

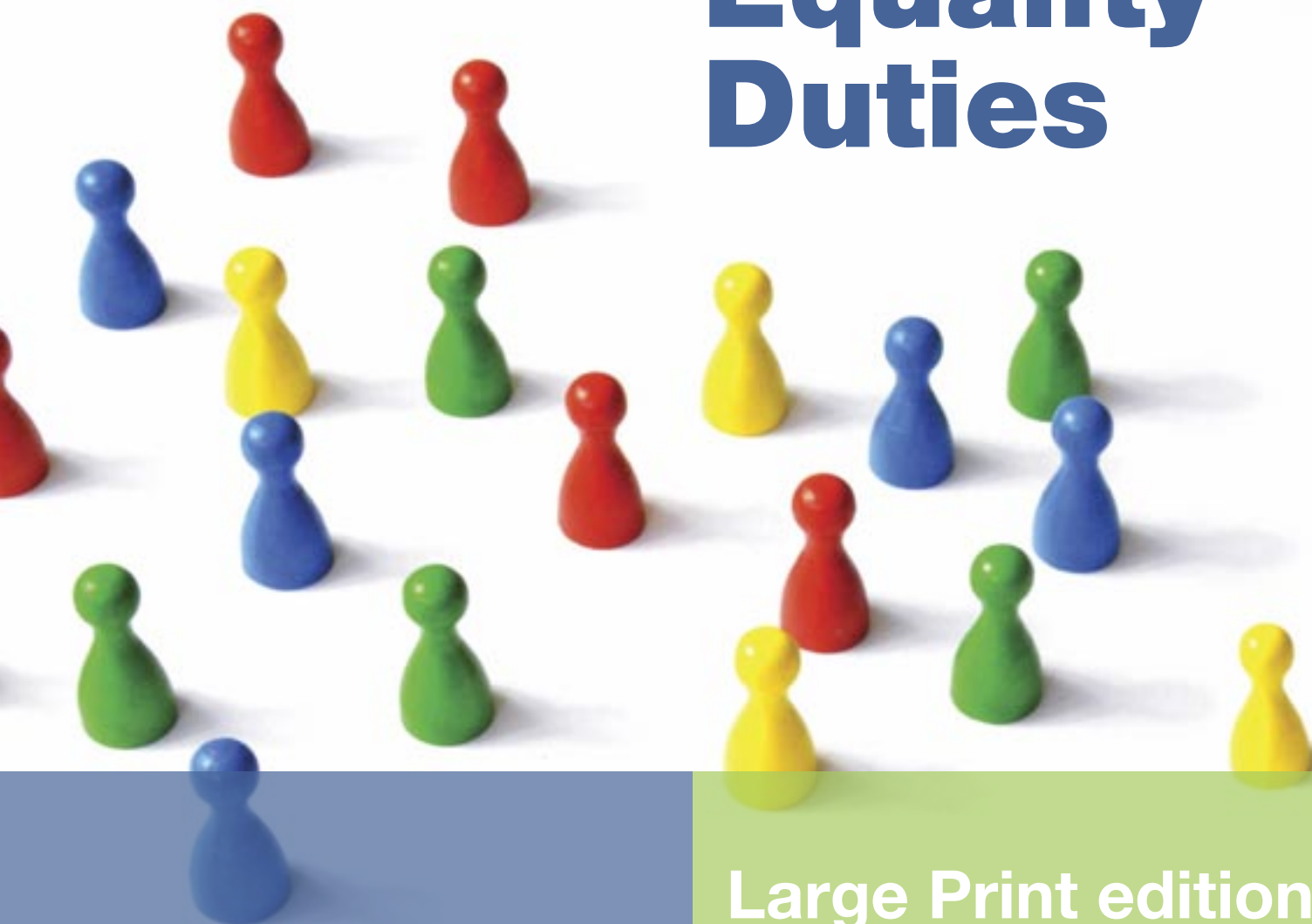


COMISIYNYDD  
HEDDLU A THROSEDDU  
DYFED-POWYS  
POLICE AND CRIME  
COMMISSIONER

## **Dyfed-Powys Police and Office of the Police and Crime Commissioner**

Working together  
to meet our

# **General Equality Duties**



**Large Print edition**

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## Section 1:

# An introduction to our plan

## 1.1

### Foreword from the Chief Constable & Police & Crime Commissioner

We are extremely pleased to present our first joint Strategic Equality Plan to meet our General Equality Duties for the forthcoming years. The aim of the plan is to set out our objectives and to detail how we aim to deliver on those objectives.

We have ensured that this plan positively contributes in achieving the priorities set out in the Police and Crime Commissioner's Police and Crime Plan for 2017-2021, as well as Dyfed-Powys Police's Mission, Vision and Values.

This plan has been developed with support and input from our partners and the public. Thank you to all who took time to contribute your opinions and ideas. We are in no doubt that this plan is more reflective of our communities due to your involvement – diolch yn fawr.

We are committed to fully engage with our communities. We must listen to, and understand the issues that are important to all of our residents, and be active, visible and approachable. Enthusiastically engaging with all of the communities we serve assists us in treating everyone according to their needs.

This plan demonstrates that we not only wish to ensure that our services are accessible to all within our communities but that it is also vital that our workforce represent the communities in which we serve.

We would like to end our message with a plea to our workforce: Each one of us has a personal responsibility to put this Strategy in to practice and to meet the objectives; please ensure that you consider these in all that you do.

Thank you.



**Mark Collins**  
Chief Constable



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POLICE AND CRIME  
COMMISSIONER

**Dafydd Llywelyn**

Police and Crime Commissioner  
for Dyfed-Powys

## About us

### The Profile of Dyfed-Powys Police and its communities

Dyfed-Powys Police ('the Force') and the Office of the Police and Crime Commissioner ('the OPCC') serve the communities of Ceredigion, Carmarthenshire, Powys and Pembrokeshire. The area has over one million hectares of agricultural land, more than 350 miles of coastline, and stretches from St David's in the west to Crickhowell in the east, and up to Welshpool and Machynlleth in the north.

We serve a diverse population of more than 515,000 people, with 2.02% of our communities identifying themselves as BAME in the 2011 Census<sup>1</sup>, 23.04% identifying as having a long term health problem or disability which limit day to day activities somewhat, and more than 17 religions recorded as living within our Force area. Almost a third of our communities can speak Welsh: 18.6% in Powys, 47.4% in Ceredigion, 43.9% in Carmarthenshire and 19.3% in Pembrokeshire. Almost half of the total resident population is aged 45 and over and 22% are aged over 65.<sup>2</sup>

Jointly, we employ circa 2200 employees, with 1153<sup>3</sup> of those being police officers as at March 2019 and rising.

### The Police and Crime Plan for 2017-2021

The Police and Crime Plan for 2017-2021 sets the strategic direction and priorities for the Force, who works closely with the OPCC to deliver on the same. The priorities for this period are as follows:

- Keeping our communities safe;
- Safeguarding the vulnerable;
- Protecting our communities from serious threats; and
- Connecting with communities.

These priorities have been taken into consideration in developing this plan – ensuring that planned actions positively contribute to achieving our priorities.

## The NPCC's Policing Vision 2025

The NPCC's Policing Vision 2025<sup>4</sup> sets out the NPCC's plan for policing over a ten year period from 2015.

One of the aims of the 2025 Policing Vision is that:

*"By 2025 we will be a profession with a more representative workforce that will align the right skills, powers and experience to meet challenging requirements"*

Due regard has been given to the 2025 Policing Vision in order to ensure that the actions planned in meeting our objective assists both the Force and OPCCs progress towards achieving this.

### 1.3

#### What is the purpose of this plan?

The purpose of this plan is to set out the Force and OPCC's priorities over the next four years in terms of meeting the Public Sector Equality Duty.

The Public Sector Equality Duty requires public authorities, in the exercise of their functions, to have due regard to the need to:

- a. Eliminated unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- b. Advance equality of opportunity between people who share a protected characteristic and those who do not; and
- c. Foster good relations between people who share a protected characteristic and those who do not.

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- 1 Office for National Statistics (2011) 2011 Census. Available at: <http://www.ons.gov.uk/ons/guide-method/census/2011/index.html> (Accessed 4th December 2019)
  - 2 Analysis of the 2021 Census data will be undertaken once available to ensure that we are working with the most up to date information during the life of this plan.
  - 3 Dyfed-Powys Police (2019) Information about Employment Monitoring of Protected Characteristics: 31st March 2019. Available at: <https://www.dyfed-powys.police.uk/media/7770/monitoring-data-31st-march-2019-en.pdf> (Accessed 4th December 2019)
  - 4 National Police Chiefs Council (no date) Policing Vision 2025. Available at: <https://www.npcc.police.uk/documents/Policing%20Vision.pdf> (Accessed on 4th December 2019)

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Secondary legislation also imposes specific duties in support of the Public Sector Equality Duty.

The Equality Act 2010 (Specific Duties) Regulations 2011 provides that the Force and OPCC must prepare and publish one or more objectives that we think we should do to achieve any of the aims of the Public Sector Equality Duty. The Force and OPCC's respective equality plans were first published in 2012, and then 2016 as per legal requirement.

For the first time, the Force and OPCC are joining forces to produce equality objectives, in recognition of our joint commitment to meeting the Public Sector Equality Duty. This plan will set out our joint priorities for meeting our Public Sector Equality Duty over the next four years.

The objectives contained within this plan will drive progress against our general compliance with the Equality Act 2010, ensuring that we are providing a fair and equal service to our communities, as well as helping us become employers of choice for our collective workforces.

## Section 2:

# What did we take into consideration when deciding our objectives?

## 2.1

### Public engagement

To identify our equality objectives, the Force and OPCC undertook a joint consultation exercise with our public sector partners<sup>5</sup> during summer 2019. The consultation took the form of a survey and engagement events, which helped us, identify key issues, which affect our communities. 461 responses were received to the survey, and further stakeholder events were held to ensure that participants had an opportunity to expand on their views. This information in turn, influenced our objective and our subsequent actions.

Participants were asked for their opinions as to the experience of people with Protected Characteristics, lived or perceived, when it came to public life.

The main information we learned from engaging with the public was:

### Work and Rates of Pay

- A person's demographic profile was perceived to profoundly impact their experience of work. Those with a disability, older people, pregnant women, new mothers and Trans people were considered to have a particularly bad experience. Young people, females, BAME<sup>6</sup> and LGB<sup>7</sup> people were also considered to be disadvantaged. However, BAME participants felt that their experience of work was in fact better than the general population;
- Some participants felt that the Welsh Language Standards, and the focus being given to providing Welsh language equal status was limiting opportunities available to non-Welsh speakers;
- It was suggested that focus needed to be given to the career development of young people. It was noted that younger people tend to be in less skilled, low paid jobs and are often used as cheap labour by organisations. It was suggested that employers are making pre-judged opinions about younger people – specifically around their ability to undertake roles;

- Concerns were also raised regarding the value being placed on older people within the workplace, specifically in relation to pre-judgments made on their ability to undertake certain roles;
- Disabled people were considered as being discriminated against because organisations are not accessible in terms of infrastructure or working practices i.e. flexibility to suit particular needs. It was suggested that employers need to be more proactive to support disabled people in the workplace. It was considered that employers saw the disability, rather than the person – making pre-judgments about their ability and level of skill;
- Barriers to female progression were highlighted, this included missing out on promotion, receiving unequal pay and undertaking unrecognised labour such as caring responsibilities. Participants seemed to think that there were additional barriers to females, where they had chosen to have a family – particularly in relation to obtaining a work-life balance and arranging and paying for childcare; and
- Unconscious bias was highlighted as a concern amongst a number of Protected Characteristics, including LGBT+<sup>8</sup>, BAME, females, older, younger and disabled people.

## Crime

- People from the BAME, Trans and LGB communities, along with women and those who observe certain religions were considered to be worse off than the general public in terms of experience of crime. Once again, the lived experience of BAME people who responded to our survey was better than the perception of others.
- Participants suggested that there was a lack of tolerance towards difference within our communities, and that Brexit had resulted in heightened tensions. The media was cited as fuelling some of this hatred.

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5 *The consultation exercise was undertaken jointly by the Force, OPCC, Mid and West Wales Fire and Rescue Service, our Health Boards, our County Councils, Brecon Beacons National Park Authority and Pembrokeshire National Park Authority.*

6 *Black, Asian and Minority Ethnic.*

7 *Lesbian, Gay and Bisexual.*

8 *Lesbian, Gay, Bisexual and Transgender +.*

- Hate Crime was considered particularly prevalent amongst BAME groups and people who practiced certain religions. Disabled people and LGBT+ people were also suggested to be at risk of hate related crimes, with Trans people being a particular target. Hate in schools was highlighted as an issue in one area.
- Older people were considered more vulnerable to personal crimes such as burglary and scams.
- Females and younger people were considered more at risk of certain crimes such as domestic abuse and assault.
- Feedback concerning the Force's response to crime was mostly positive. LGBT liaison officers were sighted by one respondent as improving the lives of victims and there were examples of excellent service being provided.
- It was suggested that a focus needs to be placed on reducing crime by young people, to prevent offending later in life.
- There was some perception that the police will not investigate some crimes – Domestic Abuse was an area which was considered to be under-investigated, and where the concerns of females in particular were not being appropriately responded to.
- It was suggested that police numbers are too low to properly respond to crime in our communities. A lack of physical presence and accessible police stations was also considered an issue.
- There was some suggestion that minority groups are targeted by the police as it's presumed that they are more likely to commit crime e.g. BAME people and young men.
- The rurality and isolation of some areas within the Force was cited a lot within this section. It was suggested that this could mean less experience of crime but also, a lack of tolerance towards difference.

## Access to Justice

- Analysis of the survey results provided that disabled, BAME, older, younger, females and LGB people had significantly worse experiences of access to justice.
- Lack of accessibility and disability awareness was sighted as an issue.

- Older people often were considered unable to access information and also less likely to complain.
- Access to justice was perceived to be better for those who were from wealthier backgrounds – the withdrawal of legal aid was considered to have adversely affected the disabled community.
- Suggestions were made that sexual assaults against females were less likely to be investigated properly, with some reference to new guidelines around accessing the mobile phone and computer content of rape victims.
- There was a perception of institutional racism and homophobia in the justice system, which is seen as generally run by white middle class men.

## Influencing Decisions

- Young, BAME, disabled and Trans people were considered as having no voice in terms of influencing decisions.
- Minority groups were seen as having less of an influence on decision-making. It was also noted that decision makers tend to be white men.
- Concerns were raised that some people had less of an influence on decisions being made, which directly impacted them – more effort was needed to engage them in decision making.
- Geography was cited as a particular barrier to people having an opportunity to influence decision making.
- It was suggested that disabled people need to have more opportunities to have a say on decisions, which will impact them, and that such opportunities need to be accessible i.e. accessible information and accessible buildings if undertaking face to face consultation.
- Consultation needs to be meaningful and genuinely have an impact on decision making. Consideration needs to be given to the timeliness of consultation and engagement in order to ensure that it is accessible to all parts of the community. There was little confidence that consultation results were impacting decisions.

- Language barriers were cited as a possible barrier to some communities effectively influencing decision making, although some participants considered that certain religious and racial groups had more opportunities to influence decisions.
- There was a general feeling amongst some protected groups that their opinion doesn't count.
- Older people, and Welsh speakers, were considered to have more of an influence on decision making in some counties.
- Accessibility of opportunities to influence decision making was referred to frequently. It was suggested that a lot of opportunities to influence decision making is internet based, which isn't necessarily accessible for some communities. There is a need to ensure that other means of consultation are also utilised. It was also suggested that childcare, finance, transport and social inclusion are often barriers to influencing.
- Equality Impact Assessments were suggested as vital for ensuring that decision making is non-discriminative.
- No reference was made to influencing decisions in relation to policing.

## Access to Information

- Older, disabled and BAME people were considered to be particularly disadvantaged when it came to accessing information.
- Participants highlighted that information available via social media and the internet was not easily available to older people, or people with certain disabilities. It was widely suggested that information needs to be accessible to all members of the community, taking into account particular needs. Hearing and visual impairments were mentioned as particular barriers to accessing information.
- There was a significant amount of negativity towards information being available digitally only – not only in terms of accessibility for people with additional needs, but also in terms of internet access in rural areas.

- Language barriers were highlighted as a barrier to accessing information, especially if someone's first language is not English or Welsh.
- It was suggested that there is a need to ensure that all members of our communities are fully sighted on their entitlements.
- It was also considered that organisations needed to focus on providing appropriate training to staff, specifically in relation to the Equality Act 2010 ensuring that organisations are providing information in accessible formats, and understand what actions we need to be taking in order to prevent discrimination of our workforce and service users.

### Getting along together in a community

- BAME, Trans, LGB and disabled people were considered to have worse experiences on getting along together in a community compared to the general public.
- There was a suggestion that minority communities are 'treated with caution' and are often excluded. It was also identified that particularly small communities are left feeling isolated.
- The closure of youth groups seen has been seen as having a negative impact on the ability for young people to get together in a safe place.
- Some BAME communities were considered particularly 'close knit' and supportive, to the exclusion of the wider community.
- It was suggested that disabled people are also isolated within communities, and that society sometimes have a negative perception of disabled people borne from ignorance.
- There was some feedback that suggested that there were lots of opportunities for certain communities such as older people, younger people and Welsh speakers to get together through pre-arranged groups.

## Engagement with our workforces

As well as consulting our communities, we also consulted our workforce via our Staff Reference Groups and Embracing Diversity Board<sup>9</sup>.

The main information we learned from engaging with our workforces:

- There is a general lack of understanding amongst the workforce around initiatives, which the Force are undertaking to improve equality for both our workforce and service users. This was particularly the case in relation to changes the Force had made to facilities in order to become more gender neutral. More needs to be done to ensure that the workforce has the relevant information and understanding.
- Systems need to be developed to recognise that not all service users identify as male or female.
- More understanding is needed of domestic abuse in LGBT/BAME communities to ensure that people are reporting abuse and being provided with appropriate support.
- Engagement needs to be undertaken with our underrepresented communities to increase representation amongst the workforce. But also, we need to be taking a holistic approach to our recruitment to ensure that it is fully inclusive and accessible.
- Work needs to be undertaken to further target the recruitment of Welsh speakers.
- We need to focus on achieving gender balance in our recruitment, especially at senior levels.
- Agile working was considered as a key change in order to increase equality across the workforce.
- It was suggested that officers need to be upskilled concerning mental health and more support for officers and staff is needed in terms of managing their own mental health and wellbeing.

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9 Our Staff Reference Groups are internal forums where our staff are able to express their views on matters relating to the Force, and have an opportunity to influence decision-making. The Embracing Diversity Board is the Force's strategic equalities board, which has oversight of all internal and external equality matters.

## Other relevant information we took into account

As well as undertaking our own consultation, we also looked to a number of sources of information to help us inform what our Objectives should look like. The key sources of information considered were as follows:

- The Police and Crime Plan 2017-2021
- Is Wales Fairer? 2018 – Equality and Human Rights Commission
- Diversity, Equality & inclusion Strategy 2018-2025 – National Police Chiefs Council
- Our own Performance Data i.e. stop and search, use of force, hate crime etc.
- Our Gender Pay Gap 2019 report
- Data relating to the representation of our workforce
- Our Positive Action strategies
- Census 2011 data
- Our complaints data

## Socio-Economic Duty in Wales

The Welsh Government has committed to enact the Soci-Economic Duty in 2020<sup>10</sup>, which will require public sector bodies in Wales to work together to tackle the biggest driver of inequality in Wales, which is poverty.

Although such duty would not apply to the Force and OPCC as non-devolved bodies, it is vital that in ensuring that we are meeting our Public Sector Equality duties, that we also support Welsh Government's drive to remove socio-economic disadvantage by ensuring that appropriate consideration is made in making strategic decisions. Many of our partners will be required to comply in the same way as with the Wellbeing of Future Generations Act.

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*10 Part 1 of the Equality Act 2010 which previously hasn't been enacted by UK or Welsh Governments.*



The Socio-Economic Duty states that:

“An authority to which this section applies must, when making decisions of a strategic nature about how to exercise its functions, have due regard to the desirability of exercising them in a way that is designed to reduce the inequalities of outcome which result from socio-economic disadvantage.”<sup>11</sup>

Due regard has been made to the socio-economic duty when identifying our objectives for 2020-2024.

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11 *Legislation.gov.uk (no date) Equality Act 2010. Available at: <https://www.legislation.gov.uk/ukpga/2010/15/section/1> (Accessed on 4th December 2019).*

## Section 3:

# Our Equality Objectives

**Objective 1:** To increase the diversity of our workforces so that we are truly representative of our communities.

### Why have we chosen this objective?

In 2017, Dyfed-Powys Police launched “A plan for ensuring that our workforce reflects the communities we serve”<sup>12</sup>. It acknowledged that our workforces were not representative of our communities, and that disabled, BAME and LGBT people were particularly underrepresented. It is vital that we are able to accurately reflect the communities we serve in order to increase confidence in policing. The College of Policing Leadership review<sup>13</sup> stated that:

“To maintain public legitimacy, the police service must be able to demonstrate the highest levels of integrity in all decision making and actions. It must reflect, understand and enjoy the trust and confidence all the diverse communities it serves”.

The NPCC<sup>14</sup> 2018-2025 Diversity, Equality & inclusion Strategy<sup>15</sup> places a particular focus on the need for Police Forces to represent the communities we serve – not only does this have great benefits for the organisation, but also for the communities we serve.

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12 Dyfed-Powys Police (2017) *A plan for ensuring that our workforce reflects the communities we serve: August 2017*. Available at: <https://www.dyfed-powys.police.uk/media/5026/positive-action-strategy-en.pdf> (Accessed on 4th December 2019).

13 College of Policing (2015) *Leadership review*. Available at: [http://www.college.police.uk/What-we-do/Development/Promotion/the-leadership-review/Documents/Leadership\\_Review\\_Final\\_June-2015.pdf](http://www.college.police.uk/What-we-do/Development/Promotion/the-leadership-review/Documents/Leadership_Review_Final_June-2015.pdf)

14 National Police Chiefs Council.

15 National police Chiefs Council (2018) *2018-2025 NPCC Diversity, Equality & Inclusion Strategy*. Available at: <https://www.npcc.police.uk/documents/edhr/2018/NPCC%20Diversity%20Equality%20Inclusion%20Strategy%20May%202018.pdf> (Accessed on 4th December 2019).

Furthermore, the NPCC's Policing Vision 2025<sup>16</sup> aims that:

“By 2025 we will be a profession with a more representative workforce that will align the right skills, powers and experience to meet challenging requirements.”

A more representative workforce brings with it a wealth of recognised benefits, including better financial performance, better understanding of our public, higher public satisfaction, better decision-making and team performance and improved innovation.

Whilst progress has been made in this area in terms of ensuring that our recruitment processes are accessible and that we are actively recruiting from our underrepresented communities, we need to ensure that there is a continued and sustained focus on increasing the diversity of our workforce.

Feedback from consultation undertaken with the public during summer 2019<sup>17</sup> suggested a number of areas for focus when increasing the diversity of our workforce. In particular, the need to ensure that young people are given meaningful employment that is fairly paid and a focus on ensuring that there are career pathways for young people. Also, the need to ensure that we are accessible in terms of infrastructure and working practices, so that disabled people are not discriminated against.

### **Actions we will take to achieve change:**

- Review and evaluate progress being made against our Strategy: “A plan for ensuring that our workforce reflects the communities we serve”;
- Actively engage our diverse communities to ensure that we are identifying and removing barriers to them joining the Force and OPCC;
- Systematically review infrastructure and working processes in order to ensure that we are increasing opportunities for underrepresented communities to work for us; and
- Encourage our workforce to disclose personal diversity data with the organisation on order to allow us to assess representation accurately.

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16 National Police Chiefs Council (no date) Policing Vision 2025. Available at: <https://www.npcc.police.uk/documents/Policing%20Vision.pdf> (Accessed on 4th December 2019).

17 Please refer to section 2,1, above.

## Measures we will use to monitor progress:

- We will review all intakes of staff and officers periodically in order to identify any disparity of representation within the recruitment process;
- We will monitor the success of recruitment campaigns to ensure that we are effectively engaging with our diverse communities; and
- We will periodically review the personal diversity data we collate regarding our staff and officers to identify disparity, as well as unwillingness to disclose.

**Objective 2:** To ensure that once in employment, our diverse workforce is being treated fairly and equitably.

## Why have we chosen this objective?

Whilst striving to increase the diversity of our workforce, we must ensure that we do not lose sight of the need to support the diversity we already have. If the Force and OPCC are to truly represent the communities we serve, and retain those employees, then we need to ensure that we have appropriate policies and procedures in place to meet their needs. We must ensure that we are meeting the varying needs of the workforce, recognising that a 'one size fits all' approach will not suffice. We acknowledge that in order to achieve equality, we need to provide equitable treatment – ensuring that there is additional support for those who need it, in order to bring them to the starting line and help us close our pay gaps.

Female underrepresentation at senior roles continues to be an area of concern. Whilst progress has been made, there is still a significant amount of work to be done. The Force's Gender Pay Gap<sup>18</sup> published in March 2019 highlighted the continuing challenge, with the mean gender pay gap being 12.41%, and median gender pay gap being 22.56%. This difference is as a result of a higher proportion of men in senior ranks within the organisation, in comparison to females who tend to be in lower rank roles.

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<sup>18</sup> Dyfed-Powys Police (2019) Gender Pay Gap Report March 2019. Available at: <https://www.dyfed-powys.police.uk/media/7463/gender-pay-gap-march-2019.pdf> (Accessed on 4th December 2019).

Work undertaken with our staff and officers has identified a number of barriers to progression, which require systematic change – this includes supporting employees through the menopause, ensuring that working conditions are flexible and that effective and fair Agile working processes are adopted.

We need to ensure that we are ‘inclusive’ organisations where staff and officers have a voice in shaping the services we deliver, and feel that they are valued – ultimately we want our employees to have a sense of ‘belonging’ and feel part of the DPP family.

### **Actions we will take to achieve change:**

- Continue to make progress against the Force’s ‘Retention and Progression Positive Action Strategy’;
- Identify and remove barriers to progression for our diverse workforce, looking for best practice across both public and private sectors; and
- Ensure that we understand and respond to the diverse needs of our workforce.

### **Measures we will use to monitor progress:**

- We will review all Fairness at Work<sup>19</sup> submissions to identifying whether there are particular areas for focus;
- We will review our Gender Pay Gap year on year to identify whether there is a decrease in the gender pay gap as a result of the work undertaken to meet this objective;
- We will monitor workforce data to identify whether our actions are having a positive impact on representation; and
- We will review all staff surveys undertaken to understand whether or not our staff and officers have a sense of belonging.

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<sup>19</sup> Fairness at Work submissions are submissions submitted under the Force and OPCC’s grievance processes.

|                     |                                                                                                                                                                                    |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Objective 3:</b> | <b>To improve our understanding of our diverse communities in order to ensure that our services are fit for purpose, and that all of our communities have a voice in policing.</b> |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Why have we chosen this objective?

Feedback from consultation undertaken with the public in 2019<sup>20</sup> identified that there are certain groups within our communities, which have less influence over decision-making. It was suggested that young people in particular were felt as being without a voice, as well as disabled, BAME and Trans people. It was also suggested that older, disabled and BAME people were particularly disadvantaged when it comes to accessing information.

It was highlighted that information available via social media and the internet was not easily available to older people, or people with certain disabilities. Suggestions were made that organisations need to be providing staff with relevant training in order to understand the diverse needs of their communities, and the need to produce accessible information.

Whilst there are examples of good practice ongoing throughout the Force and OPCC, including the OPCC's recent youth engagement work with harder to reach groups, their youth forum, and the introduction of Police Community Engagement Officers as part of the new Neighbourhood Policing Teams (NPT) restructure, we need to ensure that we are engaging with our communities in a sustained and meaningful way so that they have the opportunity to positively influence our services and decision making.

A review undertaken by the OPCC in 2019<sup>21</sup> identified that whilst the Force had introduced schemes to help facilitate contact between the Force and communities with additional communication needs, these schemes were relatively unknown amongst our communities, and there

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20 This consultation took the form of a survey as well as face to face engagement with minority groups.

21 OPCC (2019) A review of Initial Public Contact with Dyfed-Powys Police. Available at: <http://www.dyfedpowys-pcc.org.uk/media/8576/a-review-of-initial-public-contact-with-dpp.pdf> (Accessed on 4th December 2019).

was a need to ensure that such schemes were fit for purpose and “ready for the digital future”<sup>22</sup>. As such, a number of recommendations have been adopted by the Force in order to improve accessibility. These include engaging young people to understand their barriers to contacting the police, undertaking a full accessibility audit of stations and the Force website; ensuring that Equality Impact Assessments are systematically undertaken; and to reassess the way in which the Deaf community access the police.

As well as ensuring access on initial point of contact, we also need to ensure that our victims are receiving an accessible and inclusive service, which meets their specific needs. Work has been undertaken over the years in this regard, with the introduction of LGBT liaison officers, Hate Crime Support Officers and the implementation of Welsh language standards. We need to systematically review our processes and practices to ensure that all members of our communities are accessing justice and support from the Force and OPCC.

As well as ensuring that we are meeting our Public Sector Equality Duties in providing services, we

also need to be mindful of the Socio-Economic Duty, which will be introduced in Wales in spring 2020. The decisions made by the Force and OPCC have the potential to impact a high number of people across a large land mass of Wales. It is therefore vital that consideration is given to reducing the socio-economic disadvantage amongst our communities, even if we are not legally obliged to do so.

### **Actions we will take to achieve change:**

- Develop an effective engagement strategy to be utilised by the Force and OPCC, focusing on ensuring that our most diverse communities are being engaged with appropriately. This could include working with partners such as support groups, advocates and other public services;
- Implement an effective Equality and Diversity training strategy in order to ensure that our staff and officers have the appropriate skills and knowledge to effectively engage our diverse communities;

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22 OPCC (2019) *A review of Initial Public Contact with Dyfed-Powys Police*. Available at: <http://www.dyfedpowys-pcc.org.uk/media/8576/a-review-of-initial-public-contact-with-dpp.pdf> (Accessed on 4th December 2019).

- Implement the recommendation of the OPCC's review of Initial Public Contact with Dyfed-Powys Police;
- Develop our Equality Impact Assessments to ensure that decision makers are also taking the Socio-Economic duty into account when making decisions which impact our communities;
- Continually engage our diverse communities to identify and respond to barriers to accessing justice and information; and
- Ensure that our victim and witness services are fit for purpose and appropriately meet the needs of our diverse communities.

### **Measures we will use to monitor progress:**

- We will monitor the number of people engaged with throughout the year, together with their demographics in order to assure ourselves that all communities are being positively engaged with;
- We will dip sample instances of engagement with our communities to understand how that engagement has positively impacted policing, and how this has been communicated to the community in question;
- We will monitor complaints made regarding accessing services provided by the Force and OPCC to identify any areas for concern; and
- We will identify and monitor any data, which indicates who is contacting the Force and OPCC e.g. use of schemes such as Pegasus and the non-emergency text messaging service.



|                     |                                                                                                                                                                                                                           |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Objective 4:</b> | <b>To ensure that we are effectively identifying and reacting to issues relating to community cohesion with a view to reducing the number of hate related crimes and incidents being committed within our Force area.</b> |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### **Why have we chosen this objective?**

Hate Crimes and Incidents recorded by the Force continue to rise year on year. Since 2014/2015, the Force has experienced a 368% increase in the number of hate crimes recorded (up from 101 to 372), and a 240% Increase in the number of hate incidents recorded (up from 227 to 545)<sup>23</sup>. Whilst it is difficult to ascertain whether this rise is due to an increase in hate, or simply an increase in confidence and awareness of reporting to the police, it is evident through the public consultation undertaken that there are heightened tensions amongst our communities.

Feedback during the consultation<sup>24</sup> suggested that there was a lack of tolerance towards difference within our communities. It was considered that this intolerance was worsened by the rurality of the Force, and therefore the lack of diversity. It was suggested that Brexit had resulted in heightened tensions, and the media was sighted as fuelling some of this hatred. Some responses to the consultation also suggested that there was a need to tackle offending of young people, to reduce offending later in life.

### **Actions we will take to achieve change:**

- Work closely with Welsh Government's appointed Community Cohesion Coordinator for our Force area to identify opportunities to work together to increase cohesion;
- Ensure that the processes the Force have in place for monitoring Community Cohesion are fit for purposes and that appropriate action is being taken to respond to any tensions identified; and
- Undertake preventative work to tackle the behaviours, which result in Hate Crimes and Incidents taking place in our communities.

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*23 Comparison between 2014/2015 and 2018/2019 fiscal years.*

*24 Please refer to section 2.1, above.*



## Measures we will use to monitor progress:

- We will monitor the number of hate crimes and incidents being recorded by the Force, in particular, the number of repeat occurrences;
- We will monitor victim satisfaction to understand and respond to any disparity amongst people with different protected characteristics; and
- We will dip sample Hate Crimes and Incidents via the OPCC Quality Assurance Panel to ensure that incidents are dealt with appropriately.

## Section 4:

# Monitoring progress against this plan

### Developing Annual Delivery Plans

The Force and OPCC shall develop a joint delivery plan annually, for the purpose of setting out the work plan for making progress against our joint objectives. We will analyse the measures mentioned earlier in this plan in order to identify what areas to prioritise, and the activity to be undertaken. Where necessary, additional consultation may be undertaken with our workforces and our communities in order to identify decisive action to be taken.

The Embracing Diversity Board shall have responsibility for approving the joint annual delivery plan.

### Monitoring progress

The Force's progress against our objectives, including progress with meeting our subsequent delivery plans, will be monitored at the Embracing Diversity Board meetings held quarterly.

Our Embracing Diversity Board is our strategic equalities board, which oversees the Force's compliance with its Equalities strategies. The board includes representation from a wide range of key departments within the Force and OPCC, as well as our Staff Support Networks, Diversity Champions and our Independent Advisory Group.

The OPCC's progress against our objectives, including progress with meeting our subsequent delivery plans, will be monitored by the OPCC's Executive Team on a quarterly basis.

### Reporting on progress

Annual progress updates will be submitted by the Force and OPCC to the Policing Accountability Board – this report will be published as part of the meeting's agenda. The OPCC will also report to the Police and Crime Panel<sup>25</sup> on the overall progress being made against this Plan.

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<sup>25</sup> The Police and Crime Panel consists of nominated Members from the four local councils in the force area and at least two independent Members.

## Section 5:

# Who to contact if you need more information?

If you have any comments in relation to our objectives, or suggestions as to how we can develop our work in this area, then please feel free to contact the Force Equality & Diversity team or the OPCC on the contact details below.

Alternative formats may also be obtained from the Force Equality & Diversity webpage, or by contacting us on the below details.

## The Force

**Telephone: 101**

**Non-emergency text service for people who are Deaf, hard of hearing or speech-impaired:**

Dyfed-Powys Police has a non-emergency text service for people who are Deaf, hard of hearing or speech impaired. You do not have to register to use this service but it would assist Dyfed-Powys Police if you did provide us with your contact details.

**The mobile number is: 07811 311 908**

**Email: [equalityanddiversity@dyfed-powys.pnn.police.uk](mailto:equalityanddiversity@dyfed-powys.pnn.police.uk)**

**Website: [www.dyfed-powys.police.uk](http://www.dyfed-powys.police.uk)**

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## The OPCC

**Telephone: 01267 226440**

**Email: [opcc@dyfed-powys.pnn.police.uk](mailto:opcc@dyfed-powys.pnn.police.uk)**

**Website: [www.dyfedpowys-pcc.org.uk](http://www.dyfedpowys-pcc.org.uk)**



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## **Dyfed-Powys Police and Office of the Police and Crime Commissioner**