

Committee: Police	Date: 18 th May 2017
Subject: Quarterly Equality and Inclusion Update	Public
Report of: Commissioner of Police Pol 18-17	For Information
Report Author: Officer Lorenzo Conigliaro, Head of Equality and Inclusion	
<u>Summary</u>	
<p>This paper provides your Committee with the quarterly update on Equality and Inclusion related activities conducted by the Force since the previous report to your Committee in September 2016. Highlights covered by this report include:</p>	
<ol style="list-style-type: none"> 1. Accessibility website tool– Following an update at the last Committee meeting, the accessibility tool option has been chosen and is now live on our external website. 2. Tell MAMA Hate Crime Advisory Board – The City of London Police (CoLP) are represented on this Board, progressing work nationally around anti Muslim hate crime reporting. 3. Recruitment – CoLP are in the early stages of an Probationer Officer recruitment process. The Equality and Inclusion Officer has been working with Human Resources (HR) to develop a plan to support recruitment from underrepresented groups. 4. Unconscious Bias Training – Members were updated in September 2016 about plans to roll out unconscious bias training to the Force. Following a pilot this training will be delivered during May and June 2017. 5. Hate Crime work with CEJI- CoLP continues to work with CEJI on the project and was included on the online training package that had been developed for community organisations to increase reporting. 6. Equality Improvement Model Dashboard – The Equality and Inclusion officer has refined and developed the EIM Dashboard and Equality and Inclusion Strategy to ensure the Force can be accountable for its performance in this area. 7. Staff Survey –The Equality and Inclusion officer has been working with the Information Security Team to ensure the upcoming staff survey delivered by Durham University, enables further analysis of diversity 	

trends.

8. **Positive Action Practitioner Alliance** - The Force now sits on this national forum chaired by the NPCC, that promotes and supports positive action within the workplace.
9. **International Trans Visibility Day and Social Networking Event** – this event hosted by CoLP was to increase staff awareness and understanding of the trans-gender community.
10. **City EID event and Ramadan** – the Force is moving forward with the ambition to host the EID event at the Guildhall this year. In addition the Equality and Inclusion officer will be releasing guidance to managers and front line staff on the impact of Ramadan.
11. **Westminster Terror Attack** –The Equality and Inclusion officer utilised contacts to assist with the Community Policing engagement strategy post event.
12. **PSD Peer Review** – The Equality and Inclusion officer has proactively engaged with PSD to provide independent review of our complaints.

Recommendation

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

Main Report

Background

1. At your Committee meeting in January 2015 the Commissioner undertook to provide Members with a quarterly 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 report to your Committee in September 2016.

Accessibility website tool

2. In the last update it was noted that we were trialling a number of accessibility solutions that would allow visitors to our external website to customise our site the way they need it to work for them.
3. Following the last update the Force has chosen to use RECITE as a permanent option for our external website and the function is now live.

RECITE provides a compatible and easy to use website accessibility toolbar at a comparatively low cost compared to competitors. With RECITE now installed, the CoLP website now provides inclusive content, improved website accessibility and offers information in over 90 languages.

4. The software helps us anticipate the needs of all our website visitors, especially those with a learning disability such as dyslexia, a visual impairment and someone whose second language is English. Most recent statistics show;
 - 8% of people living in the UK who have English as an additional language
 - 7% of people worldwide have low level visual impairment
 - 10% - 15% of people worldwide have learning difficulties and/or dyslexia
 - 23% to 27% of the UK population cannot access your website effectively
 - 246 million people in the world have low vision capability
 - 774 million people in the world cannot read or write
 - 6 million to 9 Million in the UK have learning difficulties and/or dyslexia

5. For Member's information, RECITE was placed on the website for a 2 month trial. After that period the results were analysed by our web team with four key areas in mind; Functionality and compatibility with the CoLP website; Visitor usage trial; Ease of use; Value for money.

6. The usage statistics during the trial and shown in the table below, clearly show that whilst there were a small number of unique users (133), those that did use the tool returned again and again (1,268 times to be exact). This equates to 3% of our monthly website visitors. This 3% can now access the services and information provided by us. The number of people who used RECITE compared to the competing trail of similar software was considerably higher. The table below shows that comparison.

	Browsealoud	Recite
Total Visits	325 (Unique unknown)	1,268 (133 unique)
Text to speech	481	1,188
Page simplifier	37	98
Translation	94	204
Screen mask	16	98

London Hate Crime Forum

7. Special Sergeant Asif Sadiq is now the chair of the Tell MAMA London Hate Crime Advisory board. The Advisory Board is made up of 20 individuals and organisational representatives who bring with them experience, networks and leadership skills that can enhance and develop the work of this national anti-Muslim hate crime reporting project. Meetings are held quarterly and the Advisory Group has a number of key roles which include advising and reviewing current practices in the project, bringing in and enhancing networks

that can support information transfer, supporting the analysis of data and guiding the staff team as and when required through advice and information. Advisory Group members therefore play a role in moving the project to another level and developing new partnerships with organisations which have similar aims in countering intolerance and bigotry, whilst also recording and mapping hate incidents/crimes.

Recruitment

8. Through the Strategic Threat and Risk Assessment (STRA) process and workforce planning, our HR team have the go ahead to plan to recruit an additional 50 police officers into the Force, as probationer constables. There is some urgency in the initial phase of recruitment in order to bolster depleted resources on the response teams. However, this leaves an opportunity to ensure that we look outwardly to increase the amount of applicants from underrepresented groups.
9. The Equality and Inclusion (E&I) Officer made early representation to HR to emphasise the importance of this approach. The E&I Officer arranged an initial consultation meeting with HR, members of our support networks, diversity champions in the Force and our Police Committee lead Member for equality and inclusion. The purpose was to consolidate the shared ambition to make CoLP more attractive to people from underrepresented groups and to discuss support options and positive action.
10. The E&I Officer has produced a Recruitment, Progression and Retention action plan for underrepresented groups, which spans 2017-2020 and has met with the College of Policing and this document is a revision of the Force's BME 2018 Strategy based on their feedback. The plan links closely to the Force's Talent Management Strategy, and draft Retention Strategy. The points in this plan are aspirational, based on best practise nationally. Our HR Senior Management Team (SMT) are currently reviewing the plan with a view to what is achievable with current resource and budget and the demand in this area is to be discussed and included within the Review of Demand currently being carried out by consultants in Force.
11. Some of the initial consideration for this upcoming recruitment campaign includes:
 - Specialist and targeted advertising, use of existing networks and external City based networks.
 - The offering of City of London Police (CoLP) as an attractive and progressive organisation where policing goes beyond its boundaries, with opportunities in Economic Crime and Cyber.
 - Recruitment open days, where support and advice will be given and the chance to hear talks by officers who come from underrepresented backgrounds.
 - Stronger engagement with applicants during what can be a lengthy process. This personal approach will aim to reduce attrition of successful applicants.

- The development of a buddying scheme, whereby underrepresented applicants will be offered a buddy within the Force to support them through the application phase.
 - Application workshops specifically for applicants from underrepresented groups.
12. It should be noted that the last two points and others within the action plan are classed as positive action and come from national best practise in this area. This is resource intensive, but has proven successful in other forces. Positive action is seen as a necessity for improving diversity within the police. Should the Force support the legitimate use of positive action within recruitment and progression then we will ensure that there is visible leadership and understanding. We will engage with CoLP's workforce to assist in understanding the necessity for positive action. This is key to avoiding conflicting views, with what can be a contentious issue for existing employees. Members can expect further updates in this area.
 13. The E&I Officer, HR, Support Networks and partners are committed to improving diversity within our recruitment processes. The extent of this will be more apparent after the Demand review project and review by HR SMT.

Unconscious Bias (UB) Training

14. Members were updated in September's meeting that all supervisors would receive UB training. Working in partnership with Inclusive Employers we have now secured 20 half day sessions during May and June 2017 where we aim to train as many supervisors as possible.
15. The E&I Officer and Force Learning Development (L&D) have met with Inclusive Employers who have now produced a bespoke presentation for CoLP, which links to our Force's values and key messages within the Leadership Programme.
16. Inclusive Employers have agreed that at the end of the sessions, two members of our L&D Team will receive 'train the trainer' inputs to enable CoLP to conduct mop up sessions in house. Our L&D Team will incorporate this training into future leadership courses, as well as UB awareness within the induction package.
17. Front line officers continue to receive the College of Policing Stop and Search training, which has a UB perspective when dealing with members of the public. Officers are required to pass a National Centre for Applied Learning Techniques (NCALT) package on this subject before attending the interactive training session.

Hate Crime work with CEJI

18. In the September update, Members were given information on CEJI¹ - A Jewish Contribution to an Inclusive Europe. To remind Members, CEJI had received a grant from the European Commission to fund research to inform EU policy through evidenced and practice-based recommendations on improving hate crime and hate speech recording, reporting and training methods in these areas.
19. CoLP continued to be involved with the project, working with CEJI. We are included in the online training package that has been developed for community organisations to increase reporting of hate crime, whereby S/Sgt Asif Sadiq provides a short clip on the importance of reporting hate crime to the Police and the work we do to tackle it.

Equality Improvement Model Dashboard

20. The Force fully supports the College of Policing Equality Improvement Model (EIM), designed to help forces develop dashboards to measure success. The EIM is firmly split in three areas; External facing and about how the Force supports and engages with marginalised and underrepresented groups; Internally and about how the Force deals with discrimination and supports increasing diversity; Leadership, specifically about how the strategic governance of the Force supports the plan.
21. The EIM Dashboard supports the Force Equality and Inclusion Strategy which is attached as a draft in Appendix 1. This document will be agreed at the next E and I Board, chaired by the Assistant Commissioner.
22. The EIM Dashboard includes the various measures the Force will monitor. This will add rigor and scrutiny to the Force's work to support equality and inclusion. The E&I officer has met with each of the Force's diversity champions, as well various Single Points of Contact in the Force to go through these measures. It will be incumbent on all to ensure good work and practice is captured and fed through to the E&I officer in order for the dashboard to be reflective.
23. The E&I officer welcomes feedback and challenge on any of the measures from our Police Committee Members.

Staff Survey

24. The E&I officer has been proactive in the early stages of the staff survey to ensure that the Force does not miss the opportunity to understand how perceptions of staff with protected characteristics may differ from others.

¹ <http://www.ceji.org/?q=about>

25. The Force is using a survey designed by Durham University, which has been used and trailed by a number of other forces. The questions are not set by CoLP, and are based on academic research into how best to tease out the views and perceptions of your workforce. Whilst Durham will not make the survey personal, there is scope for an initial question about whether respondents consider themselves to have a protected characteristic or not. This simply data capturing exercising will lead to further examination of any trends of perception or feeling within the Force.
26. Dr Les Graham from Durham who designed the survey and works closely with Durham Constabulary is also looking from an academic perspective at diversity within the police. The E&I officer will work closely with Durham to follow up the results of the initial survey and have volunteered to support their work in this area.

Positive Action Practitioner Alliance

27. CoLP through the Force is now represented at the Positive Action Practitioner Alliance (PAPA) by the E&I officer. This group chaired by national lead ACC Nav Malik, initially met as an information sharing platform of best practice. The alliance is now moving forward towards a group that is taking action on this key agenda.
28. The alliance is allocating work streams to Force representatives so that sub groups can drive change forward more proactively. These sub groups include recruitment, progression and retention of officers as well as leadership and culture. As a relatively new member of the alliance, CoLP will discuss a specific work stream contribution at the next PAPA meeting hosted by Devon and Cornwall in June 2017.

International Trans Visibility Day and Social Networking Event

29. This event was held at Wood Street Police Station to increase the understanding of the transgender community and some of the issues experience by trans people. It was an excellent opportunity for the Force and its partners to raise personal and organisational awareness of trans issues.
30. The event was open to all CoLP staff and was advertised by the City of London Corporation supports networks internally as well. The event will be followed by a social networking event to celebrate International Trans Visibility Day, dedicated to celebrating transgender people and raising awareness of discrimination faced by transgender people worldwide.

City EID event and Ramadan

31. The E&I officer together with the Association of Muslim Police (AMP) have produced a guidance document for Ramadan this year to ensure our staff and managers understand the needs of colleagues who will be fasting during this period of time as well as the needs of Muslim prisoners, witnesses and

suspects who our staff may come into contact with during the month of Ramadan.

32. The AMP will also be hosting its Annual Eid Dinner at the Guildhall on the 7th of July this year.

Westminster Terror Attack

33. In the response to the terror attack at Westminster, the E&I officer supported the Community Policing team with their engagement strategy. Using existing contacts and key individual networks, messages of reassurance were sent via a number of channels to reach those more marginalised communities. This included messaging through the City based cross industry support networks such as the City Muslims, City Hindus and City Sikhs (which has over 3000 members alone). In addition the E&I officer supported community engagement within the residential estates, messaging to the universities and to our network of churches.
34. The E&I officer is supporting the development of a multi faith forum to bring together the various networks to improve information sharing and support. This important piece of work is being supported by the Safer City Partnership and being driven by our Community Policing Team. A presentation on the progress of this work will be given at the next E&I Board.

Professional Standards Department (PSD) Peer Review

35. The E&I officer met with Chief Officer PSD to talk about how PSD can better ensure that it identifies any trends or patterns in its fairness and impartiality and discrimination complaint cases. This will better allow us understand these trends and to put actions in place to counteract them if required. In this way we can work to increase public satisfaction.

In order to do this we agreed that the Equality and Inclusion Officer will conduct a 6 monthly independent peer review of all fairness and impartiality and discrimination complaints in order to identify any trends or concerns in relation to this reporting. PSD will ensure that the Officer has the correct level of information available to them in order to complete this review within the PSD offices. The officer completing will complete a short report/ write up with the findings each time that will allow the PSD to decide on any action or learning required as a result. The review process will start in October 2017 to move in line with centurion (the PSD database) reporting periods.

Conclusion

36. The Force continues to promote and raise awareness of equality and inclusion issues. The E&I officer supports the Force in developing policies and acts as conduit between the networks and the Force's strategic aims.

The team of diversity champions and SPOCS ensures that equality and inclusion becomes business as usual, with business areas taking the lead on initiatives. The E&I Board provide strong internal scrutiny, whilst your Lead Member and Committee ensures rigor and external scrutiny, holding the Force to account for this important area of business.

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