



Annual Report 2018-2019

Joint Strategic Equality Plan

1. Executive Summary

During 2018/19 Gwent Police and the Office of the Police and Crime Commissioner (OPCC) have worked towards the delivery of five Strategic Equality Objectives, set for delivery during 2016-20 as part of our Joint Strategic Equality Plan. This year we have also moved towards embedding a data framework that underpins this work. This allows us to better understand how diversity affects our operational delivery, recognise our successes and our gaps, and will shape our approach to policing communities and providing services over the next period. Key findings this year are summarised below.

Hate Crime and Domestic Abuse:

- BAME referrals into Multi-Agency Risk Assessment Conferences (MARACs) for high-risk domestic abuse victims dropped 0.5% to a level of 6.5% against a recommended 6%. LGB&T referrals also dropped by 0.5% and disability referrals increased by 3.3%.
- Our recording of the Protected Characteristics of domestic abuse victims
 has greatly improved but some gaps remain
- Recorded hate crimes have increased by 19%, with all Protected Characteristics strands showing an increase.
- Our victim satisfaction levels are around 70% for victims of hate crime,
 higher than that of victims of other crime types and anti-social behaviour
 (ASB)
- Our referral rate into victim services (Victim Support and Third Sector Organisations) for hate crime victims is around 90%, considerably higher than that the national average

Legitimacy and Fairness

 Statistically, people from a BAME background were around four times as likely to be stopped and searched than White people in Gwent; this is lower than the national average

- The numbers of stop and search encounters in Gwent has experienced an increase
- 377 people completed a Ridealong with Gwent Police this year, most involving people aged 20-29, with 80 people being aged 19 and under
- Of those who specified a religion 4 (3.8%) were Muslim. In terms of identity 40 (11%) of participants identified as LGBT+. Data highlighted 16 (4%) as BAME ethnicity participated in the Ridealong scheme.
- The number of people detained under Section 136 of the Mental Health Act and taken to custody has decreased from 42% in 2014 to 4% (11). A health based place of safety was provided for 266 (96%) of people detained.
- Since implementation, 347 women have been diverted from custody through the Women's Pathfinder Scheme, a positive outcome for the programme to date. Work has also continued to provide diversion schemes for young people

Access, Engagement and Cohesion: Key Findings

- The Police and Crime Commissioner agreed to fund six community projects from his Police and Community Fund
- Projects to improve access to policing services include Keep Safe, a contact scheme for people with communication difficulties, and the commissioning of a full access audit of the entire Gwent Police estate
- 24 schools in Gwent are now members of the 'Heddlu Bach' Mini Police
 Officer scheme a further 25 to join in September 2019
- Policesol courses have been delivered to around 40 asylum seekers and refugees across Gwent, including a Summer School for young people

Representative Workforce: Key Findings

- BAME representation has increased across the workforce to 3.66% for officers, 2.59% for staff and 7.58% for CSO's, against a ONS 2018/19 Gwent BAME population figure of 25,300 (3.9%)
- There is significant under-representation of BAME officers with 0.7%, above the rank of Sergeant. Additionally female officers are under-represented at the rank of Sergeant and Inspector
- Female officers are well represented at Chief Officer level and make up 66.6% of our officers in total. Women are "over represented" in our staff, making up 66.4% of total personnel
- Numbers of people choosing not to state their sexual orientation have decreased, from 78% in 2016 to 55% in 2019. The total proportion of the workforce identifying as LGB is 3.0%
- The numbers of disabled officers and staff has remained stable at 2.25% for officers and 3.4% for staff

Mental Health: Key Findings

- The Police Control Room Clinical Advisor Project received an average of 810 requests for service per month and avoided 188 arrests under Section 136 of the Mental Health Act following those consultations
- This has resulted in a reduction in Police demand of around 1,000 incidents;
 demand was greatest in the early evening and in Newport
- Over 400 victims have now been referred to our Wellbeing Practitioner at Connect Gwent for psychiatric wellbeing support
- Over 50 MIND trained Well-Being Ambassadors who are Peer supporters are now able to support officers and staff with their wellbeing

2. Introduction

Gwent Police and the OPCC published their first Strategic Equality Plans (SEP) in 2012 to help fulfil their duties as a public authority as set out in the Equality Act 2010. In April 2016, a new Joint SEP was published in partnership that set out our joint equality and diversity priorities for the next 4 years. Our SEP can be found here:

http://www.gwent.pcc.police.uk/en/transparency/know-your-rights/equality-and-diversity/strategic-equality-plan/

These priorities were set in consultation with our staff and communities, and are presented as Strategic Equality Objectives. To help us deliver these Objectives, Gwent Police and the OPCC also have respective Action Plans that keep track of our progress, and form the basis of this Report.

Whilst this Annual Report provides an update on progress against our Objectives to help us meet our duties under the Equality Act, more importantly, it celebrates success in working towards a fair and inclusive police service.

Note – the term 'Protected Characteristics' used in this document refers to the characteristics of age, disability, gender reassignment, marriage and civil partnership, race, religion, pregnancy and maternity and sex.

3. Our Equality Objectives

The overarching aim of our Equality Objectives is to ensure that we embed the principles of equality through all aspects of our day-to-day business:

- Engaged communities— delivering services that are easy to access and that respond to and met the needs of all communities.
- Employer of Choice building a working environment that includes everyone and encourages all personnel to develop and progress.
- A Service that Works building equality into the organisational processes and how performance is managed.

Our commitment to equality is integral to Gwent Police's values, which act as a central pillar to everything we do in policing. Our values are to be Trusted; Fair; Professional; Caring and Responsive.

Work to meet our Equality Objectives also reflects the priorities set out in the Police and Crime Commissioner for Gwent's Police and Crime Plan 2017-2021:

- Crime Prevention;
- Supporting Victims;
- Community Cohesion;
- Tacking Anti-Social Behaviour; and
- Effective Service Delivery

In particular, supporting the delivery of work relating to community cohesion:

- Obtaining the views of all communities on policing and crime matters and ensuring the services provided meet the diverse needs of our communities
- Ensuring a commitment to equality and diversity which promotes respect and cohesion through engagement with our communities and which supports an environment where crime and disorder are not tolerated
- Gwent Police and the OPCC have healthy, value led workforces that truly represent the communities they serve
- Working with our communities to minimise the effect of organised crime and reduce radicalisation and the growth of extremism.

4. Updates on our Equality Objectives

Equality Objective 1: Hate Crime and Domestic Abuse

To identify abuse and harassment where it impacts on communities and individuals, and act effectively to prevent and challenge this behaviour, as well as bringing offenders to justice.

A. Domestic abuse

One of the commitments in our SEP is to improve the reporting and recording rates of incidents of domestic abuse specifically affecting people that share Protected Characteristics - this includes Honour Based Violence (HBV), Forced Marriage (FM) and Female Genital Mutilation (FGM).

When setting our Equality Objectives in 2016, we identified that Gwent had low levels of victims who were from a Black, Asian or Minority Ethnic (BAME) background, people that identified as lesbian, gay, bisexual or transgender (LGBT+) and disabled people being discussed at Multi Agency Risk Assessment Conferences (MARACs) which manage high risk domestic abuse cases. This was compared to recommended numbers for Gwent provided by SafeLives, the independent domestic abuse charity.

This year, BAME referrals into MARACs is 6.5% against a recommended 6%. LGB&T referrals decreased making up 0.5% of our total MARACs, and referrals where the victim is disabled increased to 3.3%. However, nationally it is recommended that Gwent Police should be referring 5+% LGB&T cases, and 18% disability. Our MARAC referrals for male victims made up 4.6% of the total, which is within the recommended 4-10%.

We have also produced some data on the number of non-MARAC domestic abuse cases by gender and ethnicity. This data shows that around 16% of our domestic abuse cases do not have the victim's ethnicity recorded, and around 0.4% do not capture the victim's gender. This a big improvement on last year where 27% of the victim's ethnicity was not recorded and 8.6% of the victim's gender was not recorded. This will go on to improve our capturing of information about the demographics of domestic abuse victims so these

figures are truly representative of the cases we are recording. We have adjusted our Equality Action Plan, which underpins our Strategic Equality Plan to focus on improving the quality of data we collect, and will use this to inform targeted campaigns to encourage reporting from communities that are underrepresented in our data.

Our Strategic Equality Plan also identified specific concerns in relation to asylum seeking and refugee women, who may have less access to support services, and be unlikely to make reports of domestic abuse because of language or cultural barriers, or a fear of the Police. We have continued to working closely with local authorities to maintain links with refugees and asylum seekers that are seeking sanctuary in Gwent, and continue to deliver a domestic abuse session as part of our Policesol course, a four-week programme for newcomers to Gwent.

At a strategic level, the OPCC and Gwent Police are members of the Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Partnership Board and associated Delivery Group, which delivers a Strategic Delivery Plan. Priority 4 of the Plan aims to ensure that our work in relation to VAWDASV is inclusive of all of our communities.

Last year, the OPCC and Connect Gwent, our victims' hub, reviewed sexual abuse, violence and exploitation services in Gwent. The review provided six recommendations, which included the commissioning of an independent evaluation of the services and their impact across Gwent. The evaluation would support the Commissioner in creating a sustainable framework that supports collaboration, and the provision of a service that is accessible to people sharing Protected Characteristics. The finalised evaluation report was presented to the Commissioner in September 2018, and then to the VAWDASV Board in October. The recommendations will be used to inform future OPCC commissioning processes.

HBV/FGM/FM

Our SEP focusses on the need to increase reports and identification of incidents of HBV, FGM and FM, which are nationally under-reported. Gwent Police conducts a quarterly scrutiny review of HBV, FM and FGM cases in order to learn lessons.

Training on HBV, FM and FGM has been delivered to all front line officers. Further training will be being delivered to the Connect Gwent staff.

Gwent Police supported operation Limelight which commemorated the anniversary of Shafilea Ahmed, a 17-year-old British Pakistani girl from Great Sankey, Warrington, Cheshire, who was murdered by her parents in a suspected honour killing in September 2003 due to their daughter being too Westernised. Gwent Police were also able to highlight the work they have undertaken to tackle forced marriage.

We continue to focus on improvements in around FGM. We have a local working group, whose priorities are now set out in the Equality Action Plan. These include a review of current training provision, building better links with local women's groups, raising awareness within schools and carrying out regular audits of incidents identified as FM, FGM or HBV.

The data below provides a comparison of recorded incidents of FGM, FM and HBV and includes incidents recorded retrospectively.

Туре	2015/16	2016/17	2017/18	2018/19
FGM	2	0	1	1
Forced Marriage	1	5	2	4
Honour Based Violence	19	54	21	27

Data analysis reveals that most victims 62% of FGM, FM and HBV decline or withdraw support of further action by either the Police or CPS.

B. Hate Crime

This year saw another increase in the number of hate crimes recorded in Gwent, and numbers continue to be particularly affected by national and global events, such as terror attacks and political and economic instabilities.

Туре	2015/16	2016/17	2017/18	2018/19
Racial	143	277 (93%)	394 (42%)	481 (22%)
Homophobic	49	61 (24%)	144 (136%)	156 (8.3%)
Disability	15	45 (30%)	89 (97%)	109 (22.5%)
Transphobic	4	10 (200%)	11 (10%)	20 (81%)
Religious	2	7 (250%)	19 (171%)	21 (19.8%)
TOTAL	213	400 (88%)	657 (64%)	787* (19.8%)

^{*} as of 31/03/19 - Hate crime data is subject to ongoing validation and quality assurance processes.

Throughout the year, Gwent Police and the OPCC have been using social and traditional media to respond to any such incidents, offering reassurance to affected communities, and encouraging social cohesion through the use of any national campaigns. During Hate Crime Awareness Week in October, the OPCC and Gwent Police undertook a weeklong hate crime awareness campaign to inform and educate the public, while celebrating some of the work done across our communities.

In addition, for Hate Crime Awareness Week, the OPCC and Gwent Police jointly invited bids from community groups to support specific hate crime awareness activities. These activities needed to address local identified need, with priority areas for funding including:

- Encouraging reporting of disability hate crime
- Challenging online homophobia, biphobia and transphobia
- Raising awareness of hate crime within Gypsy, Roma and Traveller communities
- Sharing the experiences of asylum seekers and refugees with the wider community

- Building confidence within faith groups (particularly Muslim women) to report hate crime
- Tackling hate in the late night economy (abuse directed at shop, bar and restaurant workers and taxi drivers).

The fund supported 11 projects across Gwent to deliver activities during Hate Crime Awareness Week and beyond. The projects were evaluated to understand the outcomes of the funding and feedback received from applicants has demonstrated a positive impact in terms of awareness and understanding of what hate crime is, and what can be done to report it.

All of our frontline officers have received hate crime training, and we continue to train all of our new police officers and Community Support Officers (HCSO) in diversity and hate crime. We have also trained another 15 Hate Crime Support Officers this year, taking the number of HCSOs to 45 volunteers across the Force who supported around 600 victims this year, and continue to impact on our victim satisfaction levels

We continue to work with our partners to provide a high standard of victim services to hate crime victims. This year, around 90% of hate crime victims were referred into specialist services via Connect Gwent, as well as receiving support from an HCSO. Information about hate crime and our HCSOs is sent to every person who has experienced hate crime, and we continue to work with our Cyber CSO, who provides safeguarding advice to people who have been victimised online. We have effectively linked our hate crime referral process to other specialists across the Force, including our Prevent Officer and our Missing Children's team, as we recognise the vulnerabilities that often affect hate crime victims could also put them at risk of other forms of exploitation and abuse.

In addition, we offer any member of personnel who has experienced hate crime a referral to an HCSO and external victim services, and have introduced a '13 point plan' that outlines the standard of support that they should receive. This includes, not taking their own statement or being responsible for investigation, being contacted by a senior officer to check on their welfare, and ensuring the Force takes proactive steps in seeking a prosecution.

We continue to use our hate crime data, including hate crimes that effect on the night time economy and those that are symptomatic of wider community tensions, to understand the picture of outcomes and disposals for hate crime. This work will continue to influence our priorities over the coming reporting period, including targeted campaigns during months where specific hate crimes peak and further joint work with the CPS in improving the numbers of disability hate crime crimes, which are referred to them for advice and prosecution.

Published data shows that disability hate crime is under-reported nationally, and Gwent follows that trend. Mate Crime is additionally a factor in incidents of disability hate crime. We are working with the Barnados charity to assist them with anti-disability hate crime project, which will develop further understanding of under-reporting of hate crime.

In July, Her Majesty's Inspectorate of the Constabulary and Fire and Rescue Service (HMICFRS) published their thematic inspection into the police service's initial response to hate crime. As part of this, HMICFRS focussed on sexual orientation hate crime in Gwent, and spent three days examining hate crime logs, speaking to frontline officers and key members of staff, and consulting with victims of hate crime. Within the report, HMICFRS was particularly impressed with Gwent Police's approach to auditing and identifying hate crimes and understanding the needs of our victims in order to provide a tailored response. We continue to focus on maintaining and, where possible, improving our approach to ensure we provide a high quality service to victims of hate crime in Gwent.

This year, we celebrated the launch of the Commissioner-funded Newport People First and Torfaen People First short films to raise awareness of 'mate crime', a form of hate crime where a vulnerable person is manipulated or abused by someone they believe to be their friend. The films are based on some of the real life experiences of members of the People First groups. Many individuals with a learning disability do not understand what mate crime looks like, but the films will help to give them the knowledge and confidence to report mate crime to the police and that the police will take the matter

seriously. The launch received mainstream media attention and the films were shared with our partner organisations to help raise awareness of the issue.

Gwent Police and the OPCC continue to be represented at the Welsh Government's Hate Crime Criminal Justice Board and support the delivery of their Hate Crime Framework. Regular updates on Gwent Police activity are provided to the Gwent Criminal Justice Strategy Board, to improve hate crime and disability hate crime monitoring and awareness across the partnership.

Equality Objective 2: Legitimacy and Fairness

To ensure that policing activities, in particular, stop and search and encounters involving use of force, are carried out in a way that is lawful, proportionate, non-discriminatory, and fosters positive relations between communities and the Police

This objective focuses on ensuring policing activities that have been identified as being particularly intrusive, and likely to impact disproportionately on people that share Protected Characteristics, are subject to proper scrutiny, and communications with the public are improved in order to reassure and receive feedback.

A. Stop and Search and Use of Force

Stop and search is an area of operational activity that is held under close scrutiny by both the OPCC and Gwent Police. We have a number of internal and public processes in place to monitor the use of police powers locally. Working with Gwent Police, the OPCC ensures that any issues identified though these processes, or any concerns raised with us by our communities, are considered and addressed. Gwent Police remains a compliant member of the Best Use of Stop and Search Scheme, launched by the Home Office in 2014. This aims to create greater Police transparency, accountability and community involvement in the use of stop and search powers.

The OPCC has a long established scrutiny process for the use of stop and search in Gwent. In September 2017, this expand to include all use of force.

Legitimacy Scrutiny Panel (LSP) continues to be chaired by an OPCC Policy Officer, supported by Gwent Police's Head of Diversity and Inclusion, and is made up of local community members from a range of ethnic and geographical backgrounds. The LSP meets every six months with members that represent local communities most affected by stop and search. Within the scrutiny process, the LSP:

- Considers and discusses Gwent Police stop and search and use of force data
- Conducts a random dip sample of a proportion of the stop and search records available for the scrutiny period (this includes all records where a BAME classification has been selected)
- Reviews body worn video from a random selection of stop and search and use of force footage available (this has included video relating to stop and search complaints where appropriate).

The OPCC produces reports identifying the outcomes of each exercise and any recommendations or observations for improvement. These are provided to the Commissioner and the police lead for Operational Tactics for follow-up. They are also published on the OPCC website and provided to the Independent Advisory Group for their consideration and feedback.

Between April and October 2018, improvements to overall data quality were noted as a result of changes implemented in conjunction with LSP recommendations. Improvements to the 'grounds' of stop-searches for this period were also seen, reflecting some of the recommendations from LPS repots.

Feedback from panel members remains positive regarding the way that police officers deal with extremely challenging situations. Any concerns raised from their observations of body worn video footage or through the scrutiny of records and data are captured within the report, or, where necessary, fed directly back to the appropriate Gwent Police supervisor for information and action as needed.

The LSP monitors and reviews the Race Disproportionality Ratio (RDR) for stop and search encounters. This year in Gwent our RDR increased to around four, which suggests that, statistically, people from a BAME background were four times more likely to be stopped and searched than white people. This is partly due to increased operational activity such as Operation Sceptre, a national campaign that aims to tackle the growing issue of knife crime across the UK. The RDR is subject to scrutiny every month at our Operational Tactics meeting which examines stop and search data down to Ward level and individual officer activity in order to satisfy Gwent Police and the OPCC that any disproportionality can be justified.

A number of significant factors affect the RDR in Gwent, including the demographic profile of our local communities, and individuals that are involved in organised crime who may be subjected to repeat stop and searches. There have also been changes in the overall number of stop and search encounters recorded in Gwent. During the year, specific scrutiny of drugs-related encounters was undertaken through the LSP in response the national publication of the report *The Colour of Injustice: 'Race', drugs and law enforcement in England and Wales*. The findings of this 'deep dive' were included within the report for October 2018.

During the last three years, the OPCC and Gwent Police has undertaken a 'Know Your Rights' awareness programme for young people across Gwent. During 2018/19, a sustainable and appropriate focus across our communities was implemented jointly between the OPCC and Gwent Police. The programme will help to establish a regular schedule of engagement with key groups, regularly delivering information in a suitable format. Initially aimed at young people with a focus on BAME audiences, the programme comprises 'Know Your Rights' engagement and work with the Professional Standards Department and Diversity and Inclusion Team to help build confidence and trust between communities and the police. The latter element includes raising awareness of how to make a complaint to encourage reporting when a person feels the police have treated them unfairly.

Active engagement began in early 2019 and feedback from workshop participants demonstrated a number of challenges in terms of feelings towards

the police; however, it is hoped that regular engagement will provide valuable opportunities to better understand the reasons behind this, as well as fostering more positive relationships between young people and the police.

Engagement with older people in BAME communities to help address any concerns because of poor previous experiences of stop and search is planned for later in the programme.

The Home Office introduced their Best Use of Stop and Search Scheme (BUSS) in 2014 with the aim of achieving greater transparency, more community involvement in the use of stop and search powers, and improved outcomes from their use. Gwent remains a member of the scheme and the Police and OPCC work closely together to continue to ensure compliance.

As part of the BUSS, Gwent Police introduced a Ridealong scheme in 2015, which allowed members of the public to experience the reality of operational policing alongside staff and officers. In the last year, 377 people completed a Ridealong, the majority of which took place in Newport, Caerphilly, Torfaen and Blaenau Gwent, with smaller numbers in other areas of the Force including our Force Communications Suite.

Encouragingly, most of our Ridealongs were completed by people aged 20-29 (177 people), with around 80 people being aged 19 and under. 4 (3.8%) of our Ridealong participants were Muslim, the remainder specified their religion as Christian, Agnostic, Buddhist, Hindu, Humanist, Jewish and also Sikh. A proportion identified as being atheist or having no religion. In terms of gender, 40 (11%) of participants identified as LGBT+. There will be a further focus during the next reporting period on promoting the scheme to BAME communities who may have less confidence in the Police, particularly around our approach to stop and search.

During 2019/20, work regarding the governance and analysis of stop and search will be undertaken to better align internal and external scrutiny processes. This will help to minimise any duplication across processes and ensure an appropriate focus on scrutiny is maintained.

B. Custody

Our SEP includes a number of actions around specifically around improving the scrutiny of custody data that relates to people that share Protected Characteristics. Our performance management system, QlikView, now captures arrest information by nationality, age, gender and ethnicity, and reviews are now regularly carried out on the following:

Strip searching in custody is now specifically monitored via Qlikview and features in custody record audits for compliance with the Police and Criminal Evidence (PACE) Act. This data is scrutinised further by Protected Characteristic via the Equality Meeting, which has been established to better analyse and understand data in relation to a number of key areas

Detentions under **Section 136 of the Mental Health Act** are also captured on Qlikview and regularly monitored. 2018 saw a continuation of the decrease in numbers of people taken to custody as a place of safety as a result of changes in legislation following the Policing and Crime Act 2017:

	2014	2015	2016	2017	2018/19
% in custody	42%	33%	26%	11%	4%
% in hospital	58%	67%	74%	89%	96%

During the reporting period, the Criminal Justice Liaison Service piloted the introduction of a team of mental health practitioners in Custody. The team will be able to assess and assist detainees who have poor mental health at this early point in the Criminal Justice Process and potentially offer more appropriate diversionary pathways than the Criminal Justice route.

Data for all **children detained in custody** is available is also monitored regularly by senior custody managers. HMICFRS recently undertook an inspection into child protection. This highlighted that a review, jointly with children's social services and other relevant organisations, to look at how Gwent Police manage the detention of children needed to take place. An action plan has been

developed and is reported to and monitored at Operational Efficiency and Effectiveness Board (OEEB).

Gwent Police also reports data on children in custody on a monthly basis to the Welsh Government, and reviews all cases individually where children have been detained post-charge. Gwent Police are represented on the Gwent Monitoring and Review Panel where the transfer of children and young people to local authority accommodation from Police detention is reviewed. A Joint Working Agreement Between Gwent Local Authorities, Gwent Youth Offending Services, Gwent Police and the South East Wales Emergency Duty Team is also in place, which means that all cases where a child is in custody between 10:00 p.m. and 5:00 a.m. will be reviewed on a multi-agency basis.

The table below summarises custody data by ethnicity compared to 2015/16 information, which, compared to the latest available population data, does not evidence disproportionality. Data was not recorded for 'Other' and 'Mixed' ethnicities until 2018/19.

2015/16	2016/17	2017/18	2018/19
11,441	9876	6923	7996
95.0%	93.0%	85.0%	89.21%
2.60%	3.50%	2.80%	3.21%
2.40%	3.50%	3.30%	2.90%
=		100	2.89%
-	-	-	1.79%
	11,441 95.0% 2.60% 2.40%	11,441 9876 95.0% 93.0% 2.60% 3.50% 2.40% 3.50%	11,441 9876 6923 95.0% 93.0% 85.0% 2.60% 3.50% 2.80% 2.40% 3.50% 3.30%

This year, we have continued to provide the Women's Pathfinder Diversion Scheme. This is an Integrated Offender Management (IOM) Cymru initiative that aims to deliver a service specific to women who are exposed to the criminal justice system in Wales. The scheme supports women on their journey through the criminal justice system from the point of arrest to release from prison, by ensuring that there is a multi-agency, co-ordinated response for each case.

Partly funded by the OPCC, a key feature of the scheme is the provision of a multi-agency response to divert women (where appropriate) away from the criminal justice system and into community support and interventions at the earliest opportunity. Women's Pathfinder has been running in Gwent since October 2015 and, to date, 347 women have been diverted through the scheme with 99 diversions provided during 2018-19. This is a positive outcome as diverted women have lower reoffending and re-arrest rates compared to those that are not given diversion opportunities.

During the year, the OPCC and Gwent Police have continued to develop the provision of diversion opportunities for all low level and first time offenders in Gwent, with a particular emphasis on vulnerable people. The existing Women's Pathfinder contract was retendered in October 2018 and as part of this, we also tendered for the new 18 to 25 diversion scheme. This age group provides our largest cohort of offenders and is an appropriate step in enhancing the diversionary support on offer in Gwent. The new services will commence in October 2019.

The OPCC continues to co-ordinate an active Independent Custody Visitors (ICV) scheme, using community volunteers to regularly attend custody units and review the quality of care provided to detainees. ICV volunteers receive regular training, and are aware of equality and diversity indicators that they should be looking out for as part of their visits. Specific performance indicators for the scheme include:

- Number of s.136 adult detainees unable to access a suitable place of safety
- Number of s.136 aged under 18 detainees unable to access a suitable place of safety
- Number of detainees that required translators
- Number of aged under 18 detainees who were kept in detention post charge
- Number of aged under 18 detainees who were kept in detention post charge due to no alternative secure accommodation available

C. Equality Data

This year we have benefitted from the data framework that was implemented during 2017/18. The framework underpins our Equality Meetings, which take place monthly and are themed around:

- Access, Engagement and Cohesion
- Legitimacy and Fairness
- Representative Workforce.

The framework allows for better monitoring of trends and patterns across key areas of work aligned to the SEP, and early identification of risk or disproportionate impact on people that share particular Protected Characteristics.

In relation to hate crime in particular, the framework has allowed to identify that hate crime victims who know the perpetrator are 30% more like to withdraw their allegation, in comparison to other crime type.

The framework additionally allows us to identify current protected characteristics of our officers and staff and provide a benchmark for our representative workforce strategy to deliver a more reflective workforce.

We have continued to work to embed our new corporate monitoring form within all of our recruitment, personnel and community engagement processes. This offers more choice in the way that people can identify their sexual orientation, gender identity, religion and ethnicity, including the introduction of Gypsy and Traveller categories.

Gwent Police and the OPCC will continue to ensure that the Protected Characteristics of people supported through Connect Gwent are recorded and monitored to enable bespoke service provision and more effective promotion of services. Work is being undertaken to better understand the profile of people accessing victim services and has identified several areas for improvement, for example in the way we collect information about domestic abuse victims, and disparities in the uptake of victim services dependant on characteristics like sexual orientation.

D. Complaints

The Force has now moved to using the national electronic complaints form on the external and internal websites, which has resulted in improved data capture of equality issues. The form has two sections specifically relating to equality - Complainant Circumstances, which allows the complainant to identify that their complaint relates to discrimination at the time of reporting, and the equality monitoring section, which allows the force to gather equality monitoring data. This data is now included in the PSD quarterly report to the Chief Officer Team, the Scrutiny and Performance Executive Board and the Commissioner's Strategy and Performance Board.

It should be noted that discrimination complaints where misconduct is identified are referred to the IOPC for independent oversight and the complainant has a right of appeal to the IOPC if they are not satisfied with the investigation or outcome.

The Force has the ability to monitor the proportion of BAME staff and officers who are subject to complaints or conduct investigations and has recently contributed data to the Home Office as part of a national project looking at this issue.

A Sergeant within the complaint department has been identified as the lead for promoting confidence in the complaints process in low confidence groups, particularly amongst BAME communities and young people. This work was impeded by the collapse of SEWREC but the lead is working with the Diversity and Inclusion team to create new community links in local advocacy services. The distribution of complaints information amongst community groups was refreshed for April 2019 and information on how to make a complaint is available on the force website in numerous languages. In addition to Welsh, complaints information is now available in nine other languages. There is also an Easy Read complaint form to engage further with communities.

Equality Objective Three: Access, Engagement and Cohesion

A. Access

This year we have focused on physical and engagement access to Policign services. This has involved improving the accessibility of Policing services to those communities that may experience barriers, as well as ensuring working environments are safe and accessible for all personnel. The Commissioner is responsible for the police estate in Gwent, which includes all police stations, land and assets. The Commissioner has a 10-year Estate Strategy that sets out the vision, drivers for change and the targets for improvements to the estate whilst acknowledging the current opportunities and limitations of modern policing. In delivering the Estate Strategy, the OPCC works closely with Gwent Police to ensure the provision of a visible and accessible policing service, which responds to local need and provides reassurance to the community.

As part of this work, we carried out an initial audit of all of our Police estate to assess how accessible our buildings are to both the public and Police personnel and found potential to make improvements. The Access Audit Reports on the Estate were completed in the spring of 2019 and the works were prioritised considering the use of the premises, the expected lifespans of the premises, and the Estate Strategy. Works to improve access across the rest of the Estate will commence in autumn 2019

The audit included assessment of the design of our new Headquarters. Our Estates Department has worked closely with Staff Support Networks, our Independent Advisory Group, and our Diversity and Inclusion Team to ensure that the new Headquarters provides a workplace, which encourages inclusivity in order to foster positive, respectful relationships between our staff, and inspire confidence in our public that they will also be treated fairly and with dignity. Considerations made around the design include:

- Ensuring a fully accessible environment which is responsive to the needs of physically disabled people and people with sensory impairments
- Provision of specific washing facilities required for religious observation
- Inclusion of a contemplation room for religious observation or quiet reflection
- Development of gender neutral toilet, washing and changing facilities throughout the building

Provision of baby changing and breastmilk storage facilities.

In 2017/18, work began between the OPCC and Gwent Police to implement a Keep Safe Scheme for Gwent. The scheme is designed to help people that may find it hard to speak to the Police on the telephone or in person when in a potentially stressful situation, for example, when calling to report an incident or in custody.

Registering with the scheme means that Gwent Police will have access to specific information regarding an individual's communication needs to help ensure they receive the right support. Information held will include health conditions and how the person can be supported when they make contact, either on the phone or in person. We have worked with local disability groups and disabled people who have helped design a scheme that will work for them and have delivered a training package for Force Control Room staff in partnership with disabled people. An information video for all Gwent officers and staff was also produced internally. In early 2019, we began promoting the scheme across Gwent and by the end of March, 14 people had registered their details. Engagement with community groups to promote the scheme will continue in 2019/20.

B. Engagement and Cohesion

Community cohesion plays a key role in the prevention and reduction of crime and ASB. The OPCC, Gwent Police, and partners continue to actively work together to create a Gwent that is integrated, cohesive and resilient.

Underpinning this work is the Well-being of Future Generations Act and the vision for 'a Wales of cohesive communities'.

In addition to the hate crime initiatives already mentioned, the Commissioner provides his Police Community Fund that focusses on providing support within Gwent's most disadvantaged areas, particularly for groups or organisations already working with young people in those areas.

Community and partnership working is central to the success of the Police Community Fund, with local Police teams working at the heart of these

community groups and acting as the link between the OPCC, Gwent Police and the beneficiaries. The Fund is also aimed at other crime prevention initiatives as well as tackling poverty, and safeguarding the most vulnerable in our communities, without duplicating other funding sources.

Following its initial success, during the year Gwent Police expanded the 'Heddlu Bach' Mini Police Officer scheme to a further 20 schools across Gwent, bringing the total to 23 since its first launch. Providing a real taste of policing for children at an early age, the initiative adds value to the already well-established Gwent Police Volunteer Police Cadets programme whilst giving them a voice to feedback to us on what matters most to them. Going forward equality data will be collated for the next intake to allow comparative representation data across Gwent communities.

Gwent's School Liaison Officers deliver the programme to the volunteers, involving the children with community events and discussions on issues raised by the community 'Your Voice' process. They also raise awareness of issues such as ASB around Halloween and Bonfire night with their peers.

In October 2018, the OPCC part-funded and co-hosted with Race Council Cymru, a Black History Month (BHM) Wales event in Newport. This was the first of these events held in Gwent. 2018 marked the 11th anniversary of BHM Wales celebrations and the theme was 'Black Icons of Wales'. The event featured keynote speeches from both the Commissioner and the Chief Constable, Simon Wooley, the Director of Operation Black Vote, as well as a number of community members that have made social, economic, or other contributions to Gwent. Attendees welcomed a Gwent-based event and encouraged similar local activities in the future. This has been included in our engagement planning for 2019/20.

Gwent Police continues to employ a dedicated Community Cohesion Officer, whose role prioritises the engagement of communities that traditionally have less confidence in, or access to, the police. This role has increased the capacity further develop some of our successful projects like the Policesol course. Policesol sessions are delivered to people who do not have English as their first language, in particular, refugees, asylum seekers and migrants.

Policesol courses have again been delivered this year, including a Summer School (Academi Policesol) specifically for 30 younger people. Participants often start the course with very negative views of the Police, often having experienced corruption or violence in the countries they have travelled from. During the sessions, they are encouraged to meet with some of their local Policing teams, complete a station visit and learn about legislation here in the UK that may affect them. Participants learn about hate crime, stop and search, domestic abuse, healthy relationships and explore what it means to be a good citizen here in Gwent - leading participants to have a better understanding of legislation in the UK and also how to recognise and report hate incidents.

Both the OPCC and Gwent Police have supported local and national community events including Pride Cymru, where we joined with the three other Welsh Forces in promoting policing as LGB&T inclusive.

This year we continued to engage with our Interfaith Network, which has met a number of times. Representatives from various faiths, including our local Mosque leaders, attend the forum and have been active in supporting our engagement with local communities.

An Interfaith event was held in March 2019 at Eton Road Community Centre in Newport. This event celebrated the inclusivity of our faith Communities in Gwent. There were representatives from many different faiths attending. Further events are scheduled. In addition, an Interfaith Network for Gwent is proposed to encompass all faiths within the Force area. The purpose of the Network is to promote cohesion, respect tolerance and understanding of all faiths.

Gwent Police continue to improve our approach to working with Gypsy, Roma and Traveller (GRT) communities, and have a GRT lead within Force who has developed a multi-agency protocol relating to unauthorised encampments. The protocol prioritises the welfare of communities and ensures appropriate safeguarding and support is provided to Gypsies and Travellers who travel through Gwent. A specific forum will be established to foster greater engagement in GRT communities whilst developing a better understanding of their needs as a community.

Going forward, we are setting up a Community Representatives group, which will include members of the Interfaith Network and GRT communities, along with members of other communities from the Gwent area, which will be in addition to already established the Independent Advisory Group.

More broadly, the OPCC and Gwent Police Joint Engagement and Communications Strategy, published in 2018, seeks to ensure continued effective engagement with members of the public including the vulnerable, victims of crime, community groups, those citizens which are seldom heard, and other strategic partners. It also aims to ensure that all members of the community, as far as practicable, have the opportunity to take part in engagement activities.

The OPCC and Gwent Police will seek to engage effectively with all of our communities, including those that share Protected Characteristics. This includes thorough established engagement networks such as our Independent Advisory Group, Interfaith Forum, Disability Access Group, and Youth Services/Cadets. Through the Engagement Strategy, we will continue to ensure that our engagement and involvement activity is representative and inclusive.

Equality Objective Four: Creating a Representative Workforce

Work towards a representative workforce that is reflective of the demographics of Gwent, and ensure that everyone working for Gwent Police and the OPCC are treated fairly and without discrimination.

This SEP Objective relates to any group of people that share Protected Characteristics; however, in line with national activity and local priority, our recruitment focus this year has been on increasing our numbers of BAME police officers.

Despite an estimated 14% of the UK population having an ethnic minority background, only 5% of police officers across UK Forces are BAME. In Gwent, we have a BME population of around 4%, rising to 10% in Newport, but our BAME officers only make up around 2% of our establishment.

Communities that do not see themselves reflected in the demographics of their Police service are less likely to have confidence in the way that they are policed which can lead to significant community tensions. Rapidly changing communities also mean that operationally, we need to make sure our officers have a range of skills and knowledge (for example, language, cultural understanding) which equip them to do their jobs effectively.

During the last year, Gwent Police appointed a Positive Action Outreach Officer to:

- Actively engage with our Protected Characteristic communities,
- Raise awareness of recruitment opportunities across the organisation
- Engage on issues pertinent to those communities to increase trust transparency in police processes.

The Positive Action Outreach Officer has facilitated quarterly recruitment awareness events in areas with a high proportion of BAME residents. The evenings are hosted in community venues, supported by our existing BAME officers and have attracted potential recruits from diverse backgrounds and further also engaged with community, developing understanding of issues such as stop and search. Going forward, positive action awareness events are now embedded within community calendars and attracting more interest. Gwent Police offers mentoring schemes within Force, and the option of mentors is offered to all of our BAME applicants, who will then provide tailored support through the recruitment process such as Assessment Centre workshops and interview preparation sessions; for example, in February following Community Support Officer recruitment drive mentoring was offered to 8 BAME applicants.

As recruitment continues, we recognise that we still have significant underrepresentation of BAME officers above the rank of Sergeant. Gwent Police and the ethnic minority staff support group G.E.M.A. annually promote the promotional assisted learning programme for police officers the (PALs) programme to eligible staff. We have continued to focus on raising awareness across the organisation of the representative workforce agenda and the culture that needs to exist in within Gwent Police in order to support a diverse workforce.

The Diversity and Inclusion Team are proactive in creating a climate of cultural change across the organisation, and highlighting the benefits of a diverse workforce. All new police officers receive an input on understanding positive action, unconscious bias and the value of difference.

The Positive Action Outreach Officer has delivered 'inclusive' representative workforce presentations at Inspector briefings across the East and West LPAs and collaborated with CSOs and Neighbourhood Officers on policing initiatives that impact on the diverse communities of Gwent (i.e. Police Cadets and the Policesol project). Opportunity has also been taken to involve Police and OPCC officers and staff in commemorating notable dates and events marked by our diverse communities.



Stephen Lawrence Memorial Day commemoration April 2019



We have continued to focus on raising awareness across the organisation of the representative workforce agenda and the culture that needs to exist in within Gwent Police in order to support a diverse workforce. All new police officers receive an input on understanding positive action, unconscious bias and the value of difference.

The Force continues to support and work alongside its Staff Support Networks (SSN). Their views and contributions are sought on many issues including recruitment, retention and progression of staff. A joint SSN Forum will be relaunched in the summer of 2019, thus collectively providing a further voice to their members

Our workforce equality data for 2018/19 is summarised in the following table:

Ethnicity (compared to community representation of 3.9%)

Our workforce equality data for 2018/19 is summarised below:

Summary: Officers	2016	2017	2018	2019
Visible BAME	1.50%	1.80%	2.24%	(29) 2.17%
Gypsy/Traveller	0	0	0.07%	(1) 0.07%
Other White Background	1.30%	1.80%	1.50%	(19) 1.42%
Not stated	1.10%	1.30%	2.40%	(21) 1.87%
Summary: Staff	2016	2017	2018	2019
Visible BAME	1.00%	1.17%	1.40%	(17) 2.1%
Gypsy/Traveller	0	0	0.00%	0
Other White Background	1.40%	1.30%	0.32%	(4) 0.49%

Not stated	0.10%	0.30%	1.70%	(5) 0.74%
Summary: CSOs	2016	2017	2018	2019
Visible BAME	3.80%	3.90%	4.70%	(7) 5.9%
Gypsy/Traveller	0	0	0.00%	0
Other White Background	1.90%	2.30%	2.00%	(2) 1.68%
Not stated	0.00%	0.00%	0.00%	0.00%

Gender – female

	2016	2017	2018	2019
Officers	30%	31%	33%	(458) 34.3%
Staff	67%	69%	69%	(535) 66.4%
CSOs	52%	52%	56%	(67) 56.3%
	2016	2017	2018	2019
Constable	32%	34%	35%	(381) 36.2%
Sgt	22%	22%	25%	(50) 26,7%
Insp	17%	19%	25%	(14) 28.6%
CI	25%	27%	13%	(3) 13.6%
Supt	50%	50%	85%	(7) 50%
C/Supt	50%	33%	33%	(1) 40%
ACPO	0%	33%	66%	(2) 66%

Sexual Orientation

	2016	2017	2018	2019
Not Stated	78%	69%	58%	55%
LGB	0.80%	1.50%	2.60%	3%
Officers	Gay men	Gay women	Bisexual men & women	
2016	2	7		
2017	3	13		
2018	Unk	nown		
2019	10	24	18	

Disability

	2016	2017	2018	2019
Not Stated	2%	2%	14%	
Not Known	12%	11%		15.65%

Staff non- disclosed	17%	16%	15%	15%
Officer non- disclosed	12%	11%	11%	16%
Disabled staff	4.00%	4.00%	4.00%	3.47%
Disabled officers	2.00%	2.00%	2.00%	2.25%
Disabled	3.00%	3.00%	3.00%	2.71%

Workforce data will be regularly scrutinised by our Equality Meeting. Based on the above, key priorities for the year included:

 Better understanding the reasons why female and BAME officers do not apply for, or are not successful at Promotion Boards

A survey aimed at all constables and sergeants regarding barriers to promotion was undertaken. The results have been reviewed, together with the results of a Wales wide survey aimed at female detectives and will feed into our Representative Workforce action plan.

 Adopting a range of approaches to recruitment which are more inclusive of disabled people

Numbers of officers and staff declaring their sexual orientation has increased each year since 2016, and so has the percentage of officers and staff declaring that they are lesbian, gay or bisexual.

 Improving the response rate to demographic monitoring across the organisation so we can better understand our representation, particularly in relation to sexual orientation and gender identity

Numbers of officers and staff declaring their sexual orientation has increased each year since 2016, and so has the percentage of officers and staff declaring that they are lesbian, gay or bisexual.

 Ensuring our workplace culture is able to support and develop diverse officers and staff effectively

In addition to our staff associations (Police Federation, Unison and the Superintendents' Association), we have a number of active staff

networks including Gwent Police Ethnic Minority Association, Gwent Women in Policing, Disability and Carers Network (including Mental Health Network and Fibromyalgia Network), PRISM (Gwent Police LGB&T Network), Welsh Speakers & Learners Network and a busy Police Sport section. During 2018/19 we provided training to line managers on Having Difficult Conversations to provide them with skills and techniques to have breakthrough conversations to help support the people they manage.

Gwent Police has published its Gender Pay Gap Review, now mandated for public sector organisations with more than 250 staff. You can read our report here: https://www.gwent.police.uk/en/about-us/equality-diversity/

Equality Objective Five: Mental Health

To work in partnership to improve services delivered to people experiencing mental ill health and ensure the mental wellbeing of all personnel.

The Welsh Crisis Care Concordat remains the golden thread that runs through operational Mental Health activity in Gwent. The Concordat commitments are delivered through a Multi- Agency Delivery group that meets quarterly and Gwent Police is represented by the Mental Health Liaison Officer.

Training is one of the commitments of the Concordat. New recruits to our Force Communications Suite (FCS) are given a two-hour input on mental health and policing. The mental health charity MIND has also delivered a number of sessions to FCS staff to help them deal with persons in crisis during telephone calls.

We completed the initial 12 months of our Transportation Pilot, a dedicated vehicle set up to transport persons in mental health crisis, and this has been extended for a further year to allow better qualitative data to be extracted. The results will be available at during 2019/20.

Following a successful pilot in 2017/18, the Commissioner agreed to expand the Police Control Room Clinical Advisor (PCRCA) project in Gwent from one to

six posts, including a Supervisor. Funded between Gwent Police, the project sees dedicated mental health specialists working alongside Gwent Police in the control room to ensure that when vulnerable people with a mental health illness or suffering a crisis come into contact with them, they receive appropriate care. This aims to reduce demand on Police officers where mental health is an underlying factor, manage risk and harm in relation to mental health crisis and ensure that appropriate care and support is delivered in a timely way.

The team has been in place since February 2018. In the reporting year, they received an average of 810 requests for service per month and avoided 188 arrests under Section 136 of the Mental Health Act following those consultations. This has resulted in a reduction in police demand for over 1,000 incidents. Of the five local authority areas, Newport continued to provide the greatest demand and the peak time for intervention across all areas was early evening.

The Wellbeing Practitioner based at the Connect Gwent victims' hub in Blackwood also continues to provide specialist support for victims of crime with mental health requirements to help them cope and recover from their victimisation. Since April 2015, over 400 victims have been referred to the service for psychiatric help.

We have continued to work with the Samaritans within the Custody suite in Newport. This initiative provides all detainees with the Samaritans helpline number within each cell, so that anyone in need of support can contact them directly. We have also implemented a process for detainees leaving Custody to be referred for Samaritans support, as well as weekly visits to the Custody suite by their support workers. These measures will supplement our existing mental health processes in Custody and provide additional help to those at risk of crisis. This initiative will be fully up and running by the end of September 2019.

We have also continued to support TRiM (Trauma Risk Management) in Gwent, allowing us to provide early intervention and support to officers and staff exposed to Trauma. All front line officers have a two-day course delivered

by the psychological therapies team that is being scientifically evaluated by Cardiff University. The course aims to prepare the attendees for dealing with trauma, thereby limited the negative effects it can sometime have.

In addition, we have over 50 MIND trained Well-Being Ambassadors who are peer supporters able to support officers and staff with their physical and mental well-being. Under Gwent Police's well-being programme, we have implemented a series of stress management sessions that are available to all officers and staff should they need additional support.

Welsh Language

The Equality Act does not cover Welsh language issues but rather has a set of Standards under the Welsh Language (Wales) Measure 2011, detailed in the regulations approved by Welsh Government in March 2016 as the Welsh Language Standards (No.5) Regulations 2016. Separate Annual Compliance Reports are published by the OPCC and Gwent Police in accordance with the Standards imposed on the Commissioner and the Chief Constable.

Many of the Welsh Language Standards (Standards), however, are very similar to actions required by implementing a SEP, so, for example, when undertaking Equality Impact Assessments or when policy consultation is being done, Welsh language issues are considered part of the equalities agenda and are dealt with alongside the protected characteristics and other equality strands.

Internal working practices continue to evolve to ensure that the principle of language equality is respected in every aspect of service provision covered by the Standards.

Welsh lessons are available for employees who wish to learn Welsh or improve on the Welsh language skills they already have. Level 1 Welsh Language Skills training is now compulsory for all employees with 67% of employees already having received this training. Bespoke Welsh language courses are also being delivered to help colleagues provide a Welsh language service, for example Reception Welsh Language Skills, and Welsh Language Skills for Station Enquiry Officers.

Gwent Police continues to work closely with partner organisations such as the Welsh Language Commissioner's Office, Mentrau Iaith (the local Language Initiatives), Coleg Gwent and Grŵp Deddf (a South East Wales regional network) to ensure that progress is being made against our internal Welsh Language Standards Action Plan.

Targeted recruitment of Welsh speakers is helping us to spread the message that Welsh language skills are desirable and in some cases essential for roles within Gwent Police. With the teaching of Welsh being compulsory in schools in Wales, and Welsh Government funding making Welsh classes for adults available in all areas of Wales, whatever your background it's possible to learn or improve on your Welsh language skills.

5. Monitoring and Scrutiny

Progress against our SEP Objectives continues to be monitored through Gwent Police's People and Diversity Board which now meets on a monthly basis and sets the strategic equality agenda. The Deputy Chief Constable chairs this meeting and membership includes a representative from each SSN, Heads of Departments, our internal and external diversity leads, members of our Independent Advisory Group, and the OPCC.

Relevant work stream leads own equality Objectives and over the next period we will continue to work towards delivering these via the internal Equality Meeting. Updates, successes and risks will be reported to the Deputy Chief Constable through the Board and laterally into any relevant tactical meetings. The Commissioner retains oversight of this work by requiring regular update reports as part of his Strategy and Performance Board.

For more information on our work around equality and diversity, please contact:

Gwent Police Diversity and Inclusion Team Gwent Police Headquarters, Croesyceiliog, Cwmbrân **NP44 2XJ**

Tel: 01633 247907

Email: <u>DiversityandInclusion@gwent.pnn.police.uk</u>

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For OPCC use only

Office of the Chief Constable

I confirm that the above Strategic Equality Plan Annual Report has been discussed and approved at a formal Chief Officers' meeting.

It is now forwarded to the OPCC for approval / Information / monitoring purposes.

Heek_

Signature:

Date: 25.11.19

Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:

Date:

26/11/19

