Dyfed-Powys Police’s Strategic Equality Plan 2016-2020

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1. Introduction
1.1 Dyfed-Powys Police

The Profile of Dyfed-Powys Police and its communities

Dyfed-Powys Police Force area is constituted of the four unitary authorities of Carmarthenshire, Ceredigion, Pembrokeshire and Powys. It has a population of over 488,000 and covers a landmass of over half of Wales. The area is mainly rural with small centres of population in towns such as Aberystwyth, Carmarthen, Llanelli and Haverfordwest. We are an organisation of over 2100 employees, with 1186\(^1\) of those being police Officers. Data in relation to the protected characteristics of our staff and officers are published annually in accordance with our public sector equality duty and can be found [here](#).

Dyfed-Powys Police serves a diverse population with 2.02\% of our communities identifying themselves as BME in the 2011 Census, 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.\(^2\) The Welsh language is also prominent within the Force with 32\% of Dyfed-Powys’ communities declaring that they can speak Welsh in the most recent Census; 18.58\% in Powys, 47.35\% in Ceredigion, 43.93\% in Carmarthenshire and 19.25\% in Pembrokeshire\(^3\).

Although the above figures denote the make-up of our communities as at 2011, it is recognised that our communities are continually changing. As is recognised across the whole of Wales, we are an ageing population, which in itself poses new challenges to the service we deliver and the management of our workforce. It is estimated that by 2030, 1 in 4 of the whole population will be aged 65 or over\(^4\). It is vital that we keep

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\(^1\) Figures as at the 31\(^{st}\) December 2015
\(^4\) Older People’s Commissioner for Wales, ‘Equality and age factsheet’, viewed on 17\(^{th}\) January 2016,
abreast with these continuing changes and are able to adapt to provide a consistent and professional service to all of those communities we serve.

The Dyfed-Powys Police and Crime Plan

The Dyfed-Powys Police and Crime Plan published by the Police and Crime Commissioner, sets the police and crime priorities for the five-year period 2013 – 18. It aims to set the strategic direction both for the police service and other agencies involved in making our communities safe. The Police and Crime Plan priorities are:

- **Priority One**: Preventing and Tackling Crime
- **Priority Two**: Protecting Vulnerable People
- **Priority Three**: Bringing People to Justice
- **Priority Four**: Enhancing Access to Police Services
- **Priority Five**: Ensuring High Standards of Professionalism
- **Priority Six**: Spending Wisely

Dyfed-Powys Police’s Strategic Equality Plan is structured around 3 of the 6 priorities identified in the Police and Crime Plan. These are:

- **Priority One**: Preventing and Tackling Crime
- **Priority Two**: Protecting Vulnerable People
- **Priority Four**: Enhancing Access to Police Services

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http://www.olderpeoplewales.com/Libraries/Factsheets_E/Equality_and_Age_Factsheet.sflb.ashx

2. Legislative Background

On 5 April 2011, the Public Sector Equality Duty (the Equality Duty) came into Force in England and Wales. The Equality Duty was developed in order to harmonise the equality duties, and was extended across all protected characteristics (Gender Reassignment, Race, Religion and Belief, Age, Disability, Sex, Sexual orientation, Marriage and Civil Partnership and Pregnancy and Maternity). The Equality Duty consists of a General Equality Duty, supported by specific duties, which are imposed by secondary legislation (the Equality Act 2010 (Specific Duties) Regulations 2011).

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

i. Eliminated unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;

ii. Advance equality of opportunity between people who share a protected characteristic and those who do not; and

iii. Foster good relations between people who share a protected characteristic and those who do not.

As mentioned above, secondary legislation also imposes specific duties in support of the General Equality Duty. The Equality Act 2010 (Specific Duties) Regulations 2011 provides that Dyfed-Powys Police must prepare and publish one or more objectives that we think we should achieve to do any of the things mentioned in the aims of the general equality duty.

The production of equality objectives had to be done for the first time by 6 April 2012, and then at least every four years thereafter. We published our original objectives in 2012 and therefore, it is now time for us to produce our equality objectives for the period 2016-2020. The purpose of setting specific, measurable equality objectives is to help us to better perform the General Equality Duty, focusing on the outcomes to be achieved.
3. SEP objectives 2012-2016

Our original Strategic Equality Plan was published in 2012 and contained the following objectives:

<table>
<thead>
<tr>
<th>Objective 1</th>
<th>To ensure that police powers to stop and search people are used lawfully, and that people understand their rights if they are stopped and searched by the police</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective 2</td>
<td>To identify and intervene in high-risk cases of disability-related harassment, to prevent the escalation of harassment, abuse, and violence, and protect victims from further harm</td>
</tr>
<tr>
<td>Objective 3</td>
<td>To increase people’s understanding of how to report hate crimes and incidents to us, in particular disability hate crimes and incidents</td>
</tr>
<tr>
<td>Objective 4</td>
<td>To engage with Mental Health services, service users and carers, to raise awareness of the police’s duties and responses in cases of mental illness or distress, and provide an opportunity to influence service provision.</td>
</tr>
<tr>
<td>Objective 5</td>
<td>To make our Neighbourhood Policing Teams more visible and accessible to specific minority communities who are vulnerable to crime, through a programme of engagement</td>
</tr>
<tr>
<td>Objective 6</td>
<td>To make our policing services more accessible to Gypsies and Travellers living on sites in the Force area</td>
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<tr>
<td>Objective 7</td>
<td>To establish a rolling programme of engagement with young people (aged 16 – 25), hosting 6 ‘information and engagement’ events every year</td>
</tr>
<tr>
<td>Objective 8</td>
<td>To improve the capability of our Communications Centre staff and front-line officers to provide services through the medium of Welsh</td>
</tr>
<tr>
<td>Objective 9</td>
<td>To provide workplace support to officers and staff experiencing</td>
</tr>
</tbody>
</table>
mental ill health or mental distress, and reduce absence on the grounds of psychological sickness

**Objective 10**

To provide clear guidance, training, and support to enable managers and supervisors to provide appropriate reasonable adjustments to disabled officers and staff

**Objective 11**

To provide consistent support and information to female officers and staff in relation to their pregnancy, maternity leave, or return to work following maternity leave

Progress against these objectives has been published annually, with our most recent report available to read [here](#).

Further to a review of our current objectives, it was decided that the Force would adopt new objectives for 2016-2020 and include aspects of our original objectives where it was considered that sufficient progress against the same had not been made.

A summary of our main achievements against the 2012-2016 objectives can be found below.

**Objective 1 (Stop and Search)**

- We have improved the processes we use to record stop and search data, to ensure that the data captured is robust.
- Refresher training has been provided to officers about how their powers of Stop and Search should be used.
- A process has been established whereby members of the Independent Advisory Group (IAG) dip sample Stop and Search records, checking that the police’s powers of Stop and Search are used lawfully, and that the police have reasonable grounds for undertaking individual searches.
- Dyfed-Powys Police have signed up to the HMIC Best Use of Stop Search (BUSS) principles. HMIC have stated that we are fully compliant with BUSS
principles which further supports openness, transparency and most importantly, greater confidence in the use of this statutory power.

**Objective 2 (Disability related harassment)**
- Hate Crime MARACs (multi agency risk assessment conference) have been established within the Force, to deal with all high-risk cases of Hate Crime and Anti-Social behaviour.
- Staff and officers have been made aware of the process for making referrals to the MARAC and these are built into our operational procedures.

**Objective 3 (Hate Crime)**
- Introduction of Hate Crime Support Officers (HCSOs) throughout the Force to raise the confidence of members of the public to report Hate Crimes and Incidents to us, and to provide additional support to victims of such crimes and incidents.
- Welsh Government have established the Hate Crime Criminal Justice Board to which we are a member. The board aims to co-ordinate efforts in public and third sector organisations across Wales to encourage the reporting of Hate Crimes and Incidents.
- Production of all-Wales materials and an all-Wales campaign during Hate Crime Awareness Week to raise awareness of what Hate Crimes and Incidents are, and how to report them.
- Continued community engagement by neighbourhood policing teams (NPTs) and in particular, HCSOs to raise awareness of what Hate Crimes and Incidents are, and how the same can be reported.
- Provision of training to all officers in order to ensure that Hate Crimes and Incidents are properly identified and recorded.
- Introduction of the revised Hate Crime Policy and new Operational Guidance.
Objective 4 (Mental Health)

- Production of Mental Health training which is currently being rolled out across the Force in order to ensure that staff and officers have increased awareness around processes for dealing with individuals suffering from mental illness or distress.
- Introduction of the Mental Health triage service in Dyfed, and the introduction of the Powys s.136 Protocol requiring Inspectors’ authority to all s.136 detentions; both of which have reduced the inappropriate use of s.136 and reduced the use of police cells as places of safety.

Objective 5 (Engagement)

- Introduction of a non-emergency text messaging service to the Force, which is accessible to members of the public who are Deaf, deafened, hard of hearing or speech impaired.
- Specific points of contact assigned to all Gypsy and Traveller sites in the policing area, and regular site visits undertaken.
- Significant engagement with minority groups throughout the Force area by the local NPTs.

Objective 6 (Gypsies and Travellers)

- Introduction of Specific Points of Contact for Gypsy, Roma and Traveller (GRT) communities throughout the whole of the Force area. Gypsies and Travellers living in the Force area know who their Specific Point of Contacts are within their Neighbourhood Policing Teams, know how to contact them, and feel confident to engage with them.
- Work is currently ongoing to establish a protocol between the police and Local Authorities for managing unauthorised Gypsy and Traveller sites – this piece of work is being led by the Diversity Champion for GRT.
Objective 7 (Engagement with young people)

- Engagement events were organised at police Headquarters, Carmarthen which were attended by young people.
- A Career Familiarisation Programme has been developed within the Force which continues to be run.
- Police Community Support Officers’ (PCSOs) engagement with youths at a local level, including attendance at youth clubs and schools.
- Various engagement events being organised locally to engage with young people.
- Over the past year, Dyfed-Powys Police has seen the introduction of Volunteer Police Cadets with a total of 60 being recruited so far. These cadets come from diverse and challenging backgrounds and will become future ambassadors in promoting even greater youth engagement as we move forward.

Objective 8 (Welsh language)

- An increase in the number of front line officers and staff with Welsh language skills in Ceredigion and Carmarthenshire.
- Targeted recruitment to increase the number of Welsh language speakers applying for roles with the Force.
- Welsh language courses ran by the Force to assist staff and officers in learning Welsh.
- The introduction of the Welsh Language Mentoring Scheme to assist staff and officers in learning the Welsh language.

Objective 9 (Workplace support)

- Renewal of the Force’s commitment to be a mindful employer.
- Commitment to the ‘Time to Change Wales’ scheme by our Chief Constable, Simon Prince.
- An increase in the counselling available to officers and staff across the Force.
A stress risk assessment is now included on the Human Resources electronic system for recording sickness, and supervisors are offered support to complete this.

The organisation’s Trauma Risk Identification Management (TRiM) Assessors have received refresher training. They have also received additional training in Mental Health First Aid so that the organisation can introduce a Mental Health First Aiders scheme.

**Objective 10 (Reasonable adjustment)**

- A Human Resources electronic system has been launched to enable supervisors to record reasonable adjustment plans for officers and staff.
- The Health Management and Attendance Board, attended by the Director of the Legal Department and Human Resources and Occupational Health Managers, continue to provide advice for complex cases of disability.
- On-going training provided to managers – the attendance and performance team also provide support and guidance to managers and staff on this issue.

**Objective 11 (Maternity leave)**

- Practical guidance has been produced for managers, with a checklist of information and issues to be discussed. This checklist includes the option for staff to have maternity uniform issued.
- Police officers and staff are offered maternity uniform.
- Structured pregnancy plans are now offered, including arrangements around home visits, night working and breastfeeding.
- Members of the Female Staff Support Network have been assigned as specific points of contact for specialist subjects.
- Support is offered to officers and staff on an individual basis.
4. How we developed our 2016-2020 SEP objectives

4.1 Engagement and Consultation with the public

Consultation Survey

Dyfed-Powys Police collaborated with numerous public sector organisations to produce a consultation survey for distribution across the whole of Dyfed-Powys, which aimed to produce equality data to inform our respective equality objectives. The organisations who collaborated included Carmarthenshire County Council, Ceredigion County Council, Powys County Council, Pembrokeshire County Council, Mid and West Wales Fire and Rescue Service, Hywel Dda Health Board, Powys Teaching Health Board, Pembroke National Park and the Welsh Ambulance Trust.

The survey focused on 8 key themes; Health, education, housing, access to transport, crime and access to justice, influencing decisions, social leisure and countryside access, access to care and support, employment and getting along together in the community. We asked the respondents to state whether or not they perceived that persons with certain protected characteristics generally have better or worse experiences, in comparison to the population as a whole.

Overall, we received 773 responses to the survey which were kindly collated and reported on by Carmarthenshire County Council. The full survey results are accessible here, however a summary of the key themes identified is provided below⁶:

Crime and Access to justice:

- It was suggested that younger people and ethnic minorities were more likely to attract the attention of the police, thus leading to worse experiences. Furthermore, it was felt that they may be reluctant to access the criminal justice system (as victims) due to perceived prejudices;

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⁶ Key themes have been taken directly from the Consultation Survey report prepared by Carmarthenshire County Council, which can be accessed here.
Black or Minority Ethnic (BME), disabled, lesbian, gay, bisexual and transgender (LGBT) people were identified, as high-risk victims of Hate Crime. Some pointed to the beneficial role of HCSOs, others put forward a view of a lack of action against perpetrators;

Communication was seen to be a barrier for ethnic minority (language) and disabled people (British Sign Language (BSL) and those with a Learning Disability); and

Although older people were considered to have only a slight negative position, respondents recognised that older people may be an easy target for criminals and, further, may be discouraged from reporting a crime against them owing to the assumptions others have about older people.

**Influencing Decisions**

There was a widely held view that groups such as younger people, transgender and BME people are more likely to be marginalised and may not be afforded respect or listened to. It was also noted that these groups may lack understanding of how to influence decisions;

It was suggested that having decisions made for them, rather than giving the person a voice through use of advocates may disempower disabled people. Similar views expressed for the ‘oldest old’, alongside a counter narrative that older people have greater political clout due to their propensity to vote; and

Some comments made reference to a male/female divide –women having a weaker voice and white middle class men having notable influence in the decision making process – though this is not borne out in the statistical findings.

**Employment**

Groups with low average index scores (worst experiences that the average population) were reported to have adverse experiences of employment, both in terms of seeking employment and in work (e.g. day-to-day experiences and promotions). General consensus that disabled people are disadvantaged in
employment, often owing to misconceptions about their ability; that they will take a lot of time off work; will be a problem to accommodate and may be inclined to make a complaint of discrimination;

- Equally, a number of comments suggested that prejudice and (covert) discrimination against older workers was pervasive;
- Mention was made of possible discrimination against expectant mothers, though this was largely seen to be confined to the private sector; and
- Other issues raised: inequitable and unjust experiences for BME groups as employers may favour visibly ‘British’ staff; acknowledgment that women are less likely to hold senior positions; a consensus that there is a lack of opportunities for younger people and a perception that being explicit about religious beliefs is discouraged in a work-related context

**Getting Along Together in a Community**

- In respect of BME and LGBT people, it was felt that the general population lack socio-cultural awareness and understanding of the issues faced by these groups. In addition, it was thought there may be less acceptance of people who are different from the community at large;
- It was suggested that BME groups ‘stick together’ and thus may isolate themselves from others. This was seen to be un-conducive to community cohesion. Language barriers also seen to prevent BME persons from successfully integrating in their community;
- A number of comments suggested it can be harder for disabled people to be part of the community, as a result of physical access, but also due to prejudice or hostility; and
- Turning to groups with slightly positive average index scores, having young children was regarded as a good opportunity to socialise. Respondents also maintained that communities look out for young mothers. On a similar note, it was felt that females are more likely to join groups and become entrenched in the community.
A number of comments were also received with regards to the service provided by Dyfed-Powys Police. Key themes included:

- The police provide a very good service (most frequent theme);
- The need for the police to be more visible and accessible – on the beat and through police stations. The lack of local police station numbers was noted;
- Police incident response very good, though follow up less so;
- A perception that there are not many minority ethnic or disabled PCSOs or police officers; and
- Police may benefit from training on equality issues. An example was given of a young person with autism mistaken as having taken illicit drugs.

**Engagement Events**

In order to meaningfully engage with a wide range of stakeholders face-to-face, engagement events were held in all 4 local authority areas. Local authorities took the lead for each event and worked in partnership with statutory agencies and local groups to deliver the engagement events. The feedback from each event was collated, and reports from all 4 events can be found [here](#).

The events involved the concept of ‘speed-debating’, with the attendees being split into a number of groups and asked to feedback on the following themes (taken directly from the consultation survey):

- **Having Your Say** (influencing decisions)
- **Well-being** (health care and support)
- **Opportunities** (education, employment)
- **Where we live** (transport, housing, social life, leisure and countryside access)
- **Getting Along Together** (crime and access to justice, community)
For each theme, the participants were asked to consider:

- What works well?
- What does not currently work so well?
- What would make it better?

The Powys event followed a slightly different format, although it also consisted of focus groups looking at the 8 themes of the survey.

The main themes from the feedback received at those events included:

- The need for accessible documents and services for service users, including service provision for the sensory impaired, and persons who have limited English and Welsh language skills;
- It was considered that there is a lack of understanding of Mental Health issues amongst services, with a noted lack of 24 hour crisis care;
- It was perceived to be difficult for persons with a disability to gain employment, with a perception that they are more likely to be discriminated against. It was considered that employers need to be aware of the need to make reasonable adjustments;
- Hate Crime is considered to be on the increase; individuals need support and awareness to help encourage reporting. Earlier intervention is required to prevent crime;
- HCSOs were considered beneficial, however it was noted that more support is required to report Hate Crime and Incidents;
- The need to publicise good new stories, not just the bad. Examples included publicising the low crime rates within the Force, and promoting examples of good work;
- There is a perceived lack of job opportunities for young persons; more needs to be done to offer apprentices and opportunities for young workers;
- Dementia friendly communities were considered a way of improving quality of life for those suffering from Dementia. It was considered that there was need to combat stigma and intolerance which exists around Alzheimer’s;
- It was noted that the 101 service options were very confusing for the elderly, with telephone keypad issues proving a barrier to accessing the service;
- PCSO engagement with elderly and disabled considered necessary, especially around telephone and online scams, which are on the increase. It was suggested that increased awareness is necessary for the elderly to prevent them from falling victim of such crimes;
- More awareness is needed of resources available and how they can be accessed; the 101 service was noted as working well for those who were aware of its existence;
- There is need to communicate with communities in a variety of ways, not only social media; there is a need to ensure that we are engaging with the elderly and those who don’t have access to computers – face to face engagement was favoured;
- More partnership working required and sharing of information; some suggestions around collaboration of training and awareness raising, and holding multicultural events;
- It was considered that there was a need to ‘sell the benefits of a diverse workforce’. Job fairs were considered a good resource for engaging young people;
- PCSOs and Police School Community Liaison officers were considered great resources with good visibility, although there was a perceived lack of police visibility on the streets; and
- It was considered that training was required for officers with regards to Autism and the use of appropriate adults. General awareness raising was considered relevant with regards to disabilities also.

**Engagement with our Independent Advisory Group (IAG)**

IAG members’ opinions were sought with regards to what our priorities should be for our 2016-2020 objectives – these have been incorporated into our plan. The two main concerns raised were around officer awareness of disabilities and BME recruitment.
4.2 Engagement with our workforce

Engagement with the Force Confidence and Equality Group members

The Force Confidence and Equality Group (now known as the Embracing Diversity Board) is chaired by the Deputy Chief Constable and is attended by Senior Managers and Staff Support Networks. This group was consulted at the start of the process for drafting our 2016-2020 objectives. Members were provided with the opportunity to comment on whether the 2012-2016 objectives were still relevant, and also, whether there were any new objectives, which we should be considering. Feedback received from that group has been taken into consideration in identifying our 2016-2020 objectives.

Focus Groups

All staff and officers were made aware of the joint consultation survey and provided with an opportunity to have their say by completing the same.

Once the results of the consultation survey and the external engagement events were received, 4 Focus Groups were held internally with our staff and officers in order to discuss initial findings and seek their views on possible objectives. The key themes identified from the Focus Groups were as follows:

- People don’t seem to want to report Hate Crime, even where there is trust in the police. There is a perception that persons don’t want to report as they don’t think that what has happened to them is sufficient to report – may think that nothing will happen once reported;
- Schools and Colleges were considered a good forum for engaging with persons around the topic of Hate Crime;
- It was noted that the type of Hate Crime and Hate Incidents we experience are different to that experienced in urban Forces and that it is difficult to compare Dyfed-Powys police with other Forces. There is a need to identify exactly what is happening within the Force – suggestion that the matter is more complex than just the underreporting element;
• There is a need to engage with members of the public who we may not currently engage with e.g. by putting leaflets in newspapers or being delivered by Royal Mail, information with the Commissioner's precept letter etc.;
• Dementia awareness training was considered beneficial to those who had received it; a good way of raising awareness and being able to identify the signs;
• It was noted that additional support and collaborative working was vital in order to ensure that the necessary support was being provided to elderly service users. Good examples of work were highlighted whereby a PCSO in Powys was engaging with elderly communities to raise awareness of crimes such as telephone and internet scams through a senior citizen liaison group;
• There is a need to raise awareness within our communities and workforce around service access. Noted that information needs to be accessible for officers to allow them to share with members of the public. For example the non-emergency text messaging service number needs to be easily accessible in order to hand out to members of the public;
• Good feedback was received with regards to the Mental Health Triage team, with officers requesting that it be made a 24/7 service. It was considered an invaluable resource which ensured that the individual in crisis received the appropriate level of care;
• It was noted that a significant amount of resources are going into dealing with persons with Mental Health issues. Officers reporting that up to 70% of their workload relates to Mental Health issues – further support is required for officers when dealing with individuals with Mental Health issues, especially out of hours, to ensure that the individual is receiving the best possible care;
• Joint training with the Health Boards was considered beneficial in order to build relationships, and ensure that the service user receives the best possible care;
• Training was considered necessary in order to raise awareness around Mental Health and learning disabilities in particular. Cultural awareness
training was also considered necessary in order to gain understanding of issues faced by persons of different ethnicity and religions;

- Staff and officers considered that there remained to be stigma in the workplace around Mental Health issues; additional support was considered necessary with a need to remove certain barriers to accessing those support mechanisms;

- Language issues sometimes make it difficult to communicate with individuals, especially on the front desk. Officers considered that it would be useful to hold a register of police volunteers who could assist with translating during routine matters, or even a translation app on their tablets for when they are out on the beat;

- We need to improve our capability to provide a Welsh language service – encourage Welsh speakers to join the Force and ensure that we are providing sufficient support to staff and officers to learn Welsh; and

- Valuable feedback was received with regards to recruiting to the Force including reference to the Mid and West Wales Fire and Rescue Service’s engagement and awareness events, and the need to utilise our BME officers to assist with recruiting new officers where they so wished to do so. Concerns were however raised around highlighting minority groups rather than embracing them through positive action, and the fact that some groups may be subject to stigma from family and friends for joining the police.

4.3 Our Equality Data

Equality data available to us was utilised in developing our equality objectives, this data included:

1. Hate Crime and Incident data;
2. Employee Protected Characteristic data;
3. Complaints data; and
4. Local data available from data sites such as Daffodil Cymru.
4.4 Current Crime issues and Crime trends

Demand analysis data available to us from our Force systems, together with data from the Crime Survey for England & Wales were considered in developing our objectives in order to provide a clear picture of what the demands are on our services, and to identify key priorities for Dyfed-Powys police.

4.5 National Research

Findings from national research were considered in developing our equality objectives, which included information and reports from the Equality and Human Rights Commission, Welsh Government, Her Majesty’s Inspectorate of Constabulary (HMIC) and the College of Policing. Some of the information and reports considered are listed below:

- Is Wales Fairer? The state of equality and human rights 2015\(^7\);  
- College of Policing Equality Improvement Model\(^8\);  
- Wellbeing of Future Generations Act 2015\(^9\);  
- HMIC’s PEEL: Police legitimacy 2015 - An inspection of Dyfed-Powys Police \(^10\)  
- College of Policing Leadership Review, June 2015\(^11\) and  
- College of Policing Analysis: Estimating demand on the police service, 2015\(^12\).

5. Our Objectives for 2016-2020

5.1 What are they?

Having considered the information available to us, the following objectives have been identified as the key areas we need to focus on in order to meet the aims set out in the General Equality Duty.

<table>
<thead>
<tr>
<th>Objective</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objective 1</strong></td>
<td>To raise awareness of what Hate Crime and Hate Incidents are and how to report them in an attempt to increase the confidence of members of the community to report Hate Crime and Incidents to us</td>
</tr>
<tr>
<td><strong>Objective 2</strong></td>
<td>To ensure that our services are accessible to all minority groups within our communities, and further ensure that they receive the appropriate level of service when they do access them</td>
</tr>
<tr>
<td><strong>Objective 3</strong></td>
<td>To ensure that staff and officers have the appropriate knowledge and resources to take into account our ageing population through service delivery and workforce management</td>
</tr>
<tr>
<td><strong>Objective 4</strong></td>
<td>To provide a high level of service when responding to cases of persons experiencing mental ill health or crisis</td>
</tr>
<tr>
<td><strong>Objective 5</strong></td>
<td>To increase the diversity of our workforce to more accurately reflect the communities we serve, across all ranks and specialisms</td>
</tr>
<tr>
<td><strong>Objective 6</strong></td>
<td>To promote health in the workplace through raising awareness of mental ill health and distress preventative measures with a view to reduce absence on the grounds of psychological sickness</td>
</tr>
</tbody>
</table>
5.2 Why? And How?

<table>
<thead>
<tr>
<th>Equality Objective 1</th>
<th>To raise awareness of what Hate Crime and Hate Incidents are and how to report them in an attempt to increase the confidence of members of the community to report Hate Crime and Incidents to us</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police and Crime Plan Objective</td>
<td>Priority One: Preventing and Tackling Crime</td>
</tr>
</tbody>
</table>
| General Equality Duty aims | - Eliminate discrimination, harassment and victimisation; and  
- Advance equality of opportunity. |

**Why we chose it:**

Although Dyfed-Powys Police has made significant advances with regards to Hate Crime with the introduction of HCSOs to provide a second tier support for victims, and targeted engagement within our communities to raises awareness of how to report, it is suggested that Hate Crime remains to be largely underreported nationally.

The most recent figures published by the Home Office in October 2015\(^{13}\) suggests that, based on combined data from the 2012/13 to 2014/15 Crime Survey for England and Wales there were an estimated 222,000 hate crimes on average per year for the five monitored strands.\(^{14}\) However in 2014/15 there were only 53,528 hate crimes recorded by the police, suggesting that they remain to be significantly under reported.

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\(^{14}\) The five monitored strands are: race, religion, sexual orientation, disability and gender-identity. See the Introduction of this report for more information.
Although Dyfed-Powys Police have experienced a steady increase in the number of Hate Crimes and Incidents recorded, our figures remain low.

**Hate Crime Statistics – 2012/2013 fiscal year**

<table>
<thead>
<tr>
<th>Total Hate Crimes Recorded</th>
<th>Total Hate Incidents recorded</th>
</tr>
</thead>
<tbody>
<tr>
<td>90</td>
<td>211</td>
</tr>
</tbody>
</table>

**Hate Crime Statistics – 2013/2014 fiscal year**

<table>
<thead>
<tr>
<th>Total Hate Crimes Recorded</th>
<th>Total Hate Incidents recorded</th>
</tr>
</thead>
<tbody>
<tr>
<td>84</td>
<td>224</td>
</tr>
</tbody>
</table>

**Hate Crime Statistics – 2014/2015 fiscal year**

<table>
<thead>
<tr>
<th>Total Hate Crimes Recorded</th>
<th>Total Hate Incidents recorded</th>
</tr>
</thead>
<tbody>
<tr>
<td>101</td>
<td>227</td>
</tr>
</tbody>
</table>

The public consultation survey and subsequent engagement events identified that BME, disabled, LBGT people were perceived, as high-risk victims of Hate Crime. Although there was reference to the beneficial role of police HCSOs, there was also a perception of a lack of action against perpetrators. There is clearly a need to manage expectations in this regard to ensure that victims have a clear understanding as to how reports of Hate Crimes and Incidents will be dealt with.

Suggestions from the focus groups with our workforce also suggested the need to target perpetrators of Hate Crime and Incidents to reduce the incidents of discrimination faced by our communities. This was also one of the key challenges identified by the ‘Is Wales Fairer?’ Report; which was to ‘eliminate violence, abuse and harassment in the community’.

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The All Wales Hate Crime Research project carried out by Race Equality First in partnership with Cardiff University identified that although progress had been made in respect of the Hate Crime agenda, the elimination of such crime is still a long way away and can only be achieved if organisations work together in partnership to meet this challenge.

**What we want to achieve:**

- Confidence within the police service in order to ensure that victims are reporting Hate Crime and Incidents and that perpetrators are being dealt with accordingly;
- An increase in the number of Hate Crimes and Incidents reported to the police therefore providing a clearer picture of the positions within Dyfed-Powys’ Force area; and
- A reduction in the number of actual Hate Crimes and Incidents experienced by members of the community in order to work towards elimination violence, abuse and harassment in our communities.

**Planned Actions:**

- Partnership working with public sector bodies and 3rd party organisations to raise awareness of Hate Crime and Hate Incidents and how to report;
- Identification of what Hate Crime and Hate Incidents look like in Dyfed-Powys and who the victims are in order to ensure that our engagement is targeted and meaningful;
- Continue to invest in our HCSO scheme to ensure that victims are receiving sufficient support;
- Continued support of our NPTs to ensure that they have the necessary resources to identify and deal with Hate Crime and Incidents and that we are

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engaging with as wide an audience as possible to raise awareness of the matter; and

- Look at introducing a programme of engagement around deterring people from committing Hate Crimes.

**Measuring progress:**
The following measures will be used to indicate whether or not progress is being made against the objective:

- The number of Hate Crimes and Incidents recorded by the Force to see whether they are increasing as a result of increased awareness;
- The number of high-risk Hate Crime victims which are being referred to MARACs;
- The number of repeat victims of Hate Crimes and Incidents received by the Force; and
- Hate Crime victim satisfaction in order to identify whether the service we are providing is adequate for the needs of the victims.
### Equality Objective 2
To ensure that our services are accessible to all minority groups within our communities, and further ensure that they receive the appropriate level of service when they do access them.

### Police and Crime Plan Objective
Priority Four: Enhancing Access to Police Services

### General Equality Duty aims
- Eliminate discrimination, harassment and victimisation;
- Advance equality of opportunity; and
- Foster good relations.

**Why we chose it:**

The Dyfed-Powys Police Force area is increasingly becoming an ever more diverse community. This is most apparent in areas where a high number of families from Eastern Europe have moved to the area for work and also, in the University towns of Carmarthen, Lampeter and Aberystwyth. As a Force, we need to ensure that we understand who lives in our communities in order to ensure that we can provide everyone with a consistently high standard of service. This was identified by the HMIC’s recent PEEL Legitimacy Inspection which noted that “there is little evidence of formal neighbourhood profiles being used and too much reliance may be being placed on individual knowledge of communities. There is limited evidence of a structured approach to gathering and updating information about neighbourhoods and communities. Officers and staff rely instead on the knowledge or understanding of their colleagues.”

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Public engagement identified that some members of our communities experience difficulties in accessing our services. Examples of those who experienced specific disadvantage included people who are Deaf or heard of hearing, the blind and persons with limited English and Welsh conversational skills.

Focus Groups with our staff and officers identified a need for certain resources and training in order to ensure that they have the ability to communicate with these communities. It was also considered that increased awareness was required around services such as the non-emergency text messaging service.

Reference was made through engagement to the need to provide sufficient training to staff and officers in order to allow them to deal with persons who may have additional needs. Suggestions included awareness with regards to disabilities including Autism, Mental Health, cultural awareness and of the appropriate adult schemes.

**What we want to achieve:**

- Accessible services for all members of our communities;
- Inclusiveness within our communities in accessing our services; and
- An appropriate level of service to all members of our communities who access our services.

**Planned Actions:**

- Engage with our IAG and our wider communities to identify any barriers that minority groups within our community experience in accessing our services;
- Map our communities through the production of formal neighbourhood profiles in order to identify who is living within our Force area, to further gain and understanding of who may therefore be experiencing difficulties in accessing our services;
- Identify training and resources staff and officers require in order to allow them to communicate with members of the community effectively; and
Review our services to ensure that when minority groups access them, that they are receiving the appropriate level of care and service.

**Measuring progress:**
Progress against this objective will be measured as follows:

- By monitoring the production of up to date neighbourhood profiles available which accurately identify where our minority communities are for all areas;
- By monitoring the number of staff and officers who have received equality and diversity inputs on a year by year basis;
- Through monitoring the number of complaints received by the Professional Standards Department and Public Service Bureau to identify any areas which may need addressing around communication and accessibility to services; and
- By monitoring the number of people who are accessing our services by means of accessible formats, such as the PEGASUS scheme and the non-emergency text messaging service.
**Equality Objective 3**

To ensure that staff and officers have the appropriate knowledge and resources to take into account our ageing population through service delivery and workforce management

**Police and Crime Plan Objective**

Priority Two: Protecting Vulnerable People

**General Equality Duty aims**

- Eliminate discrimination, harassment and victimisation;
- Advance equality of opportunity; and
- Foster good relations.

**Why we chose it:**

It is recognised that we are an ageing population, with it being estimated that 1 in 4 of the population will be aged 65 years or over by the year 2030\(^\text{18}\). This change in the demographics of our population will bring with it a different set of challenges for ensuring that we are providing a high standard, professional service to those members of the community who may be vulnerable to certain types of crime such as fraud and Hate Crime.

Although older people confirmed only a slight negative position in the consultation survey, respondents recognised that older people may be an easy target for criminals and, further, may be discouraged from reporting a crime against them owing to the assumptions others have about older people.

During the public engagement events, reference was made to the accessibility of service to the elderly and the fact that social media was not always an accessible means of engaging with the elderly. The benefit of dementia friendly communities

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\(^{18}\) Older People’s Commissioner for Wales, ‘Equality and age factsheet’, viewed on 17\(^\text{th}\) January 2016, [http://www.olderpeoplewales.com/Libraries/Factsheets_E/Equality_and_Age_Factsheet.sflb.ashx](http://www.olderpeoplewales.com/Libraries/Factsheets_E/Equality_and_Age_Factsheet.sflb.ashx)
were also referred to, as well as the need to engage with elderly communities to raise awareness of telephone scams and other crimes which the elderly were likely to fall victim of. Our staff and officers further echoed these comments during the focus group sessions, with further reference being made to the need to work collaboratively with other public sector bodies to ensure that we are providing a high standard of service.

Feedback was also received from our workforce Unions around the impact of being an ageing population on our workforce. The average age of the British working population is rising; by 2050 it will have risen to 44, from its current level of 40. Whereas those under 45 will rise to 2.7 million, those over 45 will rise by nearly 8 million\(^\text{19}\).

Although overall there is no evidence that older workers take time off sick, when they do it is more likely to be serious illness/injury that involves a lengthy period of absence. According to the National Trade Union Centre 40-45\% of workers between 50 and state pension age are likely to suffer from a health problem over a 12 month period. And poor health is the most common reason for leaving a job.\(^\text{20}\)

It is vital that as an employer, we prepare our workforce for these changes and ensure that our policies and practices do not indirectly discriminate against older employees.

**What we want to achieve:**

- A workforce which is sensitive to the needs of our ageing communities, and have the resources and information necessary to provide a high standard of service and care; and


An organisation, which is understanding of the needs of our ageing workforce, and is able to put necessary adjustments in place to support those individuals in the workplace.

**Planned Actions:**

- Work towards becoming a Dementia Friendly organisation;
- Raise awareness of the ‘Ageing Population’ and the impact on individuals, families, carers, communities and the increased demand on Public Services;
- Consult with staff and officers to identify support required to assist with demand placed by policing by our elderly communities;
- Look at producing a consistent programme for engagement with the elderly across the Force area to raise awareness of matters such as internet scams and such other crimes which the elderly may fall victim to; and with regards to our workforce
- Provide specific, comprehensive training for supervisors to enable them to put relevant policies and procedures into practice with regards to our ageing workforce; and
- Review policies and procedures to ensure that they do not indirectly discriminate against employees on the basis of age.

**Measuring progress:**

Progress against this objective will be measured by:

- Monitoring the number of over 60s which are falling victim to crime;
- Monitoring the number of staff and officers, which have received Dementia awareness training'; and
- Monitoring the number of supervisors receiving training in relation to workforce needs.
Equality Objective 4
To provide a high level of service when responding to cases of persons experiencing mental ill health or crisis

Police and Crime Plan Objective
Priority Two: Protecting Vulnerable People

General Equality Duty aims
- Eliminate discrimination, harassment and victimisation; and
- Advance equality of opportunity.

Why we chose it:

One of the key challenges identified by the ‘Is Wales Fairer?’ Report was to ‘improve access to Mental Health services and support to people experiencing poor Mental Health’. The report notes that poor Mental Health is the most common cause of disability in Britain, although only a quarter of all those with poor Mental Health receive treatment. In Wales the number of daily available NHS beds for mental illness fell by 11% between 2010/11 and 2013/14, while the total number of hospital admissions fell by 5%. This trend means that a continuing demand is being placed on the police service to provide support in such instances; this was recognised by the College of Policing Analysis report: Estimating demand on the police service.

This increase in demand is further alluded to in the above summary of feedback received through consultation and engagement, where it is suggested that there is an increased pressure being placed on the police service to respond to persons suffering from mental illness or crisis. Whilst it is recognised that the police are not

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best placed for providing such care and support, they are often the first point of contact for many individuals in crisis as they feel that they have nowhere else to turn. It is therefore vital that our officers have sufficient resources and information to allow them to provide a high standard of care to such individuals.

Significant achievements have already been made within Dyfed-Powys Police with the introduction of the Mental Health Triage team in Dyfed and the introduction of the Powys s.136 Protocol requiring Inspectors’ authority to all s.136 detentions; both of which have reduced the inappropriate use of s.136 and reduced the use of police cells as places of safety. Both procedures have also seen improved communications with partner agencies in providing professional, accessible advice on a 24 hour basis; however more needs to be done to ensure that individuals are receiving the care that they need.

**What we want to achieve:**
- A high standard of service to those experiencing mental illness or crisis; and
- Improved partnership working with the health boards to ensure that officers are supported to provide that service to individuals.

**Planned Actions:**
- Work with Mental Health services to provide an agency approach when dealing with individuals suffering from mental ill health or distress;
- Produce training for officers to ensure that they have adequate awareness to effectively deal with persons with Mental Health issues;
- Explore opportunities to reduce the number of calls received by the police from hospitals and A&E departments in relation to Mental Health issues; and
- Consider other means by which to relieve the pressure on officers to deal with Mental Health issues, and ensure that the individuals involved are receiving the most appropriate support.
Measuring progress:
Progress will be measured by:

- Monitoring the success of such schemes as the Mental Health Triage and the Powys s.136 Protocol to identify the impact such support has on the service delivered;
- Measuring officer satisfaction with the level of support being received in providing a service to those experiencing mental illness of crisis;
- Monitoring the number of s.136 detentions whereby individuals have been detained in police custody as a place of safety;
- Monitoring the number of officers receiving training in relation to persons with Mental Health; and
- Monitoring progress against relevant action plans.
Equality Objective 5

To increase the diversity of our workforce to more accurately reflect the communities we serve, across all ranks and specialisms

Police and Crime Plan Objective

Priority Four: Enhancing Access to Police Services

General Equality Duty aims

- Eliminate discrimination, harassment and victimisation;
- Advance equality of opportunity; and
- Foster good relations.

Why we chose it:

The College of Policing Leadership review provides 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” 24

Although not specifically applicable to the Welsh Police Forces, one of the Well-being goals under the Wellbeing of future Generations (Wales) Act 2015 is around ‘A more equal Wales: A society that enables people to fulfil their potential no matter what their background or circumstances’ 25. It is vital that we play a part in achieving this goal through working towards a more equal workforce.

Dyfed-Powys Police recognises that, it is important for its workforce to reflect the diversity of the communities of Dyfed-Powys and therefore, specific focus will be given to protected characteristics’, which are currently under-represented.


25 Well-being of Future Generations (Wales) Act 2015 – Section 6
The most recent data available to us provides that 0.77% of our workforce currently identifies as BME, this is in comparison to 2.02% of our communities who identified themselves as BME in the most recent Census in 2011 (3.27% Ceredigion, 1.89% Pembrokeshire, 1.62% Powys and 1.88% Carmarthenshire). While the gap between minority ethnic employee representation and Dyfed-Powys’ local population is only 1.26% points difference, it is recognised that a diverse workforce will maximise our credibility and effectiveness and it is therefore vital that we address this issue through such programmes as the College of Policing’s BME Progression plan 2018.

It is also vital to ensure that we are attracting applicants to the Force from our diverse communities which are not reflected in our BME data, for example Polish residents and members of our GRT communities. Whilst a high number of people have moved into our Force area from Eastern Europe, we do not currently monitor the number of individuals from these communities who are employed by Dyfed-Powys Police and as such, are not able to ascertain whether or not we sufficiently represent these communities. It is also impossible to assess whether or not there are sufficient support mechanisms in place for such staff and officers.

Another focus for Dyfed-Powys Police is around the recruitment of Welsh speaking officers, and our ability to provide a Welsh language service. According to the data from the 2011 Census, 32% of Dyfed-Powys’ communities can speak Welsh; 18.58% in Powys, 47.35% in Ceredigion, 43.93% in Carmarthenshire and 19.25% in Pembrokeshire. Although our workforce is widely representative of its communities, with 31.23% of employees declaring to have Welsh speaking capability at level 3 or above, feedback from the focus groups has identified a need to distribute Welsh speaking officers in areas of high density of Welsh speaking communities, and provide support to non-Welsh speaking staff and officers to learn the language.

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imminent arrival of the Welsh Language Standards makes it even more important for us to increase our ability to provide a service through the medium of Welsh.

Whilst increasing the diversity of our workforce, it is equally important to ensure equal representation across senior ranks within the Force, as well as specialist departments. The most recent protected characteristic equality data available provides that there remains a disparity between male and female officers in senior ranks in the Force i.e. 175 male Sergeants in comparison to 34 female, and 52 male Inspectors in comparison to 9 female. Although progress has been made in this regard, it is important that we continue to strive to address inequalities within our workforce.

What we want to achieve:

- A workforce which is representative of our diverse communities;
- A continued increase in the number of women in senior ranks and specialist roles within the Force; and
- An environment in which employees are encouraged to learn and speak the Welsh language;

Planned Actions:

- Increase our ability to provide a Welsh language service through recruiting more Welsh speakers and providing resources for our employees to learn Welsh;
- Positive action within our communities to increase the number of people from minority groups applying for roles within the Force, including progress against our College of Policing BME Progression 2018 action plan;
- Review our processes for collating sensitive personal data in order to ensure that we are also reporting on areas of diversity not currently covered by our published data e.g. Eastern Europeans and GRT;
Embed the values articulated in the principles from the Code of Ethics in all selection and promotion processes;¹²⁸ and
Identify whether any barriers to career progression exist within the Force, and work towards removing them.

Measuring progress:
Progress against this objective will be monitored by:

- Analysing our protected characteristics equality data to ensure that our workforce representation accurately reflects the representation of our communities;
- Monitoring the representation of protected characteristics across all ranks and specialism;
- Monitoring the number of complaints received by the Professional Standards Department and Public Service Bureau in relation to the Welsh language services provided; and
- Monitor the abandonment and average second answer rate of Welsh language 101 calls into the force communications centre, compared to English calls.

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Equality Objective 6
To promote health in the workplace through raising awareness of mental ill health and distress preventative measures with a view to reduce absence on the grounds of psychological sickness

Police and Crime Plan Objective
Priority Two: Protecting Vulnerable People

General Equality Duty aims
- Eliminate discrimination, harassment and victimisation; and
- Advance equality of opportunity.

Why we chose it:
It is generally accepted that a high proportion of the general public will be affected by mental illness during their lifetime – either experiencing it themselves, or knowing a colleague, family members or friend experiencing who has experienced it. Even though it is a common issue, persons who experience Mental Health problems often face stigma and discrimination.

The Equality and Human Rights Commission (EHRC) report, ‘Not just another statistic: Life in Wales for people with Mental Health conditions’\(^{29}\) identified that ‘overall, people with Mental Health conditions describe as feeling powerlessness and shame in relation to their condition’ and ‘a general consensus that there was a negative attitude towards people with Mental Health conditions’.

Dyfed-Powys Police pledged its support to eliminate such stigma and discrimination in the workplace by making the ‘Time to Change Wales’ pledge in March 2015, however there is still a lot of work to be undertaken with our workforce to improve

knowledge and understanding about mental illness and to get more people talking about Mental Health generally. One of the seven wellbeing goals identified by the Well-being of Future Generations (Wales) Act 2015 is a ‘Healthier Wales: A society in which people’s physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood’\(^3\).

During the focus group sessions with our staff and officers, it was noted that there remains to be stigma attached to Mental Health in the workplace, with officers sometimes being unwilling to come forward to receive support. It was noted that there are often barriers to obtaining support, which need to be addressed to ensure that the needs of our staff and officers are being addressed. It is important that as a Force, we work towards targeting these issues and empower our employees to seek the support and assistance that they need.

The number of staff and officers taking leave as a result of a psychological illness has peaked sharply over the last year. The below figures provided for the Policing Accountability Board in February 2015 show that psychological disorder being cited as the reason for absence rose significantly within a year for both police Staff and Officers. This undoubtedly has an effect on staff moral and relations.

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychological Disorders (%)</td>
<td>17%</td>
<td>21.3%</td>
<td>11.9%</td>
<td>17.6%</td>
</tr>
</tbody>
</table>

The Occupational Health unit has identified that a high proportion of counselling referrals identifies a link with workplace issues. It is considered that management

\(^3\) Well-being of Future Generations (Wales) Act 2015 – Section 6
communication styles are a major contributory factor to how employees manage their health.

**What we want to achieve:**

- An environment whereby staff and officers feel safe to discuss Mental Health issues with their colleagues freely, without fear of being discriminated against;
- A workplace which is free of stigma and discrimination towards persons who are experiencing Mental Health problems; and
- A reduction in the number of staff and officers who are absent from work as a result of psychological illness.

**Planned Actions:**

- Raise awareness of Mental Health issues within the workplace to ensure that staff and officers are given the necessary support;
- Continue to oversee the organisation’s progress in promoting the wellbeing of officers and staff through the Wellbeing Strategy Group;
- Provide managers with enhanced training in relation to how to identify and deal with stress in the workplace; and
- Progress with the Time to Change Action plan.

**Measuring progress:**

Progress against this objective will be monitored by:

- Measuring the number of staff and officers engaged with in relation to this topic through training or awareness sessions;
- Measuring the number of staff and officers absent from work on the grounds of psychological sickness (in hope of seeing a reduction);
- Monitor workplace stress through such means as the HSE stress management questionnaire; and
- Monitoring progress against relevant action plans.
6. Monitoring progress against our Objectives

6.1 Delivery plan

A delivery plan will be produced annually, setting out the work plan for making progress against our objectives. Priority objectives will be identified in order to focus efforts throughout the year; these will be identified based on business needs.

Working groups will be established where necessary in order to progress with the objectives. These groups will predominantly consist of representatives of relevant departments and diversity champions.

6.2 Embracing Diversity Board (Formally Force Confidence and Equality Group)

Progress against our objectives will be monitored at the Embracing Diversity Board meetings held quarterly. Reports will be presented to the group detailing progress already made, and where efforts need to be focused over the next 3 month period.

6.3 Yearly review of our Objectives

A yearly review of progress against our objectives will be carried out by the Equality and Diversity department. These reviews will be made available for the public and will be published on the Force internet page.
7. **Contact Details**

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

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

**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

**Website:**

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