiences, complaints data was sought from the Professional Standards Department (PSD) relating to service provision to the Trans community.

During discussions in the engagement event relating to Force Communication Centre training, the overwhelming feedback was the need for call takers to understand the impact that misgendering will have on the caller, and how to deal with it if it does happen. It was suggested that the use of sir/madam should be avoided and that it should be ascertained how the caller themselves would like to be addressed.

The review by the PSD did raise questions as to how Trans complainants should be recorded on the PSD system. The PSD system currently provides the following options for gender identity female/male/transgender. Whilst some complainants are categorised under ‘transgender’, others are categorised as ‘male’ or ‘female’ depending on how they identify themselves. There is clearly a need to ensure that this system is inclusive in order to allow the complainant to declare their own gender identity, and for the same to be reflected on the system. This needs to be taken into consideration as part of the wider review of systems.

Feedback obtained during the engagement event highlighted the need for vetting to receive specific training with regards to the legalities of transition, together with the implications of a Deed Poll. The storage of previous information, as well as the privacy offered to Trans people declaring information in relation to their previous identity was also considered important.

3. Engagement undertaken with the Trans community

The Gender Identity Working Group established that, in order to identify the most appropriate way forward for the Force, it was vital to understand the needs and expectations of Trans community. In order to do this, a questionnaire was created for utilisation during the Pride season, with leaflets highlighting the survey being utilised. As part of the survey, respondents were asked whether or not they would be interested in attending an engagement event at Headquarters to further discuss their needs. This event was held on the 24th January 2017 and was attended by 8 of those questioned.

Whilst it is often cited that diverse groups are 'hard to reach' it is important to recognise that this is not the case – there are individuals in the community who wish to be engaged, the Force just needs to be making the effort to adapt communication methods to reach them. The below data evidences that by tailoring methods of communicating to suit certain communities, the Force can greatly increase the amount of engagement had with them, thereafter resulting in increased confidence and relations with these communities.

What did the survey responses say?

In total, 63 people responded to the survey. The main themes of the survey results are provided below:

- 28% of the respondents lived within Dyfed-Powys Police Force area, with 7% living within the Gwent Force area, 3% within North Wales Police and 62% within South Wales Police's area;
- 53% of respondents had previous contact with the police in the past two years, whilst the remaining 47% had previously had no contact at all with the Police until they were offered the opportunity to carry out the survey during Pride or Swansea Sparkle;
- Reasons for contacting the Police varied from being a victim or witness of general crime, to being a victim of hate crime and engaging with LGB&T liaison officers or Neighbourhood Policing Teams (NPTs);
- An encouraging 60% of those surveyed rated their experience or contact with the Police as 'very positive' with a further 22% rating it as fairly positive. 7% were neutral in relation to their experience, with 4% being fairly negative and 7% had a 'very negative' experience;
- Of the 4 people that rated their experiences as 'very negative', two cited lack of understanding and education as a reason, whilst the remaining two cited accessibility of services;
- Reasons for rating their experience as 'very positive' included:

“Very nice, caring, thoughtful, efficient, polite and most of all understanding”

“I was treated with complete respect”

“Understanding of my situation and non-judgemental about everything that occurred”

“Very friendly, helpful & supportive”

“Police did very well but we were let down by crown prosecution service”

- Reasons for rating their experience as ‘very negative’ or ‘negative’ included:

“Friend has LGBT hate crime and was unable after 5 calls to talk to police station.”

“Lack of understanding and not willing support cause we are not Welsh.”

“At first they wanted to help me but they suddenly changed their minds. We found out that the person was related to someone in the force.”

“Reasonably good but used insensitive language.”

“Lack of education”

- Responders were asked how their contact/experience of the Police could be improved. Whilst many responses related to the general provision of service, and even stated that the service they received was perfect, there were suggestions as to how the Force could improve the service for Trans people. One suggestion was that a Trans person should be employed in order to deal with complaints as they would have a better understanding of what Trans people’s experiences and needs are. The need to raise Trans awareness was also a suggestion made.
- When asked what the Police did well during their experience/contact, many made reference to the way the person dealing with them treated them:

“Ask what pronouns. Ask how I’d like statement to be written.”

“Respected who I was”

“Treated me with respect”

“Provided information, reassurance & understanding”

“Remembered to ask what my preferred pronouns were”

“Respect”

“Treated our group with respect”

“Listened non judgementally”

This was clearly a big factor in making their experience a positive one.

- Participants were asked to indicate what the Police should do differently in order to provide a better service to members of the Trans community in general. Many of the comments related to the need for Trans awareness training for staff and officers, as well as the need to recruit Trans people;

“Make sure they’ve got a good knowledge of Trans with terminology”

“Recruitment more trans people!”

“Be more actively aware of the needs of the community and be respectful of their needs”

“Training - ask members of the trans community to hold talks about the challenges they face. It is down to understanding and can only be done through contact with the community.”

“Better awareness of the trans community and the transphobia they face”

“Not make any assumptions about someone's identity and pronouns”

“Understand, not judge, treat as normal”

As has previously been recommended within this report, the responses received from the Trans community clearly indicate the need for all staff and officers to have a good awareness of Trans issues. Whilst Custody, Force Communication Centre (FCC), HR and PSD have been highlighted as areas where specialist awareness is required, there is also a need for all staff and officers within the organisation to have a general awareness.

The attendees of the engagement event detailed further on in this report were very supportive of this recommendation and provided invaluable feedback as to what such a podcast should look like. The overwhelming opinion of the group was that the podcast should be led by the Trans community – it was noted that the community would be extremely positive about participating in such a project. It was also noted that there was a need to ensure that a variety of Trans people were represented, from different genders, ages and backgrounds, with a specific focus on the experiences of Trans people from rural communities versus urban communities.

What were the outcomes from the engagement event?

At the event hosted at HQ on the 24th January, feedback was sought from the attendees in relation to the following:

- Force uniform policy;
- Facilities;
- Custody;
- Engagement; and
- The Draft Recommendations

A summary of the feedback obtained is provided below.

Force Uniform Policy

The attendees were shown different uniforms which operational and non-operational staff and officers are required to wear, including the different items for male and female staff and officers e.g. caveats and ties. The attendees raised many concerns regarding the uniform which is summarised below:

- The 'Whites' uniform policy for non-operational officers in HQ was questioned by the attendees. The differentiations between uniforms, especially the tie/caveats and different hats were seen as unnecessary.
- It was felt that many of the rules within the Force's uniform policy focused around tradition, rather than practicality. This tradition re-enforces gender barriers which are not practical if the Force is to be representative of the Trans community.
- It was suggested that white wicking shirts could possibly be introduced for non-operational officers.
- It was noted that the uniform differences may result in Trans people being forced into non-public facing roles.
- Specific issues were raised in relation to the uniform issued. For example:
 - The shirts issued are quite thin and therefore, could see through them and identify when someone is wearing a chest binder;
 - Hair colour – why does the Force differentiate between genders in the policy? There is no need.
 - Specific hair length for males within the policy enforces what someone should look like. Same applies to nail varnish, with a focus on 'females'.
- It was suggested that the current process of requesting new uniform would be a barrier for persons transitioning in the workplace. Officers shouldn't have to 'out' themselves by justifying their request for additional uniform.
- Policy of Transgender – Facial Hair e.g. Electrolysis – The Force needs to be explicit on how that would be dealt with, especially given that there is explicit provision for male facial hair.

Facilities

As part of the event, attendees were shown an example of changing facilities available within HQ, and it was explained what facilities were generally available throughout the Force estate. Serious concerns were raised with regards to these facilities which are summarised below.

- It was noted that the restricted access to the only gender neutral toilet in HQ was an issue.
- It was highlighted that there was a wider issue around privacy and decency in relation to the provision of facilities. There are also considerations to be made in relation to the wider workforce, including religious matters.
- Whilst some attendees confirmed that they would feel most comfortable using gender neutral facilities, one Trans woman also noted that her preference would be to use female facilities as it helped enforce her gender.
- Open planned shower facilities were considered an issue as it lacked privacy, especially for those who are transitioning.
- Individual and private bathrooms were suggested as an alternative to current facilities.
- One attendee suggested that diversity monitoring forms need to provide a specific space for new employees to indicate any additional needs as a result of their gender identity. Similar to reasonable adjustment question asked in relation to disabled employees.

Custody

- Attendees questioned the need for male and female wings in custody. Why was this even necessary? An example of such a custody suite can be found in Haverfordwest.
- It was noted that officers should feel comfortable in asking detainees how they should be addressed. If they aren't sure, then ask.
- There is a need for officers in custody to understand the meaning of Gender Queer, and the implications for an individual whose gender may change during their time in custody i.e. asking how they would like to be addressed at the start of every interaction. Awareness of the gender spectrum was considered necessary.
- The Police National Computer (PNC) was considered an issue as there was no facility available in order to note a person's change in gender.

Engagement

- It was suggested that in order to engage with the Trans community, there is a need to engage with those who are willing, for example those who attended the engagement event. They can then take messages back to their groups.
- The introductions of LGB&T drop in surgeries were considered. Privacy was considered an issue with regards to advertising such events, however it was suggested that such surgeries could be promoted within the LGB&T community only to overcome this. It was suggested that an onus could be placed on LGB&T liaison officers to conduct such surgeries within their communities.
- Twitter and Facebook were considered a useful tool for engagement.
- It was noted that the Force does not currently have an LGB&T page on its website. However such a page could help in communicating the Force's commitment to the community, as well as highlighting work ongoing.

Draft Recommendations

As part of the engagement, attendees were asked for their opinions with regards to the draft recommendations which had been prepared. Their comments have been incorporated into the final recommendations within this report. It is noted that the response provided by the attendees was very much positive.

4. Engagement undertaken with the workforce

As well as engaging with the Trans community to understand their needs and expectations, it was also vital to engage the workforce in order to ensure that any recommendations made to the Board are proportionate against the needs and expectations of the wider workforce.

In order to assess the opinions of the workforce, a light consultation exercise was undertaken with 20 members of staff and officers picked at random. Those surveyed were asked the following questions:

Question 1: How would you rate your general awareness of the Trans community and the challenges they face?

Question 2: Have you ever engaged with members of the Trans community as part of your work? If so, how did you feel this engagement went?

Question 3: What do you think would assist you with engaging with the Trans community?

Question 4: What is your opinion on the introduction of gender neutral facilities across the Force?

In short, the feedback provided by the workforce in relation to their general awareness of the Trans community varied between being very limited and poor to being good. This was sometimes dependent on their previous engagement with members of the community, training they'd received or even information which they had seen on social media.

Over 55% of those questioned had never, or were not aware that they had, engaged with a Trans person. Of those who had engaged with the community and felt that it went well, this was often explained by the fact that they already had a reasonable understanding of the community's needs.

When asked what would assist the participants in engaging with the community, over 50% suggested that more awareness raising was necessary, and the use of case studies and members of the Trans community to deliver training were suggested. The need to understand the needs of the Trans community and the appropriate terminology was a clear issue for the participants.

In relation to the introduction of gender neutral facilities, 60% of those surveyed stated that they had no objection to the introduction of gender neutral facilities with some citing that this was often the norm abroad or in certain organisations. It was considered a positive in order to ensure the Force is transparent and are treating people the same. One respondent (5%) felt that it would be OK provided that the toilet seat was left down.

There were also however some objections to the introduction of such facilities. 10% of respondents were against the idea of gender neutral facilities for privacy issues. The remaining 25% were in favour, provided that the facilities were separate and private from each other i.e. floor to ceiling cubicles.

It is vital that any decisions to introduce gender neutral facilities must take into consideration the needs and opinions of the wider workforce. A balance is clearly needed on a station by station basis.

5. All Wales PEER review: Gender Identity and Sexual Orientation

During the lifetime of the Gender Identity Working Group, an all Wales PEER review took place amongst the four Welsh Forces focusing on Gender Identity and Sexual Orientation. This review came as a result of the decision made by the Welsh Forces not to enter into this year's Stonewall Equality Index. It was felt that an internal review amongst the 4 Welsh Forces would help identify good practice and areas for future collaboration.

Dyfed-Powys Police was represented by the Equality, Diversity and Welsh Language Manager for the review, and input was sought from the LGB&T Staff Support Network, and the Force's Gender Identity Diversity Champion.

The findings from the review were fed back to the LGBT Staff Support Network leads and Stonewall on the second day of the review. The main findings in relation to Gender Identity included:

- The need for policies to identify non-binary or gender fluid, rather than just binary genders;
- Forces should consider monitoring gender identity in the same way as other characteristics in order to better identify the needs of the workforce; and
- Providing for single points of contact in HR around Trans issues – raised awareness of the issues and the policies in existence in order to ensure that they are able to provide support and guidance for employees.

6. The National Position

It is evident that the need for large organisations to become more Trans Friendly is something which is gathering momentum nationally, and there are a number of organisations which have made progress in this regard.

A selection of best practice being undertaken nationally is provided for the Board's information.

Lloyds Banking Group

Lloyds Banking Group has been named the most inclusive employer in Britain by lesbian, gay, bi and trans (LGB&T) charity Stonewall in its Top 100 Employers list for 2017.

The banking firm, which came second in the 2016 list, launched a new colleague volunteering programme, forming official partnerships with LGB&T charities. This includes trans youth charity Mermaids, elder LGB&T organisation Opening Doors London and the Albert Kennedy Trust, for homeless LGB&T youth, volunteering over 1,000 hours and raising £30,000 for them throughout the year.

They've also supported Bi-Awareness Day and Transgender Day of Visibility, with new training tools, social media campaigns, and by flying the bisexual flag and transgender flags at 35 of their key sites.

In addition to the above, the organisation has recently extended their private health care provision to include interventions and support for trans colleagues. They also have a specialist support team who have received specific training and are experts in the field of transgender and transitioning at work. They also include multiple gender options in their workforce survey to include colleagues who identify as gender non-binary.

Asda

Over 1% of Asda's workforce identify as Trans and they have made advances in ensuring that they feel as supported as the rest of their workforce.

Initiatives include creating a digital guide for employees in order to raise awareness of Trans issues across the workforce, the creation of a same-sex families policy, a Dignity at Work Policy and a Trans Line Manager Guide. They have even publicised the stories of some of their Trans staff in order to raise awareness amongst colleagues.

Their increasing commitment to the equality of Trans people in the workplace has meant that they now engage with more of their Trans employees on a regular basis, and the number of colleagues getting involved with their Transgender group has increased.

There is a clear need for us to communicating the Force's commitment to Trans inclusiveness as a Force in order to ensure that employees have the trust and confidence to engage with the organisation, and seek support where necessary. Based on the statistic of 1%, that could mean that more than 20 of the Force's staff and officers are gender non-conforming to some degree, and yet the Force is unaware of anyone who has come forward for support.

Sussex Police

Sussex Police acknowledge that they have a higher than average proportion of transgender people within their Force area and therefore, they have taken active steps to ensuring that they are providing an inclusive service.

They have adopted the gender neutral honorific 'MX' (Mixer) as a recording category within its Command and Control system, and has provided bespoke training for contact handlers around Trans awareness. They are making changes when they can to include other gender identities as well as using the gender neutral honorific, 'Mx' on other systems.

The Force's Estates Design Guide provides an expectation that all facilities in new development and refurbishments will be single occupancy and gender neutral. Throughout the rest of the estate which is not due to be developed, it has been ordered that all single occupancy facilities be re-labelled as gender neutral.

Brighton & Hove have a dedicated LGB&T Liaison Team who focus on this specific part of the community. As a team they build links with local trans organisations and take part in trans community events, including Trans Pride and Trans Day of Remembrance, as well as providing all year round links with Sussex Police. Within Sussex Police, the team provide support to colleagues throughout the organisation in understanding the specific needs of trans people.

In addition to a LGB&T reference group (similar to the IAG), Sussex Police have recently established a Trans specific reference group.

7. Recommendations for the Embracing Diversity Board

Recommendation 1: Gender neutral facilities to be introduced to all sites across the estates portfolio where viable, and to be explicitly labelled as such. Specific consideration to be given to the introduction of gender neutral facilities as part of the Force-wide renovations planned.

Recommendation 2: Review custody suites with a view to ensuring that all cells are gender neutral, and that there are no differentiations between male and female cells.

Recommendation 3: Uniform policy to be reviewed with the view of removing any differences in uniform presentation which are gender specific (e.g. stating that a male should wear something and a female should wear something else).

Recommendation 4: Consideration to be given to the use of Positive Action in the recruitment of Trans people, as part of the Force's Positive Action strategy.

Recommendation 5: Joining forms utilised during recruitment to be amended to provide for candidates to indicate when they have additional needs associated with their gender identity. A system to be put in place for transferring this information to the line manager (with the individual's consent) before a successful candidate commences employment in order to ensure that appropriate measures are in place before they commence.

Recommendation 6: LGB&T liaison officers to be tasked with holding surgeries within their communities aimed at engaging with the LGB&T community specifically.

Recommendation 7: Introduce a LGB&T page on the Force internet page, specifically aimed at communicating its commitment to the LGB&T community.

Recommendation 8: People Services to receive a Transgender Awareness training input in order to raise their awareness of consideration to be made in creating and operating policies and procedures, as well as the specific needs of Trans employees in the workplace. Such training to be factored into ongoing scheduled staff training in order to ensure that all staff receive it.

Recommendation 9: Trans Awareness training to be rolled out to Custody staff as a priority in order to ensure that the Trans community are receiving an appropriate level of service, free of discrimination. Such training to be factored into ongoing scheduled staff training in order to ensure that all staff receive it.

Recommendation 10: All Force Communication Centre staff to receive Trans awareness training with a specific focus on the misgendering of Trans people on the telephone. Training to be factored into ongoing scheduled staff training in order to ensure all staff receive it.

Recommendation 11: Professional Standards Department and Public Service Bureau staff to receive Trans awareness training with a specific focus on the misgendering of Trans people on the telephone, an awareness of the different gender identities and an understanding of the hostility and discrimination faced

by Trans people. Such training to be factored into ongoing scheduled staff training in order to ensure that all staff receive it.

Recommendation 12: A Trans awareness podcast to be developed for utilisation by all Staff and Officers in order to raise their general awareness around Trans issues.

Recommendation 13: Systems to be developed where viable to allow for non-binary genders and titles to be recorded.

Recommendation 14: HR system (Trent) to be developed to include an option for staff and officer to self-declare their gender identity as part of the sensitive information collated on there.

Recommendation 15: Owners of HR policies identified as Amber within the policy RAG assessment to be tasked to amend the language within the policy to ensure that it is gender neutral. This task is to be undertaken on review of each policy.

Recommendation 16: Owners of all other policies identified as Amber within the policy RAG assessment to be tasked to amend the language within the policy to ensure that it is gender neutral. This task is to be undertaken on review of each policy.

Recommendation 17: Communicate the commitment of the Force with regards to Trans inclusion, both internally and externally, and ensure that the work which is ongoing to develop the Force is publicised.

Recommendation 18: Further engagement to be undertaken with the Trans community in the spring of 2018 in order to review progress being made against the recommendations.