

Our People - Inclusivity Programme Modules – Jan – March 2025

Focus On... Stammering



Claire Maillet is a multi-award-winning counter-fraud expert and PhD Researcher at the University of Portsmouth. She is an experienced public speaker, addressing international audiences on fraud as well as disability and inclusion, as she is a person who stammers. During this Focus On... session, Claire talked about the impact of stammering and how we respond as officers and staff. She also discussed how having a speech impediment can impact one's experience in the world of fraud detection and investigation, based on her own experience as a counter-fraud professional (and customer) who stammers.

Focus on...Equality, Justice and Racial Disparity



This was a hybrid event, both in person and online. As part of our commitment to improving awareness of justice and racial disparity impacting black and other ethnic minorities, we invited Lawrence Davies LLM, award-winning, specialist, anti-discrimination solicitor and CEO of Equal Justice Solicitors to speak at City of London Police.

Active Bystander Training



This training will give delegates the tools and confidence to callout and challenge unacceptable behaviour.

The term 'bystander'; active bystandership, as it relates to policing. This includes:- what motivates bystander action, the inhibitors to bystander action, techniques on 'how to intervene', bystander tools to help prevent misconduct, reduce mistakes and support colleagues' wellness and health.

Ethical Dilemmas



The training provides delegates with an opportunity to assess scenarios and situations from a management perspective through an EDI lens. It provides a framework for delegates to understand the impact that behaviour can have on others, their personal and professional responsibilities to tackle inappropriate behaviour and identify how biases (conscious or unconscious) can impact on inclusive decision making. Delegates are also given the opportunity to explore legal frameworks and policies to ensure their actions and decisions are reasonable, fair and legal.

Mentivity



Officers and staff are invited to gain an insight into young Black people's experience of interacting with the police, particularly around stop and search.

The session is run by Sayce Holmes-Lewis, who co founded the charity Mentivity. He works with police forces to increase understanding around the experiences of young Black people in the UK

Our People - Inclusivity Programme Modules – Jan – March 2025

**Focus On...
Stammering**



Focus On... Stammering

External speaker

Virtual event

28th March

50 attendees



**Focus on...Equality, Justice
and Racial Disparity**



**Focus on... Equality,
Justice and Racial
Disparity:
External Speaker**

Hybrid event

13th Feb

58 in person
165 online



Active Bystander Training



Active Bystander

Delivered In House

In person event

Jan- March
3 Events

47 attendees



Ethical Dilemmas



**Challenging scenarios
to discuss and debate**

Delivered In House

In person event

Jan- March
2 events

18 attendees



Mentivity



Mentivity

External trainer

In person event

Jan – March
3 events

46 attendees

Stammering



Why did you attend this event?

- I was interested in the subject matter.
- To learn more about how to be inclusive for people who stammers.
- Develop greater understanding of disability issues.
- To learn more about people with a stammer and how to help them.
- I work in EDI so interesting to hear from this perspective.
- I had very little knowledge about the impact of stammering.
- Gain more knowledge as is part of the inclusivity programme.
- I was interested in understanding the perspective of someone with a stammer and how I could support them in the workplace.
- Fear of public speaking - This is an area I'm working on this year.
- Sounded interesting & I noted the speaker operates in the counter fraud world.
- As I have friends that stammer but have never received advice on how best to support them.
- To gain an insight into stammering. I always like to learn about people's differences.
- An extremely useful topic to understand in my current role.

What did you learn?

- How to communicate with those with stammer, avoid making assumptions such as saying 'take your time' etc.
- That it comes from childhood mostly, kindness and patience towards people who stammer.
- Never to ask people to take their time and don't always relate it to stress. Helps inform and future reasonable adjustments.
- I feel I learnt so much from this Focus on. Not speaking for someone with a stammer and telling them to 'calm down and breathe' is not helpful at all.
- Understanding of people who stammer and hopefully how to communicate better with them.
- Well presented course giving me a far greater understanding of stammering. Very detailed and interesting. Gained valuable knowledge.
- The practical tips Claire provided were useful - i.e. not to say to 'take your time', to consider whether we are recruiting for 'excellent communication skills' which may exclude those with a stammer who would be excellent in the role otherwise.



This event enabled individuals to open up about their own experience of stammering and a recording of the session was put on CityNet with over 90 views to date. We are currently working on a way of monitoring when people watch a recording.

Focus On... Equality, Justice and Racial Disparity



Why did you attend this session?

- I think its vitally important to be aware and understand all viewpoints regarding equality, inclusion and diversity in the workplace as I do in every walk of life.
- To deepen my understanding of issues related to injustice, equality and fairness.
- To learn more about institutional racism, is it still happening? How I can see the signs and make positive changes.
- Interested as someone that has experienced and unsuccessfully challenged discrimination and victimisation.
- Based on Lawrence's credentials I had a feeling that this would be a good session.
- I wanted to listen to the speaker as he was renowned and is a specialist in his field.
- Increase my understanding of EDI and where I might be able to support.
- To be aware of the latest information involving policing.
- Saw it advertised on the intranet and also encouraged by the departmental head.
- The subject matter interested me and it's always good to hear from external speakers
- Wanted to learn a thing or two.
- I enjoy the Focus On sessions and this one sounded interesting too.

What did you learn?

- There is a need (possibly more than ever) to challenge bias.
- That there is still much to be done in creating a fairer/more equitable workplace.
- Reality of what is going on, how to pick up on this and raise awareness.
- That there are still examples of blatant discrimination in the police service - I will challenge discrimination in CoLP if I witness it - so far, I have not personally witnessed anything and I hope this continues .
- A more holistic understanding of the issues around Equality, Justice and Racial Disparity .
- He talked about many things I just did not know about. For example, the Birmingham City Council case. I will use what I learn't with colleagues who missed this incredible talk.
- Lawrence gave an interesting perspective about racism and discrimination in the workplace and how statistics can show trends about institutional racism and gave a bit more credence to the term.



This event received both positive and negative feedback due to the nature of the subject matter. We put the recording onto City Net with a message from our BPA Network and PSD Department advocating the importance of the message conveyed by the speaker in delivering our EDI Strategy.

Active Bystander



Why did you attend this session?

Individuals responded to this questions mainly saying that it was a requirement of their PDR or their Line Manager had asked them to attend.

What did you learn

Connect vs correct, intervention earlier or later, factors that may inhibit intervention including those out of our control,

such as tiredness and schedule. Interesting case studies that were not straightforward. Videos illustrating. Biggest take away for me was an initial intervention doesn't need to be remotely confrontational. It can be done

from 'as a friend' point of view, to minimise any defensiveness and maximise reflection.

The examples provided and the case studies discussed with the group to see how would people react.

It enabled learners to think critically about the consequences of action or inaction.

Really got to know the true meaning of what a bystander is and how we can proactively call out bad behaviour at the start. It also showed the importance.

The content was fascinating, and made you really think about your own mindset regarding this subject.

I think it's important that City Police continue to take seriously its desire to change the culture of the organisation

by rolling out training & awareness such as this. Culture will only change if the message is continuously drip fed and further embedded.

The subject is thought provoking and challenges my behaviour

It is relevant to working environment and illustrates how to deal with inappropriate behaviours/comments from others.

Has given me more confidence to approach situations whereby i may need to advise people that their comments are not acceptable.

intervening when colleagues require you to do so.



We have delivered Active Bystander to over 400 Officers and Staff to date. We will review the content and impact during the next quarter and plan for revised delivery in the Autumn.

Ethical Dilemmas



Why did you attend this session?

- To learn about ethical dilemmas in a management perspective.
- This is a very important issue.
- Important to be an ethical leader in policing.
- I saw it as an opportunity to become a better line manager.
- Appealing topic, looking for inclusion programme module.
- To improve my problem / issue sorting skills.
- To gain a better understanding of ethics in the workplace.
- Previous involvement in the London ethics panel as an associate
- Understand mindset.
- For more awareness – want to be a good manager.
- To assist with my decision making and to have an MOT to ensure I am consistent.
- To learn as an individual and as a manager.
- Very interesting area and completely relevant to my area of business.
- I was Intrigued and wanted to get a better understanding of ethics and the dilemmas. Understand the views.
- I thought it would be a good session to assist me managing my team.

What did you learn?

- To keep an open mind, always.
- Remain open minded.
- Need to understand better over people's needs and adjustments and help them to achieve.
- To challenge my thinking and slow down my thought process. Be more of empathetic listener
- To have open honest conversations and listen effectively.
- To consider different perspectives, never make assumptions, always check viewpoints and how to navigate issues better.
- Consider different viewpoints and manage discussions as a Manager, maintaining objectivity.
- Some of the models, active listening, ladder of inference , useful for self-awareness.
- Listening continuum by Stephen Covey.
- Active listening techniques and the ladder of inference was very useful.
- To open discussion and content.



We targeted Middle Managers with the first cohorts. We will review content and impact during the next quarter whilst continuing to delivery to middle managers.

Why did you attend this session?

Individuals responded to this questions mainly saying that it was a requirement of their PDR or their Line Manager had asked them to attend

What did you learn?

- I thought the information provided by Sayce was very thorough and his passion for Mentivity was evident when presenting us with all the information. He was a great speaker in turn made the course so interesting and was something that was very applicable to day-to-day life, and I believe it is very important for people to learn what he was showcasing
- Sayce was engaging and dynamic, a true inspiration and someone we can all learn from and aspire to be more like him. It was thought provoking throughout, and the inclusion of the historical elements were interesting.
- The way in which Sayce delivered the presentation. He is a very inspirational person, and this comes across in the way he talks about his experiences and how he helps others. I've read and watched programmes before, but it really made me think about the history and struggles people have had to and continue to endure, even currently. Very thought provoking and interesting for me. Also, a very chilled session, felt very comfortable to speak on what can be an awkward subject
- The historical aspect of the subject matter, getting to the core of it. I liked the interaction as well.
- The class interaction and experience people have had whether as police officer or police staff and whether in their personal life or in work
- Awareness on Racism, discrimination and History of the police force and how it has handy issue like racism in the past
- The balance of information and engagement throughout. It was so well designed, including times of unnecessary uncomfortability, i.e. the need to reflect and challenge our own thoughts, actions and whether we are indeed actively learning and being allies
- Inspiring, engaging and current. An input that connects you to community views that provides constructive challenge to perceptions and views.
- Not had such quality content on impact of policing on young black communities in the time I have been in the job (20 years plus). I think use of external trainers that represent, come from communities delivers impact that College of Policing NCALT packages never can. This is exactly what we need when policing is in a trust and confidence crisis



These sessions have been delivered to our Student cohorts for the past two years and continue. They have been delivered to both Police Officers and Staff through the IP programme and we will focus on delivering to our TaskForce in 2025 excluding those that received it as student officers.