

Committee: Police	Date: 21 st January 2016
Subject: Quarterly Equality and Inclusion Update	Public
Report of: Commissioner of Police Pol 02-16	For Information

Summary

This paper provides your Committee with an update of Equality and Inclusion related activities conducted by the Force since the previous report to your Committee in September 2015. The areas covered by this report are:

1. **Health and Wellbeing Network**– A new wellbeing network is being set up to provide officers and staff with support around wellbeing.
2. **BME 2018 Action Plan**– Various initiatives are being rolled out as part of the BME 2018 action plan.
3. **Business Disability Forum Action Plan**– A action plan has been developed to implement the recommendations of the BDF review.
4. **External Website Review**- The CoLP external website has been reviewed by a number of external partners and a plan is being developed to implement the recommendations.
5. **Deaf awareness and Visual Impairment training**- Training is being offered to staff across the force around deaf awareness and visual impairment.

Recommendation

It is recommended that this report be received and its content noted.

Main Report

Background

At your Committee meeting in January 2015 the Commissioner undertook to provide Members with a quarterly comprehensive written update on matters relating to the Equality, Diversity and Inclusion Portfolio. This report highlights the work that is being carried out across the Force in relation to the above and provides an update since the last quarterly report to your Committee in September 2015.

Health and Wellbeing Network

1. The overall aim of the new Network will be to improve the well-being of all staff and -officers across the Force in order to increase motivation, attendance and the ability to work. A key function of the network will be to provide alternative well-being information and services to all staff, and also enhance the visibility of existing services offered by Occupational Health.

Network Topics

- Fitness (CityFit)
 - Nutrition
 - Gentle exercise (Yoga/Pilates)
 - Holistic therapies (Osteopathy, Massage)
 - Counselling (Bereavement/Cognitive Behavioural Therapy)
 - Stress (how to manage and alleviate)
 - General health (Blood pressure/cholesterol/Posture)
 - Chronic/Long term illness
 - Personal responsibility in managing well-being
 - Occupational Health Services and bridging the gap
 - City discounts (on all things good for the mind and body)
2. The network will work together with Occupational Health, CoLP's Health and Safety Manager, other CoLP networks and people within Force who have qualifications in any of the above areas. It will host events addressing physical and mental health challenges faced by people today, especially following the Winsor review and the increase in retirement age for all. The network will also develop and promote strategies such as the 'personal wheel of support' and 'work recovery action plans' for people who require additional support at work
 3. It will look at establishing Force wide points of contact to provide support and up-to-date information about related services in the City as well as training and support for supervisors, improving their skills on how to be supportive managers without it affecting their own well-being. Training for police officers will also be delivered to set up fitness mentors in order to prepare and support others during the fitness tests.

4. Work is under way to set up the network and to have a launch event in March 2016.

BME 2018 Action Plan

5. The BME action plan has now been developed and will form part of the people strategy and positive action strategy for the Force. The action plan will include some of the areas of work below:
 - To ensure that the Force Leadership Development programme has defined elements of equalities embedded into the programme.
 - HR Business Partners to work in partnership with Directorate Heads to undertake at least annual reviews of Workforce and Succession Planning activities to identify key trends.
 - Consideration of positive action campaigns for under-represented groups.
 - Develop Recruitment Strategy for recruitment of specials and regular officers to ensure representation of community and to coincide with 2016 recruitment campaigns.
 - Establishing mock selection processes to give individuals experiences of the process where someone has not undertaken a recent interview/selection.
 - Open Days for Specialist Units to promote opportunities.
 - Development opportunities established for internal staff where unsuccessful at interview.
 - Development of an internal fast track process for talented staff within the organisation.
 - Encouraging use of Mentoring programme for mentees and mentors
 - Review of current promotion process with a view of taking on board feedback and improving the process.
6. The Force ran a positive action workshop for officers who had shown an interest in the fast track process. The feedback received from officers was excellent and an external trainer was brought in to deliver the training which the officers found beneficial. CoLP is also one of the first forces in the country to be delivering an internal positive action workshop for the fast track process for officers.

Business Disability Forum Action Plan

7. A business disability action plan has been created after reviewing the recommendations received from the review which was conducted earlier in the year by the Business Disability Forum. The action plan sits on the Equality and Inclusion Board (E and I Board) as a working plan and covers the below objective areas:
 - Demonstrate to the public that disability is on the City of London Police agenda.
 - All managers and supervisors know their disability-related legal obligations and where to get help.
 - Implement whole reasonable adjustments process.
 - Demonstrate the Force has an inclusive recruitment policy.
 - Formalise our return to work process for those with long term injuries/illness or disability.
 - Ensure the public are aware that Force products and services are available and accessible to all.
 - To ensure that all suppliers consider disability-smart procurement.
 - Ensure that all communications provided to staff, customers and service users are in a format that is accessible.
 - Have a record of all Force premises to include accessibility features that are in place and any accessibility issues
 - The ICT team understand the role of adjustments and the legal obligation to respond in a timely and appropriate way

External Website Review

8. A decision was taken at the E and I Board to look at the Force's external website in order to review its content and to look at user experiences. This was to ensure that the website meets the needs of all and is fit for purpose to engage with diverse communities and people from diverse backgrounds. E&I Unit representatives were asked to source two external contacts (person or organisation) to review the external City of London Police website. A number of recommendations have been highlighted which will be developed in the coming months, which includes:
 - To keep the site very simple with a structured and logical layout, bearing in mind the needs of likely visitors to the site. The site should also be used as a

way of promoting the good work being done by the Force which people may not be aware of such as the community engagement.

- Layout - There should be clearly defined layout which reflects the expected target audience and also meets the needs of people from various age groups and people with disabilities.
- Content - The interest of each of the above groups should be highlighted or very easy to find and errors and mistakes on the current website need to be fixed in order to ensure viewer expectations are met.
- It is important that the website is accessible to people who might have a visual impairment or hearing loss and the website should be designed in a way that is easy for people with any of the above to easily access, use and navigate through.
- It is important that the website is engaging for young people and that our social media presence is visible on the website. It is important for the website to be simply and easy to navigate through for elderly people.
- In general, most people who go to the site will either be looking for information or looking for a way to contact the Force. So the “contact us/ report a crime” should be prominent at the top and immediately visible to all. Also, given the current climate and the location of the Force, I think there is a strong case of Counter terrorism and Economic / Cyber Crime to have separate tabs.
- A lot of good work is being done by the Force with regards to Social and Community engagement, which should be highlighted as most visitors would probably not know about this.
- Social media should have a larger presence on the website to engage with more people

Deaf awareness and Visual Impairment training

9. The E and I Unit has organised the delivery of training for staff across the Force especially front office and custody staff on deaf awareness and visual impairment awareness.
10. The deaf awareness training package has raised awareness of the barriers faced by people who are deaf or hard of hearing, developed an understanding of solutions available to overcome these and improved the communication skills and confidence of officers who have regular contact with customers and staff who are deaf or hard of hearing.
11. The visual impairment training has improved officers’ understanding of the main eye conditions and how they affect people, emotional impact of sight loss, how to safely guide a person with a visual impairment, appropriate language and effective communication and reasonable adjustments in

compliance with the Equality Act 2010 and how to create an environment that can enable people rather than disable them.

Conclusion

12. The Force continues to work on Equality and Inclusion issues, with strong oversight through the E and I Board. Acting on the feedback from the external benchmarking exercises assists the Force to incorporate best practice into its processes. Regular reporting to your Committee ensures a rigorous scrutiny process is in place that holds the Force to account on its performance in this important area.

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