



Mae'r ddogfen hon ar gael yn Gymraeg yn ogystal â Saesneg.

This document is available in Welsh as well as English.



COMISIYNYDD  
HEDDLU A THROSEDDU  
DYFED-POWYS  
POLICE AND CRIME  
COMMISSIONER

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

Working together to meet  
our General Equality Duties

Progress Report April 2021



This report will outline the progress made by the Force and OPCC over the last year against our Strategic Equality Objectives for 2020-2024.

Following consultation and engagement with members of our public, and our staff and officers, the following objectives were agreed as the priorities for 2020-2024.

1. To increase the diversity of our workforces so that we are truly representative of our communities.
2. To ensure that once in employment, our diverse workforce is being treated fairly and equitably.
3. To improve our understanding of our diverse communities in order to ensure that our services are fit for purpose, and that all of our communities have a voice in policing.
4. To ensure that we are effectively identifying and reacting to issues relating to community cohesion with a view to reducing the number of hate related crimes and incidents being committed within our Force area.

A full explanation of how we identified these equality objectives, together with the actions we plan to undertake can be found in our Strategic Equality Plan 2020-2024.

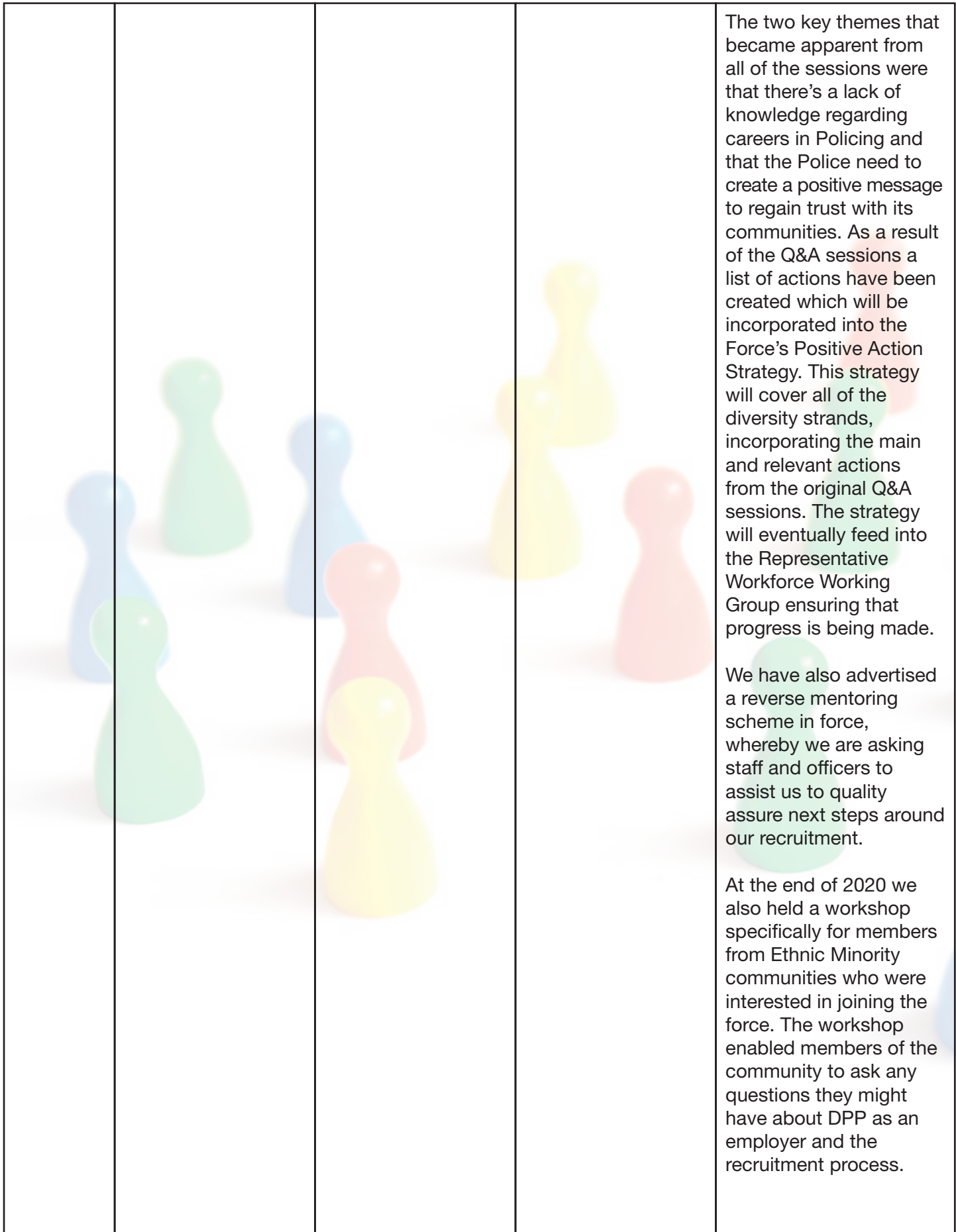
The objectives will drive progress against our general compliance with the Equality Act 2010, ensuring that we are providing a fair and equal service to our communities, as well as helping us become employers of choice for our collective workforces.

This progress report will include information on the various work streams which we have in being over the last year in order to develop against our objectives.



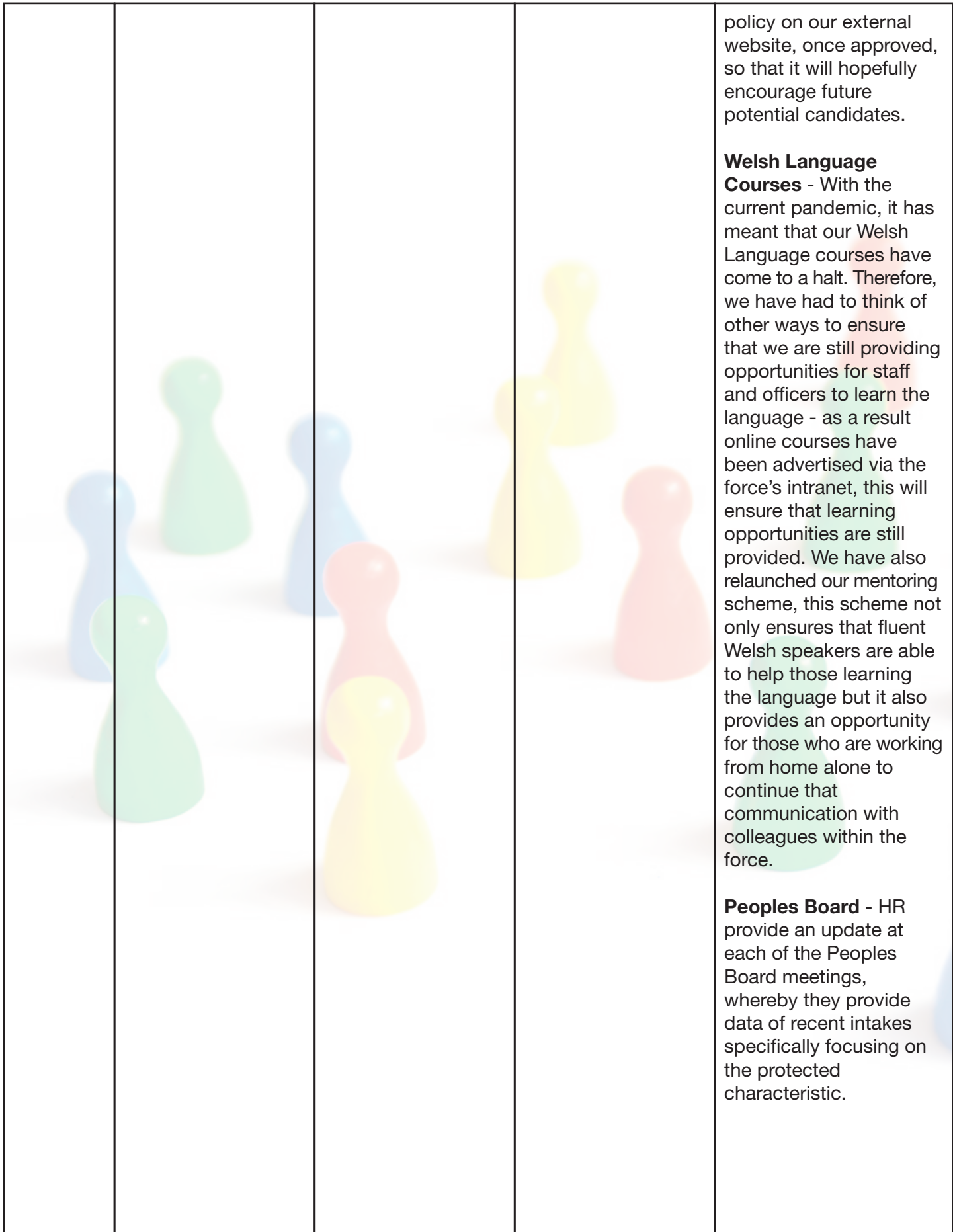
Objective No	Objective title	How?	Monitoring	Update
1	To increase the diversity of our workforces so that we are truly representative of our communities	<ul style="list-style-type: none"> <li>• Review and evaluate progress being made against our Strategy: “A plan for ensuring that our workforce reflects the communities we serve”;</li> <li>• Actively engage our diverse communities to ensure that we are identifying and removing barriers to them joining the Force and OPCC;</li> <li>• Systematically review infrastructure and working processes in order to ensure that we are increasing opportunities for underrepresented communities to work for us; and</li> <li>• Encourage our workforce to disclose personal diversity data with the organisation in order to allow us to assess representation accurately.</li> </ul>	<ul style="list-style-type: none"> <li>- We will review all intakes of staff and officers periodically in order to identify any disparity of representation within the recruitment process;</li> <li>- We will monitor the success of recruitment campaigns to ensure that we are effectively engaging with our diverse communities; and</li> <li>- We will periodically review the personal diversity data we collate regarding our staff and officers to identify disparity, as well as unwillingness to disclose</li> </ul>	<p><b>Representative Workforce Working Group</b> - In 2019 the Representative Workforce Working Group was created in order to ensure that the force is truly representative of its communities and doing all that it can to attract diverse applicants. Innovative ideas are welcome so that we can connect and communicate with the smaller communities within the Dyfed-Powys area. The group includes Staff Support Network representatives, People Services, Corporate Communications and representatives from the Equality &amp; Diversity department. The Equality &amp; Diversity department created this group, as it was felt that there were gaps in the force’s recruitment strategy. This group has not met for some time however, in consultation with HR regular meetings have restarted. A monthly Representative Workforce Working Group (RWWG) is held which is chaired by Chief Insp Stuart Bell and feeds into the EDG, which ultimately feeds into People’s Board.</p> <p>A part of the group’s role is to review recruitment data provided by HR, identifying any disparity and addressing any issues.</p>

				<p>The business of the group which be largely informed, and its meetings driven by the Positive Action Strategy and the underpinning delivery plan.</p> <p><b>Representation of Ethnic Minorities</b> - The force is currently working to increase its representation of Ethnic Minorities, including liaising with local universities to highlight the career opportunities within the police service to their students. Q&amp;A sessions were held in October 2020 between the force and Ethnic Minority students at the University of Wales Trinity St David to discuss policing in Dyfed-Powys, perceived barriers and opportunities to join. This allows 3 months to action some recommendations ahead of the recruitment opening in January 2021.</p> <p>The students are undertaking a 'skills in the workplace' academic course - 20 credit project management model. A part of their course entails undertaking a research project with the Ethnic Minority community in order to understand the perceptions they might have about joining the Police. The research findings will inform future DPP recruitment strategies.</p>
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				<p>The two key themes that became apparent from all of the sessions were that there's a lack of knowledge regarding careers in Policing and that the Police need to create a positive message to regain trust with its communities. As a result of the Q&amp;A sessions a list of actions have been created which will be incorporated into the Force's Positive Action Strategy. This strategy will cover all of the diversity strands, incorporating the main and relevant actions from the original Q&amp;A sessions. The strategy will eventually feed into the Representative Workforce Working Group ensuring that progress is being made.</p> <p>We have also advertised a reverse mentoring scheme in force, whereby we are asking staff and officers to assist us to quality assure next steps around our recruitment.</p> <p>At the end of 2020 we also held a workshop specifically for members from Ethnic Minority communities who were interested in joining the force. The workshop enabled members of the community to ask any questions they might have about DPP as an employer and the recruitment process.</p>
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				<p><b>Expressions of interest</b> - Expressions of interest forms are now available on all Officers MDT, enabling diverse individuals to register their interest in joining the force.</p> <p><b>All Wales Forum -</b> Dyfed-Powys Police attends the All Wales Meetings in order to share best practice with the other Welsh Forces and to learn from one another.</p> <p><b>Recruitment Workshops</b> - Workshops were held in order to assist applicants with queries they might have regarding the recruitment process. This included assisting with application, assessment centre and interview queries ahead of the January 2021 campaign.</p> <p>In addition to this, our People Services department have also been identifying &amp; supporting applicants who have requested Positive Action for the Police Staff vacancies.</p> <p><b>Trans Policy</b> - A new Trans Policy has been created, this not only includes a specific transitioning within the workplace policy but it also includes guidance for trans employees who are transitioning, managers of those who intend on transitioning and a glossary of terms. We will highlight this</p>
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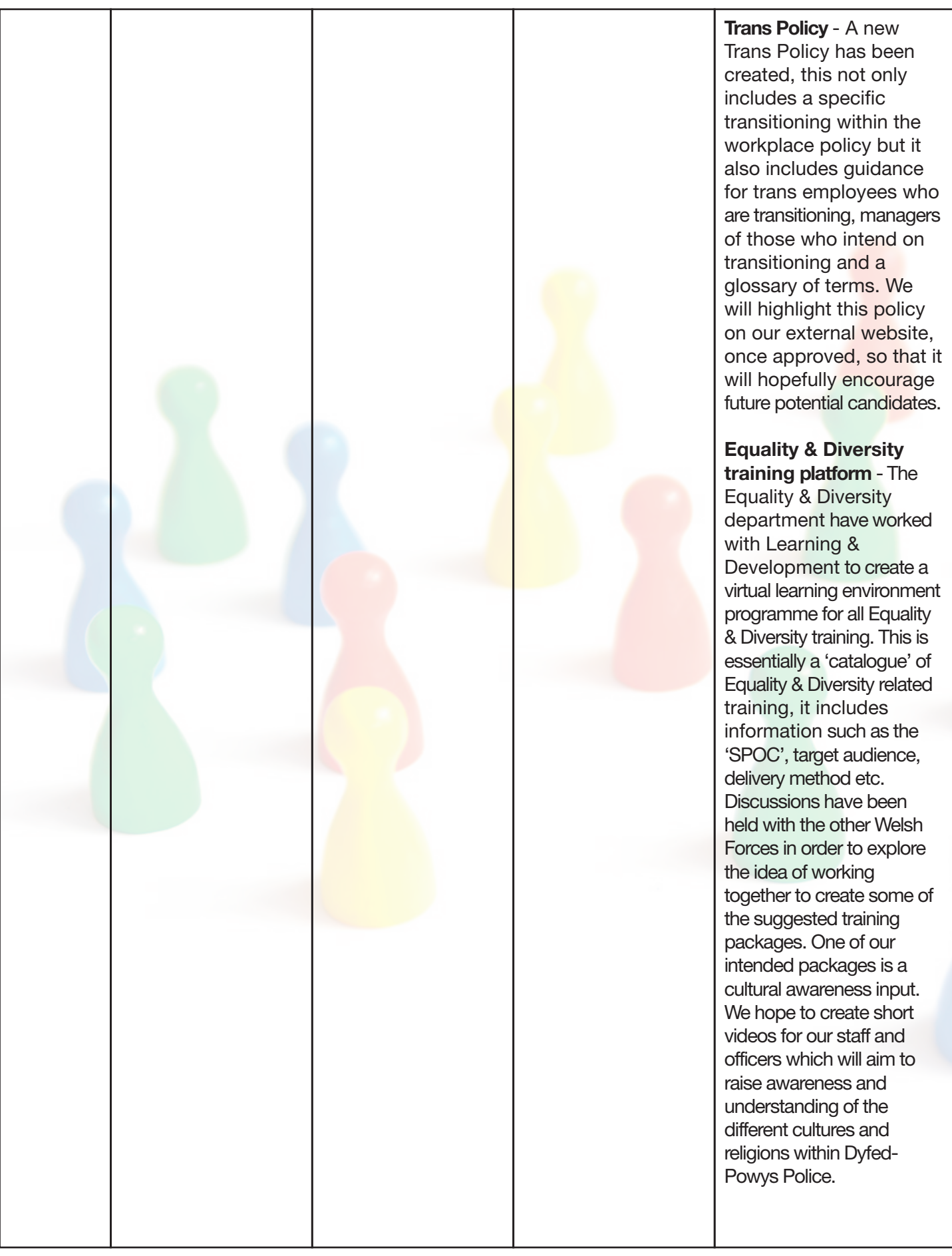
			<p>policy on our external website, once approved, so that it will hopefully encourage future potential candidates.</p> <p><b>Welsh Language Courses</b> - With the current pandemic, it has meant that our Welsh Language courses have come to a halt. Therefore, we have had to think of other ways to ensure that we are still providing opportunities for staff and officers to learn the language - as a result online courses have been advertised via the force's intranet, this will ensure that learning opportunities are still provided. We have also relaunched our mentoring scheme, this scheme not only ensures that fluent Welsh speakers are able to help those learning the language but it also provides an opportunity for those who are working from home alone to continue that communication with colleagues within the force.</p> <p><b>Peoples Board</b> - HR provide an update at each of the Peoples Board meetings, whereby they provide data of recent intakes specifically focusing on the protected characteristic.</p>
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				<p><b>NPCC Equality, Diversity and Inclusion Strategy</b> - The NPCC launched its Equality, Diversity and Inclusion Strategy in 2018. As a result of the strategy, AFI's have been disseminated to various groups within the force and they are governed by the Embracing Diversity Group.</p> <p>We have been successfully selected to form part of a Peer Review held by the College of Policing on our ED&amp;I work. The peer review focuses on different aspects but one of which is how we attract, recruit, retain and progress our staff.</p> <p><b>Public Sector Equality Duty (PSED)</b> The force's current PSED information can be found on the Force's external website. This information is published annually and it is vital in ensuring that we are aware of our organisational makeup. Communication has been made recently encouraging our workforce to declare their personal diversity information. At present the OPCC publish the diversity figures of staff on its website. For the year, 2021.22 the Compliance and Performance Manager will be liaising with Force's Equality and Diversity Manager to identify any possibilities for additional reporting on this data.</p>
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				The OPCC Chief of Staff reviewed intakes of staff in the last year, and are content that there are no disparity of representation within the recruitment process.
2	To ensure that once in employment, our diverse workforce is being treated fairly and equitably	<ul style="list-style-type: none"> <li>• Continue to make progress against the Force's 'Retention and Progression Positive Action Strategy';</li> <li>• Identify and remove barriers to progression for our diverse workforce, looking for best practice across both public and private sectors; and</li> <li>• Ensure that we understand and respond to the diverse needs of our workforce.</li> </ul>	<ul style="list-style-type: none"> <li>- We will review all Fairness at Work submissions to identifying whether there are particular areas for focus;</li> <li>- We will review our Gender Pay Gap year on year to identify whether there is a decrease in the gender pay gap as a result of the work undertaken to meet this objective;</li> <li>- We will monitor workforce data to identify whether our actions are having a positive impact on representation; and</li> <li>- We will review all staff surveys undertaken to understand whether or not our staff and officers have a sense of belonging.</li> </ul>	<p><b>Public Sector Equality Duty (PSED)</b> The force's current PSED information can be found on the Force's external website. This information is published annually and it is vital in ensuring that we are aware of our organisational makeup. March 2020's data identified that 326 employees have declined to specify their sexual orientation, 18 declined to specify a disability and 238 did not wish to disclose their religion. We need to identify why employees do not wish to disclose such details. Communication has been made recently encouraging our workforce to declare their personal diversity information.</p> <p><b>Representative Workforce Working Group</b> - The RWWG oversees a data set outlining representation of ethnicities and genders across ranks and grades with the stated intention of reducing disproportionality and ensuring fairness of opportunity regardless of protected characteristics</p>

				<p><b>DPP Staff Support Networks (SSN)</b>  The Force's SSNs are:</p> <ul style="list-style-type: none"> <li>- Ability Support Network</li> <li>- Christian Police Association</li> <li>- Ethnic Minority Support Network</li> <li>- Gender Equality Network</li> <li>- LGBT+ Support Network</li> </ul> <p>The Equality &amp; Diversity department have worked with each Network Chair on a campaign which will aim to raise awareness of the support provided by the Staff Support Networks and try to increase membership figures. Once we are confident that all of our staff and officers are aware of the networks we will then publish information regarding the SSN's on the force's 'Join Us' page.</p> <p><b>Sexual Harassment within the workplace</b> - At the end of 2019 sexual harassment workshops were held by the force and by Chwarae Teg to scope if any sexual harassment activity was present within Dyfed-Powys Police. As a result of the workshops we as a force were given recommendations by Chwarae Teg in order to decrease any such activity. A National Strategy has been created, however, having discussed at the Embracing Diversity Group a decision has been made to create our own DPP internal working group to discuss further action required, a brief action plan has also been created and progress has been made in achieving those actions and areas for improvement.</p>
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**Trans Policy** - A new Trans Policy has been created, this not only includes a specific transitioning within the workplace policy but it also includes guidance for trans employees who are transitioning, managers of those who intend on transitioning and a glossary of terms. We will highlight this policy on our external website, once approved, so that it will hopefully encourage future potential candidates.

**Equality & Diversity training platform** - The Equality & Diversity department have worked with Learning & Development to create a virtual learning environment programme for all Equality & Diversity training. This is essentially a 'catalogue' of Equality & Diversity related training, it includes information such as the 'SPOC', target audience, delivery method etc. Discussions have been held with the other Welsh Forces in order to explore the idea of working together to create some of the suggested training packages. One of our intended packages is a cultural awareness input. We hope to create short videos for our staff and officers which will aim to raise awareness and understanding of the different cultures and religions within Dyfed-Powys Police.

				<p><b>Promotion Process</b> - A specific promotion event is currently being created whereby support will be available to those who wish to progress through the organisation. This event will include speakers from across the force who have previously been through the process, an input for the force's Staff Support Networks and key information from HR regarding the process itself.</p> <p><b>Reverse Mentoring Scheme</b> - Discussions have taken place about the scheme which will be broken down into 3 parts. Process map to be created for the 3.</p> <p>Research has been carried out via a Recognition and Engagement project, looking at the following elements:</p> <ul style="list-style-type: none"> <li>• Our Current Culture of Recognition: An Overview</li> <li>• Recognition Events and Platforms</li> <li>• Who Provides Effective Recognition?</li> <li>• Providing Recognition to others and Personal Responsibility</li> <li>• Frequency: How often should Recognition be provided?</li> <li>• Incentives</li> <li>• Environments: Representing our People &amp; Showcasing Achievements</li> </ul>
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				<ul style="list-style-type: none"> <li>• Delivering our Strategy: Actions to Improve our Recognition Culture and Practices</li> <li>• Evaluation: How will we Benchmark?</li> </ul> <p>The data collated so far has clarified that overall people feel connected to their teams but we are lacking that organisational engagement.</p> <p><b>OPCC</b> - The OPCC's Compliance and Performance Manager has requested data from DPP HR, and is currently preparing an analysis report for the OPCC's Executive Team for April 2021. The Executive Team will recommend actions that need to be considered as a result of any issues that are highlighted in the analysis report.</p>
3	<p>To improve our understanding of our diverse communities in order to ensure that our services are fit for purpose, and that all of our communities have a voice in policing</p>	<ul style="list-style-type: none"> <li>• Develop an effective engagement strategy to be utilised by the Force and OPCC, focusing on ensuring that our most diverse communities are being engaged with appropriately. This could include working with partners such as support groups, a dvocates and other public services;</li> <li>• Implement an effective Equality and Diversity training strategy in order to ensure that our</li> </ul>	<ul style="list-style-type: none"> <li>- We will monitor the number of people engaged with throughout the year, together with their demographics in order to assure ourselves that all communities are being positively engaged with;</li> <li>- We will dip sample instances of engagement with our communities to understand how that engagement has positively impacted policing, and how this has been communicated to the community in question;</li> </ul>	<p><b>Police Community Engagement Officers (PCEO)</b> - The Crime and Harm Reduction unit, Corporate Communications and the Equality &amp; Diversity department are all jointly responsible for ensuring that our PCEO's are supported and provided with adequate training. The role of a PCEO is to engage with minority communities. An example of the training provided is a British Sign Language course; the PCEO'S have all recently completed their level 1 BSL training.</p>

		<p>staff and officers have the appropriate skills and knowledge to effectively engage our diverse communities;</p> <ul style="list-style-type: none"> <li>• Implement the recommendation of the OPCC’s review of Initial Public Contact with Dyfed-Powys Police;</li> <li>• Develop our Equality Impact Assessments to ensure that decision makers are also taking the Socio-Economic duty into account when making decisions which impact our communities;</li> <li>• Continually engage our diverse communities to identify and respond to barriers to accessing justice and information; and</li> <li>• Ensure that our victim and witness services are fit for purpose and appropriately meet the needs of our diverse communities.</li> </ul>	<ul style="list-style-type: none"> <li>- We will monitor complaints made regarding accessing services provided by the Force and OPCC to identify any areas for concern; and</li> <li>- We will identify and monitor any data, which indicates who is contacting the Force and OPCC e.g. use of schemes such as Pegasus and the non-emergency text messaging service.</li> </ul>	<p><b>Ardal</b> - We have placed all Equality &amp; Diversity key calendar dates on Ardal. This is to ensure that everyone across the force area has access to the same information, resources etc.</p> <p><b>Independent Advisory Group (IAG)</b> - The IAG meet on a quarterly basis and provide invaluable advice and recommendations to the force prior to creating a specific process or decision. An example of this was their feedback regarding Spit Hoods and the Mental Health Triage Team - they act as a critical friend to the force.</p> <p>All future meetings will have a standard agenda item whereby the group are able to review S&amp;S records, ensuring fairness is given at all times.</p> <p>The Equality &amp; Diversity department have recently created a virtual membership campaign. We utilised our social media platforms in order to increase our IAG membership, ensuring that we fully represent our communities.</p> <p><b>Accessibility Scheme Review</b> - A decision was made at the last Embracing Diversity Group (EDG) to carry out a review of the various accessibility schemes the force are a part of (Herbert Protocol, Pegasus, Access Wales etc.)</p>
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				<p>Once we have collated all of the information a paper will be made for the consideration of the EDG whereby they will review the schemes we support (this will then go to Peoples Board for final approval) a page will then be created on DPPi2 which will include information about the schemes, links to resources etc. so that staff and officers are able to access the information easily.</p> <p><b>Initial Public Contact</b> - In September 2019, the OPCC undertook a review of Initial Public Contact with the Police. The review sought to:</p> <ol style="list-style-type: none"> <li>1. Assess whether the level of public expectation is reasonable within the context of different types of demand;</li> <li>2. Provide a snapshot of current initial public contact with the Police across Dyfed-Powys;</li> <li>3. Determine whether public contact methods provided by Dyfed-Powys Police (DPP) meet public expectation;</li> <li>4. Determine whether DPP are providing an accessible police service at the first point of contact.</li> </ol> <p>A number of recommendations were made which have been accepted by the Chief Constable, they have been assigned to the Embracing Diversity Group.</p>
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				<p><b>OPCC</b> - The OPCC monitor who we engage with during the year, through the Corretracker system. However, the system does not capture the demographics of individuals.</p> <p>Two of the main priorities for 2020-21 for the OPCC was to engage with Victims, through the development of a Victims forum, and secondly Young People, through the OPCC's Youth Forum.</p> <p>In the last year, the OPCC has held Focus Groups with Youth Forum members to identify an approach to respond to some of the key findings of the HAFAN Cymru report on Young People's views of Policing, Crime and Wellbeing in Dyfed-Powys area.</p> <p>We have recruited additional members to the Youth Forum to ensure that the Forum is representative of our community. We now have 13 Youth Ambassadors from across the Force area that are members of the PCC's Youth Forum.</p> <p>We have established an Our Youth, Our Future Working Group - that include professionals who work with young people in Dyfed-Powys. This group provides advice and feedback to the OPCC on youth engagement activities and engagement opportunities.</p>
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				<p>The PCC held a Hate Crime Webinar in October 2020 with partners Race Council Cymru, and Victim Support, to raise young people's awareness of Hate Crime. Our intention is to work with the Youth Forum to identify and organise further youth focused events.</p> <p>The Youth Forum are currently working with Optimwm media company who have been commissioned by the OPCC to develop a short video with young people in Dyfed-Powys, sharing their experiences of police contact. This video will sit as a resource within Police training courses with DPP Learning and Development.</p> <p>The OPCC is also working closely with colleagues within the Force to develop a Children's Right Charter, and are developing the Charter in partnership with Hywel Dda Health Board, and Mid and West Fire Service. The OPCC is also working towards achieving the Children in Wales's National Participation Charter.</p> <p><b>Complaints</b> - All complaints received by the OPCC are recorded and categorised and this data is reported on quarterly. Additionally, the OPCC are keeping a log of any specific complaints concerning access to the Force to make a complaint e.g. lack of response from 101 service etc.</p>
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				<p><i>(24th of June 2020 - 11th of March 2021: 26 items have been recorded.)</i></p> <p>The recording is based on individuals who have tried to contact PSD/101 to make a complaint but have been unable to get through or have not had a response once the complaint has been made. No causes for concern have been identified.</p> <p><b>Volunteer Schemes -</b> The Police and Crime Commissioner has three volunteer schemes that play an important part in helping delivering the vision set out in the Police and Crime plan.</p> <p><b>Independent Custody Visiting Scheme -</b> Independent Custody Visitors (ICVs) visit custody suites across the Dyfed-Powys area. They provide an independent check on the welfare of detainees in custody, and the conditions in which they are being held. ICVs' work offers protection to detainees and the transparency of detention processes. Issues raised by ICVs are considered by police inspectors and updates provided to the PCC.</p> <p><b>Quality Assurance Panel -</b> The Panel are asked to scrutinise the quality of police contact with the public, in a transparent and independent manner, on behalf of the communities within the Dyfed-Powys area. The Panel will</p>
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				<p>concentrate their scrutiny on complaints handling processes, but will also be asked to scrutinise other areas of Police contact with the public, for example, police handling of calls in to the Force's Communication Centre i.e. 101 and 999 calls. Issues raised by the Panel are considered by Dyfed-Powys Police and updates provided to the PCC. Improvements are made to business practices and customer service as required.</p> <p>Efforts are ongoing to increase the diversity of our volunteer groups.</p>
4	<p>To ensure that we are effectively identifying and reacting to issues relating to community cohesion with a view to reducing the number of hate related crimes and incidents being committed within our Force area</p>	<ul style="list-style-type: none"> <li>• Work closely with Welsh Government's appointed Community Cohesion Coordinator for our Force area to identify opportunities to work together to increase cohesion;</li> <li>• Ensure that the processes the Force have in place for monitoring Community Cohesion are fit for purposes and that appropriate action is being take to respond to any tensions identified; and</li> <li>• Undertake preventative work to tackle the behaviours, which result in Hate Crimes and Incidents taking place in our communities.</li> </ul>	<ul style="list-style-type: none"> <li>- We will monitor the number of hate crimes and incidents being recorded by the Force, in particular, the number of repeat occurrences;</li> <li>- We will monitor victim satisfaction to understand and respond to any disparity amongst people with different protected characteristics; and</li> <li>- We will dip sample Hate Crimes and Incidents via the OPCC Quality Assurance Panel to ensure that incidents are dealt with appropriately.</li> </ul>	<p><b>All Wales Hate Crime -</b> During the first covid lockdown in 2020 an All Wales Hate Crime meeting was created and it was held on a weekly basis. The meeting's aim was to monitor and discuss community tensions, due to covid lockdown, and to discuss collaborative solutions.</p> <p>The force lead for Hate Crime sits on the quarterly All Wales Hate Crime Criminal Justice Board.</p> <p>The group seeks to advise Welsh Ministers and policy makers about tackling hate crime, and regarding changes in the training and reporting of hate crime across agencies in Wales.</p> <p>It also seeks to monitor progress against the Welsh Government's Hate Crime Delivery Plan, hold regular discussions on current hate crime trends across Wales and share best practice by exploring case studies.</p>

				<p><b>LGBT Liaison Officer review</b> - The Equality &amp; Diversity department carried out a review of the effectiveness of the force's LGB&amp;T Liaison Officers and proposed recommendations. Before a decision could be made as to whether we should run further training cohorts, evidence was required that they were effective and worthwhile. Unfortunately, that evidence was not readily available. The review proposes recommendations that will obtain that evidence. Only then will we be able to ask the question 'should we have more liaison officers'. The Embracing Diversity Group have recently approved the recommendations and work has begun to ensure that they are progressed.</p> <p><b>Hate Crime Working Group</b> - the group meets quarterly with the purpose of overseeing, supporting and improving the force's response to hate related crimes and incidents. The group is attended by relevant stakeholders within the force as well as community cohesion leads and Victim Support.</p> <p>The force lead has developed a new system of hate crime risk assessment and risk management in conjunction with leading academics. It ensures that each instance of hate is properly assessed for any</p>
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			<p>apparent threat, harm or risk and that the police response is commensurate to issues identified.</p> <p>A QA and audit regime is in place with an inspector level SPOC in each of the BCUs being responsible for a review of five randomly chosen hate crimes per month. The hate crime lead oversees the audit for any learning.</p> <p>Furthermore, hate crimes are subject to a 100% audit from the Crime Audit Team to ensure that crime data integrity issues are addressed and that no hidden crime goes unrecorded.</p> <p><b>OPCC</b> - Annual focus on Policing Board to scrutinise HC levels and related activity.</p> <p>A Victim Database sits alongside the Victim Engagement Forum. Each individual on our Database has been affected by crime/ASB (currently 75), and all have agreed to be informed of engagement opportunities aimed at improving victim services. We have not collected demographic data for these individuals, only contact details to enable us to empower them to have their say on victim services. Under data protection legislation, we will not hold data that we do not need. We do not need to know victims' protected characteristics to inform them of engagement opportunities.</p>
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				<p>They decide, on the information we provide, whether they have feedback they wish to share. Not all engagement topics will be relevant to all on our Database. We do not undertake targeted engagement. If a specific piece of engagement requires analysis based on protected characteristics, this will be identified prior to contacting those on our Database, and a question can be added linked to protected characteristics, as will have a reason for collating that specific information.</p> <p>Hate Crime incidents are dip sampled annually by the Quality Assurance Panel.</p> <p>Please find link to the minutes of QAP below: <a href="https://www.dyfedpowys-pcc.org.uk">Quality Assurance Panel (dyfedpowys-pcc.org.uk)</a></p> <p><b>NPCC Equality, Diversity and Inclusion Strategy</b> - The NPCC launched its Equality, Diversity and Inclusion Strategy in 2018. As a result of the strategy, AFI's have been disseminated to various groups within the force and they are governed by the Embracing Diversity Group.</p>
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