

North Wales Police and North Wales  
Police and Crime Commissioner

# Joint Equality Plan Annual Report 2019/20



**HEDDLU  
GOGLEDD CYMRU  
NORTH WALES  
POLICE**

SWYDDFA **COMISIYNYDD HEDDLU  
A THROSEDD GOGLEDD CYMRU**



OFFICE OF THE **POLICE & CRIME  
COMMISSIONER** NORTH WALES

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# 1. INTRODUCTION

## 1.1 Background to our Strategic Equality Plan

The Equality Act 2010 sets out the equality duties placed on public sector bodies. Both North Wales Police and the North Wales Police and Crime Commissioner are bound by this legislation. We have a responsibility under the Act to meet the general and specific duties demonstrating the promotion of fairness and equality throughout the operation of policing services in North Wales.

Our Joint Strategic Equality Plan is a four year plan which outlines the equality challenges faced in policing North Wales and how we jointly intend to meet and overcome these; the current iteration of the plan was published in April 2019. This updated plan incorporated much of the ongoing work from the previous plan and also provides the updated strategic focus for equality in North Wales Police up to 2023.

The Joint Strategic Equality Plan is also reviewed each year to ensure that it is fit for purpose and continues to meet the needs of the Force and the Commissioner and more importantly the needs of the people of North Wales. An annual report is produced showing our progress and achievements and gives further detail on the activity undertaken by the Force and Office of the Police and Crime Commissioner to meet our equality duties. This is the first annual report for the 2019-2023 Plan.

**As this report was being prepared the Coronavirus (COVID-19) pandemic hit the UK. This has given North Wales Police and all their partners a number of difficult challenges. It has highlighted many social inequalities that exist in our society; indeed we know it has hit our poorest communities the hardest. There is also evidence of more severe impact based on gender, race and age.**

**We are driven to root out inequality where it exists in our service and these challenging and uncertain times have hardened our resolve in this regard. The type and nature of crime prevalent in North Wales has changed due to the impact of the pandemic however the quality of our service and how this is delivered to all our communities must be maintained. We continue to impact assess our activity and monitor our service. However we will only be able to report fully on the impact of the virus and the quality of our response to all our communities in our next annual report.**

## 1.2 Responsibilities

The Chief Constable and the Police and Crime Commissioner are ultimately responsible for ensuring the requirements of the equality legislation are met. The Joint Strategic Equality Plan outlines how we will meet the requirements of the general and specific duties of the Equality Act 2010.

Within the Plan we have set equality objectives for policing in North Wales. The Force and Office of the Police and Crime Commissioner will carry out the actions that will enable us to meet these objectives. Evidence of the progress of these activities is gathered by the Force Diversity Unit and is overseen by the Force Equality and Diversity Committee and monitored by the Office of the Police and Crime Commissioner; this is a strategic board that meets quarterly and is chaired by the Deputy Chief Constable.

## 2. IDENTIFYING, COLLECTING AND USING INFORMATION

We identify, collect and use information from a variety of different sources to support our equality plan, particularly through the areas of Communities, Partners and our Organisation.

### 2.1 Our Communities

Having good channels of engagement can help to improve satisfaction in policing amongst communities, especially those who may feel disadvantaged, excluded, vulnerable, isolated or marginalised. We therefore decided we must continue to maintain current levels of engagement especially with minority communities. Understanding our communities, engagement and good relations are vital for increasing confidence in the service that we deliver.

Our current system of working with community groups continues to be an effective way of engaging; this has been confirmed in feedback from the individual groups, the Diversity Steering group and our Independent Advisory Group Members.

### 2.2 Our Partners

We recognise that policing does not take place in a vacuum and so understanding the partnership landscape is key. We will continue to work alongside our partners and put systems in place to enable the collection, collation and analysis of data that identifies disparity in our service delivery. This joint service delivery will enable a more effective public service provision across our communities.

### 2.3 Our Organisation

The Force produces and publishes its annual Workforce Representation Report which includes the steps that the Force has taken to identify and collect employment information. It is vital that we understand the composition of our workforce. We have formal and informal methods of engagement with our staff to ensure we better understand how to develop an inclusive organisational culture that promotes and embeds diversity and equality.

## 3. EQUALITY OBJECTIVES AND PROGRESS

We have set equality objectives for policing in North Wales. We have also identified specific activities to help us achieve this.

### 3.1 Strategic Approach to Equality & Diversity

<b>Equality Objective</b>	Monitor and assess our approach to the Equality Act across all areas of business ensuring equality and fairness throughout the organisation and across our policing priorities.
<b>Planned Actions</b>	<ul style="list-style-type: none"> <li>• Continue to undertake Equality Impact Assessments on decisions made including policy and procurement.</li> <li>• Currently hold Disability Confident Employer Award and we will work towards the Disability Confident Leader Award.</li> <li>• Scrutiny of Professional Standards matters (including complaints and dissatisfaction).</li> <li>• Maintain a fair and transparent commissioning process for all commissioned services.</li> <li>• Undertake monitoring of staff opinion.</li> <li>• Maintain and resource the strategic oversight of the Force Equality and Diversity Committee.</li> <li>• Scrutiny of Out of Court Disposals</li> </ul>

## Achievements this reporting period include but are not limited to:

<p><b>Equality Impact Assessments</b></p> <p>Assessments continue to take place on a variety of decisions; this reporting period examples include changes to shift patterns, flexible working arrangements, promotion panels and the new Police Educational Qualifications Framework.</p>
<p><b>Disability Confident Leader</b></p> <p>North Wales Police has renewed its Disability Confident Employer accreditation and has submitted papers to be assessed as a Disability Confident Leader.</p>
<p><b>Quality of Service – People Intelligence Panel</b></p> <p>People Intelligence Panel has been introduced that provides a learning environment to help maintain individual and organisational learning, so the same issues do not occur repeatedly.</p> <p>Improvement in quality of service helps to reduce the likelihood of people feeling victimised and marginalised by poor service.</p>
<p><b>Social Value</b></p> <p>The Office of the Police and Crime Commissioner continues to promote ongoing adherence to the Social Value Policy. This guarantees that spending on goods, supplies and services contributes significantly to the local and regional economy and this spending should encourage and ensure equal opportunities.</p>
<p><b>Workforce Survey</b></p> <p>In collaboration with Durham University a survey was undertaken to understand how people feel they are treated by the organisation and the environment they work in affects their attitudes, behaviours and service delivery.</p> <p>Results showed very high levels of public service motivation and a high concern for vulnerable people. Following the survey outcomes the Force has reinforced its commitment to the wellbeing agenda.</p>
<p><b>Equality and Diversity Committee</b></p> <p>The Equality &amp; Diversity Committee agenda has been reformatted to better capture evidence against each Equality Objective. The meeting is now chaired by the Deputy Chief Constable and it ensures that the Force Joint Strategic Equality Plan is in line with other national police service strategies.</p>
<p><b>Out of Court Disposals</b></p> <p>A new system has been introduced by the Force in line with NPCC advice which enables, clearer, more informed and relevant decisions to be made in regard to Community Resolutions and Conditional Cautions. In addition the Force run an Out of Court Disposals Scrutiny Panel which analyses decisions made about matters that do not end up in court, to ensure they are made appropriately and to highlight any learning/areas of good practice.</p> <p>The Police and Crime Commissioner introduced a new project called Checkpoint Cymru. The aim of this project is to reduce reoffending of low level crime and to divert offenders away from the criminal justice system by addressing their underlying issues, providing education and specialised support to meet ongoing needs.</p>

### 3.2a Service Delivery

<b>Equality Objective</b>	Effective and fair use of powers.
<b>Planned Actions</b>	<ul style="list-style-type: none"> <li>• To ensure there is no disproportionality across certain key policing activities such as stop &amp; search, arrests, detention etc.</li> <li>• To ensure no disproportionality in use of force.</li> <li>• To demonstrate appropriate delivery of Code of Ethics.</li> <li>• Improving satisfaction.</li> </ul>

#### Achievements this reporting period include but are not limited to:

<b>Monitoring Disproportionality</b>	Disproportionality is discussed as standard in a number of key meetings such as the Police and Public Encounters Board, Stop and Search Scrutiny Panel and Out of Court Disposals Scrutiny Panel. We have reinforced our ability to seek out and address disproportionality where it exists.
<b>Public Encounters Board</b>	The Force Police and Public Encounters Board scrutinises all data relating to 'use of force' which covers a wide range of policing tactics. The Board consider use of force against a number of groups and actively seeks to understand any disproportionality. It ensures that any learning from a local or national level is fed back into the training and development North Wales Police officers and staff. Additionally the OPCC dip sample complaints against the Force (including use of force) alongside the Force Professional Standards Department.
<b>Ethics Committee</b>	The Force has established a specific Ethics Committee that is responsible for 'enhancing trust and confidence in the ethical governance and actions of North Wales Police and the Office of The Police and Crime Commissioner'. Following a recent HMICFRS inspection (PEEL) the Force has been notified that it currently has a strong and consistent understanding of the Code of Ethics.
<b>Quality of Service Board</b>	The North Wales Police Quality of Service Board chaired by Chief Superintendent of Local Policing Services sits to discuss trends in satisfaction. This Board highlights areas for improvement and puts plans in place to increase satisfaction.

### 3.2b Service Delivery

<b>Equality Objective</b>	Accessible and responsive service delivery.
<b>Planned Actions</b>	<ul style="list-style-type: none"> <li>• Improve the communication processes for the delivery of services (e.g. sign, translation etc.).</li> <li>• Raise general awareness of hate crime and domestic violence.</li> <li>• Engage and communicate with people in our communities about crimes that cause the greatest harm to vulnerable people.</li> <li>• Maintain a hate crime scrutiny process that includes scrutiny of hate crime performance data.</li> <li>• Scrutinise domestic abuse and sexual violence data.</li> <li>• Undertake targeted campaigns to raise awareness of disability related hate crime and its impacts particularly for vulnerable victims, especially those with learning difficulties.</li> <li>• Support and promote Hate Crime Awareness Week.</li> <li>• Review data on crimes against older people to ensure older victims receive a fair service.</li> <li>• Satisfaction/Dissatisfaction scrutiny of hate crime?</li> </ul>

#### Achievements this reporting period include but are not limited to:

<p><b>Domestic Abuse Awareness Scheme for Hairdressers</b></p> <p>North Wales Police and the Office of the Police and Crime Commissioner launched a joint initiative entitled "Would you Make the Cut", this scheme informed those working in the hair and beauty industry that "domestic abuse victims may visit your salon every day; you may be the only people they can speak to". Those working in the Hair and Beauty industry were trained in how to signpost domestic abuse victims to the appropriate authorities.</p>
<p><b>Stakeholder Support in Equality Related Matters</b></p> <p>A recent inspection by HMICFRS<sup>1</sup> noted:</p> <ul style="list-style-type: none"> <li>• the Force has two dedicated Hate Crime Officers that support hate crime investigations and community engagement across the Force; additionally the force utilises fully vetted, formally recruited and interviewed IAG members for specialist engagement work and less formal community groups for themes like race, disability, transgender, LGBT etc.</li> <li>• The Diversity Unit also holds regular monthly meetings with the Victim Support Hate Crime Caseworker and as part of that meeting review cases which Victim Support are engaged with to ensure that no occurrences have been missed.</li> </ul>

<sup>1</sup>Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services.

### Initiatives for Vulnerable People

Previously the Force had reported on the introduction of the 'Keep Safe Cymru Card', recently there has been further work to inform control room staff as to their responsibilities under the scheme. This piece of work ensures that we will continue to tailor our communication style and service delivery accordingly.

### Safeguarding Children

A report from HMICFRS states that North Wales Police demonstrates a thorough understanding of its responsibilities towards protecting children from harm.

Her Majesty's Inspector of Constabulary said: "I am pleased overall with the results of our inspection into North Wales Police, which revealed that the force is doing a good job at protecting children from harm."

### Monitoring Hate Crime Reporting and Prosecutions

This reporting period a report from the Crime Prosecution Service gave the following hate crime figures:

- 90% (124/138) of all North Wales Police Hate Crime prosecutions were successful (84%<sup>2</sup>).
- 76% (19/25) of all age related hate crime prosecutions were successful (81%<sup>2</sup>).
- 87% (76/87) of all racist & religious hate crime prosecutions were successful (85%<sup>2</sup>).
- 93% (38/41) of all homophobic and transphobic hate crime prosecutions were successful (86%<sup>2</sup>).
- 100% (10) of all disability hate crime prosecutions were successful (72%<sup>2</sup>).

### Protecting Vulnerable People

The Force has a Protecting Vulnerable People Unit Strategic Board which analyses Force performance in protecting and safeguarding vulnerable people within the policing priorities. The work of the Board enables the Force and PCC to direct funding appropriately, identify barriers to success and overall to provide a better service for victims.

The Force is also actively involved in the Violence Against Women Domestic Abuse and Sexual Violence Board which is a regional board chaired by the Chief Executive of the Office of the Police and Crime Commissioner.

The purpose of the board is to ensure effective use of resources to support victims of domestic abuse and sexual violence.

<sup>2</sup>Average percentage for England and Wales, showing North Wales Police to be above average in most areas.

### 3.3 The Workforce and Working Environment

<b>Equality Objective</b>	Work towards a representative workforce and build a working environment that includes everyone and that encourages all staff to develop and progress
<b>Planned Actions</b>	<ul style="list-style-type: none"> <li>• Implement the Force Workforce Representation Strategy and ensure its ongoing oversight and scrutiny.</li> <li>• Target individuals from minority backgrounds to ensure that the diversity in our Force represents the communities we serve.</li> <li>• Ensure internal staff support networks have regular engagement with the Chief Constable and the Commissioner.</li> <li>• Monitor data and publish an Annual Workforce Representation Report.</li> <li>• The Office of Police and Crime Commissioner will scrutinise HR policy and practice.</li> <li>• Ensure Blue Light Framework drives activity to improve health and wellbeing for all members of staff.</li> </ul>

#### Achievements this reporting period include but are not limited to:

<p><b>Workforce Representation</b></p> <p>We have invested significant resources into improving our workforce representation:</p> <ul style="list-style-type: none"> <li>• A new Force Workforce Representation Strategy has been launched.</li> <li>• We are part of an all Wales approach to 'Operation Uplift'<sup>3</sup>.</li> <li>• We are pursuing the National Police Chiefs Council Equality Diversity and Inclusion Strategy in our efforts to improve workforce representation.</li> <li>• The Force now has a Workforce Representation Team that drives work in this area.</li> </ul>
<p><b>Disability Confident Award</b></p> <p>This year we have revalidated our Disability Confident Employer status and are in the process of being assessed for the Disability Confident Leader award.</p>
<p><b>Gender Pay Gap Analysis</b></p> <p>We continue to meet the requirements of the Gender Pay Gap Reporting Duty and are able to report that the gender pay gap is successfully reducing in the organisation.</p>

<sup>3</sup><https://www.north-wales.police.uk/news-and-appeals/north-wales-police-to-get-an-additional-62-officers>

**Health & Wellbeing**

The Blue Light Wellbeing Framework is a self-assessment tool that contains learning from across the Police Service, academia and Public Health England. It challenges the service to improve the health and wellbeing of its workforce. The NWP Head of Medical Services reports to a Strategic Health & Wellbeing Board and states that we are 42% compliant with the framework. This year a Health & Wellbeing Strategy has been launched to drive activity in this area.

**3.4 Effective Partnership Working**

<b>Equality Objective</b>	Ensure effective working relationships with statutory and third sector partners.
<b>Planned Actions</b>	<ul style="list-style-type: none"> <li>• Maintain and develop work with North Wales Public Sector Equality Network.</li> <li>• Funding/joint events/support of third sector partners.</li> <li>• Annual event for consultation with third sector partners (OPCC).</li> </ul>

**Achievements this reporting period include but are not limited to:**

**North Wales Public Sector Equality Network**

This reporting period the North Wales Public Sector Equality Network has been chaired by the Office of the Police and Crime Commissioner. This period as has given NWP and the OPCC more scope to influence the agenda and to link in with other external and third sector bodies.

**Supporting the Third Sector**

The OPCC supported events organised by third sector bodies that marked Hate Crime Awareness week.

The OPCC recognises the expertise of numerous third sector organisations especially when it comes to domestic abuse support. By commissioning their services the OPCC is investing into this expertise to ensure that it continues to be available to communities in the future.

**Annual OPCC Third Sector Engagement Event**

An event was held at the end of 2019, all members of the third sector were invited who had an interest in criminal justice and associated matters. The event was held to gain views on mid-term changes to the Police and Crime Plan.

### 3.5 Communication and Engagement

<b>Equality Objective</b>	Ensure that we engage and communicate with the people of North Wales and that we do so in an accessible and inclusive way.
<b>Planned Actions</b>	<ul style="list-style-type: none"> <li>• Maintain and increase existing public facing and staff equality forums and stakeholder groups.</li> <li>• Manage contacts and maintain relationships with key stakeholders.</li> <li>• Undertake engagement activity as set out in the Office of the Police and Crime Commissioner Engagement Strategy and Plan.</li> <li>• Provide information and communicate in accessible ways.</li> <li>• Maintain relationships with local partners</li> <li>• Scrutinise Force local policing engagement.</li> </ul>

#### Achievements this reporting period include but are not limited to:

<p><b>Race Stakeholder Group Meetings</b></p> <p>Since the last reporting period a new community consultation group has been established, the NWP Race Liaison Group this is chaired by a representative of the OPCC.</p>
<p><b>Community Contacts Database</b></p> <p>In addition to the quarterly community consultation framework and the Independent Advisory Group the Diversity Unit also compiles and manages a database of community contacts. This enables NWP to liaise with and contact stakeholder groups as and when information needs to be communicated to community members / advocates.</p>
<p><b>OPCC Engagement Strategy</b></p> <p>A new OPCC Engagement Strategy is being drafted, the key focus of which is maintaining good communication with the people of North Wales. The new strategy takes account of diverse communities and their differing needs when it comes to engagement and communication.</p>
<p><b>More Use of Easy Read</b></p> <p>Where the Force and Office of the Commissioner publish material they seek to do so in accessible formats. A recent example is the publication of the Joint Strategic Equality Plan Easy Read document and the PCC's Police and Crime Plan Consultation. Publishing 'easy read' versions of documents enables a number of groups to understand the objectives of our equality plans. This assist with engaging with younger people, those with additional learning needs and those who use English / Welsh as an additional language to their own.</p>

## 4. PARTNERSHIP WORKING

In addition to setting our own organisation based equality objectives, we have also worked with the North Wales Public Sector Equality Network (the Network) to develop a set of shared equality objectives.

The Network is made up of a number of key local partners including the six local authorities of North Wales<sup>4</sup>, Betsi Cadwaladr University Health Board, North Wales Fire and Rescue Service, the Welsh Ambulance Service, Snowdonia National Park Authority and the Force and OPCC and has now also been joined by more partners including probation services (the Community Rehabilitation Company).

The partnership working through the Network is considered to be a best practice approach to equality through collaboration and has previously received acclaim from Welsh ministers.

In setting both our own objectives and those shared with local partners, we have followed the requirements of the specific duties. We have used national research, local information and information from engagement and consultation with staff and the public to inform our decisions on which equality objectives to set.

**National Research** - provided us with a starting point for developing our equality objectives.

**Local Information** - allowed us to identify local issues which may not have been recognised nationally. We continue to review and analyse local information to ensure our objectives remain appropriate and relevant.

**Information from Engagement** - From national information we were able to establish areas of concern and identify groups most at risk of discrimination. We then used this information to guide our engagement with local people. Our engagement focuses on common recurring themes and issues of joint concern.

**Consultation with Staff and Public** - Using existing and new forums we have hosted several focus groups made up of people with protected characteristics. Participants' contribution has helped inform the objectives which are a key part of the Equality Plan.

**Partnership Objectives** - In considering its joint responsibilities the Network has developed its own shared objectives; these are:

- Objective 1: Address health inequalities
- Objective 2: Address unequal outcomes in Education to maximise individual potential
- Objective 3: Address inequalities in employment and pay
- Objective 4: Address inequalities in personal safety
- Objective 5: Address inequalities in representation and voice
- Objective 6: Address inequalities in access to information, services, buildings and the environment

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<sup>4</sup>Anglesey, Conwy, Denbighshire, Flintshire, Gwynedd and Wrexham

## 5. EQUALITY IMPACT ASSESSMENTS

When the Force or Commissioner make decisions they must consider the people affected by that decision, whether that is service users, employees or even partners. In order to do this fairly we use an Equality Impact Assessment (EIA) tool. The purpose of the EIA is to gauge and ensure fairness. It works by ensuring consideration is given to policies, functions, activities and decisions to determine whether they have a significant effect on people, and if so, assess if there is perceived or actual unfairness or disadvantage to those affected by that decision. The EIA acts as a risk assessment and ensures that our decisions pay due regard to the three aims of the General Duty of the Equality Act 2010. This process is also used to understand impact and ensure fairness in Welsh language use and provision.

## 6. TRAINING

Specified information on training is provided within the Workforce Representation Report.

