



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 2022



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 | Update 2022 |
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| 1 | To increase the diversity of our workforces so that we are truly representative of our communities. | <ul style="list-style-type: none"> • Review and evaluate progress being made against our Strategy: “A plan for ensuring that our workforce reflects the communities we serve”; • Actively engage our diverse communities to ensure that we are identifying and removing barriers to them joining the Force and OPCC; • Systematically review infrastructure and working processes in order to ensure that we are increasing opportunities for underrepresented communities to work for us; and • Encourage our workforce to disclose personal diversity data with the organisation on order to allow us to assess representation accurately. | <ul style="list-style-type: none"> - We will review all intakes of staff and officers periodically in order to identify any disparity of representation within the recruitment process; - We will monitor the success of recruitment campaigns to ensure that we are effectively engaging with our diverse communities; and - We will periodically review the personal diversity data we collate regarding our staff and officers to identify disparity, as well as unwillingness to disclose | <p>Representative Workforce Working Group - 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 & Diversity department. The Equality & 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>Recruitment and Positive Action</p> <p>The current focus is on increasing applications from Ethnic Minority, Females & Welsh Speakers - to do this, we have done the following:</p> <ul style="list-style-type: none"> • Police Officer recruitment opened in January 2022, we are also advertising on 16th March as we need to increase our applicant pool. • Recruitment familiarisation events were and will continue to be held prior to opening a Police Officer campaign. • To advertise these events we work with Corporate Communications to utilize social media platforms and the website. • Informative videos of female officers were shared on International Women’s day which also advertised roles. • We engage with the PCEOs so that they can advertise in their areas with a view to increasing applications from the above. • We engage with our local multi-cultural centres and also local mosques. • We also utilise the Staff Support Networks and the local Universities /Colleges. |

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| | | | | <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>Representation of Ethnic Minorities - 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&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> | <ul style="list-style-type: none"> • A new working group has been arranged to assist with increasing Welsh language speakers to the force. • Assessment Centre & Interview Workshops are available for all applicants who are eligible for Positive Action. • Talent bank is a platform whereby if an applicant requests Positive Action Support and isn't successful in a vacancy - the Positive Action Officer will update the individual with the vacancies that are being advertised on a weekly basis. <p>Welsh Language Standards Refresher A relaunch of the Welsh Language Standards was required as it has been four years since they were introduced, it is vital to remind staff and officers of their importance. The relaunch will began in March 2022 and included the following:</p> <ul style="list-style-type: none"> • Welsh Language Lessons offered for all levels with a variety of teaching styles; • Internal campaign with regular communications, focusing on the basics and the impact of non-adherence; |
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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&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&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> | <ul style="list-style-type: none"> • Internal review and research, questionnaires and feedback to better understand any barriers and encourage new ideas; • Review of how the level 1 requirement is monitored; • Review of all systems to ensure they adhere to the standards; • Give a mandatory Welsh Language Input to all staff and officers with a focus on frontline and public facing roles, especially the FCC; • Review all internal training that is offered; • Ensure all new starters receive Welsh Language input at the start of their employment, not on induction days as they can be some months after they start; • Ensure that all those that state they are level 3 and above when applying for roles are being utilised; • Identify a specific FCC Welsh Language course (helping people to be more confident in writing in Welsh). |
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| | | | | <p>Expressions of interest - Expressions of interest forms are now available on all Officers MDT, enabling diverse individuals to register their interest in joining the force.</p> <p>All Wales Forum - 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>Recruitment Workshops - 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 & supporting applicants who have requested Positive Action for the Police Staff vacancies.</p> | |
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| | | | | <p>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 candidates. 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>Peoples Board - 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> <p>NPCC Equality, Diversity and Inclusion Strategy - 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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We have been successfully selected to form part of a Peer Review held by the College of Policing on our ED&I work. The peer review focuses on different aspects but one of which is how we attract, recruit, retain and progress our staff.

Public Sector Equality Duty (PSED)

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 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.

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| <p>2</p> | <p>To ensure that once in employment, our diverse workforce is being treated fairly and equitably</p> | <ul style="list-style-type: none"> • Continue to make progress against the Force's 'Retention and Progression Positive Action Strategy'; • Identify and remove barriers to progression for our diverse workforce, looking for best practice across both public and private sectors; and • Ensure that we understand and respond to the diverse needs of our workforce. | <ul style="list-style-type: none"> - We will review all Fairness at Work submissions to identifying whether there are particular areas for focus; - 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; - We will monitor workforce data to identify whether our actions are having a positive impact on representation; and - We will review all staff surveys undertaken to understand whether or not our staff and officers have a sense of belonging. | <p>Public Sector Equality Duty (PSED) 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>Representative Workforce Working Group - 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>DPP Staff Support Networks (SSN) The Force's SSNs are:</p> <ul style="list-style-type: none"> - Ability Support Network - Christian Police Association - Ethnic Minority Support Network - Gender Equality Network - LGBT+ Support Network | <p>Positive Action</p> <ul style="list-style-type: none"> • The Together Better Campaign has been advertised in force. Dyfed-Powys Police are supporting The Together Better Campaign as it's a national campaign from the NPCC Police campaign from the NPCC Police Uplift Team. The campaign aims to raise awareness around the benefits of a diverse workforce and to explain why the use of Positive Action is vital to achieving this. • Positive Action Support was provided to the Inspectors' Promotion Process where applicants eligible for Positive Action attended a mentoring/coaching group following this Interview mock boards were held. • Assisting our specialist departments (ARV) to increase female representation. • Chief Officers are also reviewing Females in Senior Ranks. <p>Gender Pay Gap Report Gender Pay Gap data has been received and reported, the Gender Pay Gap report is being updated and will be finalised by the end of March.</p> <p>Reverse Mentoring We are currently trialing a Reverse Mentoring</p> |
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| | | | | <p>The Equality & 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>Sexual Harassment within the workplace - 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> <p>Trans Policy - A new Trans Policy has been created, this not only includes a specific transitioning within the workplace policy but</p> | <p>Scheme in Force. The aim of the scheme is to ensure that Senior Leaders are made aware of any issues on the ground from officers and staff and ensuring support is provided.</p> <p>We have 7 pairs on the initial pilot scheme, varying from IAG members, Police Sergeants, members of staff to the Chief Officer team.</p> <p>We have recently contacted the members on the current pilot scheme inviting them to share feedback with us regarding the process so far. Our intention is to collate this information and action any amendments to the process, based on their feedback.</p> <p>We then plan on sharing the Scheme Force wide, hopefully utilising Film Friday to highlight it. We will also create an intranet page on DPPi2 which will include:</p> <ul style="list-style-type: none"> - Information regarding the Scheme; - Guidance for the mentor and mentee - A video by current members on the scheme, explaining what it entails and the benefits of it; - Information on how to become a mentor/mentee. <p>Staff Support Network (SSN) Allies In June 2021 we launched a SSN Ally scheme in Force. Our staff support networks and associations play a</p> |
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| | | | | <p>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.</p> <p>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.</p> <p>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> <p>Promotion Process - A specific promotion event is currently being created whereby support will be available to those who wish to progress</p> | <p>huge part in bringing people together - whether that's just for a chat, to meet new people, to influence decision making or for advice, guidance, and support. They are all about making Dyfed-Powys a great place to work for everyone.</p> <p>Becoming an Ally means that Senior Leaders will be able to attend meetings held by the Network themselves in order to hear first-hand any issues, concerns or good practice they might have. Allies will also be able to attend the Embracing Diversity Group, which is the strategic meeting for all things Equality and Diversity, along with the Network Chair in order to escalate a particular matter on a strategic level.</p> <p>Staff Support Network Appreciation Day We have 5 Staff Support Networks in Force. The chairs of these networks work for DPP full time yet, in addition, they still manage to find the time to lead the networks. They put in a lot of effort to promote and raise awareness for their networks, attend conferences and events, and more importantly; provide support to our staff.</p> <p>We believe that we need to celebrate the Chairs and show them how much we value their voluntary work. Therefore, we decided to schedule an Appreciation Day to show them that</p> |
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| | | | | <p>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>Reverse Mentoring Scheme - 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"> • Our Current Culture of Recognition: An Overview • Recognition Events and Platforms • Who Provides Effective Recognition? • Providing Recognition to others and Personal Responsibility • Frequency: How often should Recognition be provided? • Incentives • Environments: Representing our People & Showcasing Achievements • Delivering our Strategy: Actions to Improve our Recognition Culture and Practices • Evaluation: How will we Benchmark? <p>The data collated so far has clarified that overall people feel connected</p> | <p>their work doesn't go unnoticed and we are grateful for all their efforts.</p> <p>We day was held on the 14th of December 2021 and included leadership workshops and various team building exercises.</p> <p>LGBT+ Action Wheel The Equality and Diversity department have been working with the LGBT+ SSN and the LGBT+ Ally to achieve the actions against the LGBT+ Action Wheel. Identifying where we are as a Force against the actions within the wheel ensures that we are continuing to be a fully inclusive workforce.</p> |
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| | | | | <p>to their teams but we are lacking that organisational engagement.</p> <p>OPCC - 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"> • 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, advocates and other public services; • Implement an effective Equality and Diversity training strategy in order to ensure that our staff and officers have the appropriate skills and knowledge to effectively engage our diverse communities; • Implement the recommendation of the OPCC's review of Initial Public Contact with Dyfed-Powys Police; | <ul style="list-style-type: none"> - 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; - We will dip sample instances of engagement with to understand how that engagement has positively impacted policing, and how this has been communicated to the community in question; - We will monitor complaints made regarding accessing services provided the Force and OPCC to identify any areas for concern; and - We will identify and monitor any data, which indicates who is contacting the Force and OPCC | <p>Police Community Engagement Officers (PCEO) - The Crime and Harm Reduction unit, Corporate Communications and the Equality & 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.</p> <p>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>Ardal - We have placed all Equality & 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>Cultural Awareness Video We are in the process of finalising a Cultural Awareness Video which will be made available to all officers and staff right across Dyfed-Powys. The aim of the video will be to provide officers and staff with the opportunity to hear first hand from people from a whole range of different backgrounds and cultures with information and insight on the things we should know about, and the things we should be aware of when interacting with people. These could be small things, or big things, but if it would make a difference and help to break down barriers in communication - it's something our officers and staff should know.</p> |

- 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;
- Continually engage our diverse communities to identify and respond to barriers to accessing justice and information; and
- Ensure that our victim and witness services are fit for purpose and appropriately meet the needs of our diverse communities.

e.g. use of schemes such as Pegasus and the non-emergency text messaging service.

Independent Advisory Group (IAG) - 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.

All future meetings will have a standard agenda item whereby the group are able to review S&S records, ensuring fairness is given at all times.

The Equality & 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.

Accessibility Scheme Review - 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.)

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 or final approval) a page will then be created on DPPi2 which will

We wrote to members of our communities looking for willing volunteers who would be happy to record a piece to camera taking about their culture or background, and providing this advice to our team here in Dyfed-Powys.

Accessibility Hub
The Accessibility Hub has been created to support staff and officers who have a physical or hidden disability or when dealing with a member of the public with a physical or hidden disability.

This Hub ensures that all members of Dyfed-Powys Police are aware of the support available to them and members of the public to ensure that everyone with a disability is treated fairly and receive the same level of service and opportunities throughout the Force area.

All the schemes and initiatives that we as a Force support and engage with are highlighted in the hub, along with details of how to use them, key contacts and links.

Sunflower Scheme
The Sunflower Scheme is for people with a hidden disability. Wearing the Hidden Disabilities Sunflower discreetly indicates to people around you including staff and colleagues that you have a non-visible disability and you may need additional support, help or more time.

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| | | | | <p>include information about the schemes, links to resources etc. so that staff and officers are able to access the information easily.</p> <p>Initial Public Contact - 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"> 1. Assess whether the level of public expectation is reasonable within the context of different types of demand; 2. Provide a snapshot of current initial public contact with the Police across Dyfed-Powys; 3. Determine whether public contact methods provided by Dyfed-Powys Police (DPP) meet public expectation; 4. Determine whether DPP are providing an accessible police service at the first point of contact. <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> <p>OPCC - 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</p> | <p>Staff and Officers with a hidden disability are encouraged to engage with the scheme and wear a pin badge. There is no qualifying list of hidden disabilities. If someone has a hidden disability and feel that they would benefit from wearing a Hidden Disabilities Sunflower product, then they can. The Hidden Disabilities Sunflower does not entitle anyone to anything other than identifying that you have a hidden disability and that you may need some assistance, help, or a little more time. It is NOT a pass to be fast-tracked nor for any other benefit.</p> <p>All staff and officers will be required to watch short videos to better understand how to support people who wear a sunflower item.</p> <p>Pin badges and ID cards will be available at all our open stations or can be supplied through The Ability Support Network. These can be used for members of the public or staff and officers.</p> <p>Pegasus We understand that the decision to remove Pegasus might be disappointing but we hope that the other methods which we now have in place will enable a better and smoother platform to communicate with the Police.</p> <p>Contact can be made to Dyfed-Powys</p> |
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| | | | | <p>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> <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>Police via the following methods:</p> <ul style="list-style-type: none"> • Telephone : 101 and 999 • Single Online Home: The Police's new website • Digital Desk : Facebook, Twitter, Email • Station visits • Sign Live • Mobile Text Service <p>As you can see from the options above, we are continuously trying to improve our services and as such we are currently in the process of implementing a cutting edge contact management solution comprising of a new telephony platform and a Customer Relationship Manager (CRM). The CRM will record all previous contact between an individual and the organisation, this will include detailed information regarding any disclosed / identified vulnerabilities.</p> <p>Goleudy All our data is extracted from the CMS system therefore, in theory ,we would be able to review, analyse and monitor the experiences of Black, Asian, Ethnic victims, following their exit questionnaires. However to extract such data would need a further expansion within our PowerBI data set. This is definitely a gap and a request has been made to the Performance and demand Team to commence capturing such data asap going forward.</p> |
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| | | | | <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>Complaints - 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> <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</p> | <p>Goleudy continues to communicate greatly with a wide range of diverse communities and over the past twelve months Goleudy has built and retained strong working relationships with BAWSO in regards to MDS and Domestic Abuse etc. Furthermore, training has also been scheduled for Goleudy staff to undertake the following over the next two months:-</p> <ul style="list-style-type: none"> • Honour based abuse, • FGM, • Forced Marriages • Cultural Diversity & Harmful Practices <p>Community Engagement Days The OPCC continues to monitor who we engage with during the year, through the Corretracker system. However, the system does not capture the demographics of individuals.</p> <p>We hold monthly community engagement days for the PCC and arrange for him to visit specific areas within Dyfed-Powys, to meet with diverse organisations, charities and community representatives to provide them with an opportunity to raise concerns they may have. COVID-19 restrictions have continued to disrupt our approach to community engagement days during 2021/22, however, when necessary, we moved to arranging engagement</p> |
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| | | | | <p>the complaint has been made. No causes for concern have been identified.</p> <p>Volunteer Schemes - 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>Independent Custody Visiting Scheme - 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>Quality Assurance Panel - 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 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</p> | <p>meetings online to ensure that we continue to provide the public to engage with us, and that we ensure their voices are heard.</p> <p>Youth Engagement During the last year, the OPCC has worked with its Youth Forum to develop a short video with young people in Dyfed-Powys sharing their experiences of Police contact, both positive and negative. A media company was commissioned by the OPCC to work with the Youth Forum to create the video. The work was completed in July 2021, whereby the Youth Forum members held a meeting with DPP staff from Learning and Development to hand the resource over. The video now sits as a learning resource within Police training with L&D. The work of the Youth Forum on this resource has been acknowledged as an example of good practice by the Children's Commissioner, and Welsh Government. The OPCC worked closely with DPP on its Children's Right Charter, that has been developed in partnership with Hywel Dda Health Board, and Mid and West Fire Service. The Charter was launched in September 2021.</p> <p>Victim Engagement Forum A Victim Database sits alongside the</p> |
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| | | | | <p>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> | <p>Victim Engagement Forum. Each individual on our Database (currently 90) has been affected by crime and/or anti-social behaviour, and all have agreed to join the Forum in order to be informed of engagement opportunities linked to victim services, aimed at improving victim services. When the Victim Engagement Forum was established, we took the decision not to collect demographic data for the Forum members, and this stance has not changed to date. When new members join, we only record their contact details. This is to enable us to empower them to have their say on victim services. They decide, based on the information we provide, whether they have feedback they wish to share and whether they wish to get involved in that specific engagement opportunity. 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 our engagement opportunities.</p> <p>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</p> |
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| | | | | | <p>added linked to protected characteristics, as will then have a reason for collating that specific information.</p> <p>During the last year, the OPCC has worked with members of the Victim Engagement Forum to develop a short video with victims and survivors, portraying their experiences of police contact. The video looks at both the positive and negative, and how that contact affected their confidence in, and interaction with, the police. The interviews were conducted both in Welsh and English; the language in which the victim / survivor was most comfortable in using. A fully bilingual video has been shared with the Learning and Development Department and will be utilised as a resource within their training package.</p> <p>Police and Crime Plan</p> <p>One of the key responsibilities of the Police and Crime Commissioner is to issue a police and crime plan as soon as practicable after taking office and within the financial year of being elected. The new Police and Crime Plan was published in December 2021 following the PCC's Election in May 2021. In forming the plan, consultation sessions were held with</p> |
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| | | | | | <p>residents of the Dyfed-Powys area to understand their views which ensures the plan is shaped by the public and local stakeholders.</p> <p>As part of the consultation process, the OPCC held several focus groups with diverse groups within our communities, to ensure that the opinions of our diverse communities were taken into consideration in forming the plan. These included ethnic minority groups, religious groups, LGBT+ groups and other groups that are considered to be harder to reach within our communities.</p> <p>Feelings of safety across the Dyfed-Powys area</p> <p>With Violence Against Women and Girls (VAWG) at the forefront of national discussions and media coverage during the year, it was important that the PCC considered and assessed the local situation. We wanted to ask the question, do women and girls feel disproportionately unsafe across the Force area? In December 2021, the PCC launched a public consultation to assess general feelings of safety within the four counties of Carmarthenshire, Ceredigion, Pembrokeshire and Powys. The information gleaned</p> |
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| | | | | | <p>through this consultation will allow us to identify any cause for concern locally in terms of feelings of safety, specifically within our female population.</p> <p>The consultation will allow the identification of specific locations where residents feel unsafe, as well as how feelings of safety may be improved.</p> <p>In order to inform residents of the PCC's consultation, and to reach as many as possible, we promoted and circulated the survey through a variety of methods: For example, through press releases, general social media posts, targeted social media posts for the younger population, via partners, and importantly, across the network developed through the above-mentioned Police and Crime Plan consultation.</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"> • Work closely with Welsh Government's appointed Community Cohesion Co-ordinator for our Force area to identify opportunities to work together to increase cohesion; • Ensure that the processes the Force have in place for monitoring Community Cohesion are fit for purposes and that appropriate action is being | <ul style="list-style-type: none"> - We will monitor the number of hate crimes and incidents being recorded by the Force, in particular, the number of repeat occurrences; - We will monitor victim satisfaction to understand and respond to any disparity amongst people with different protected characteristics; and | <p>All Wales Hate Crime</p> <p>- 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>All Wales Hate Crime - The force lead for Hate Crime sits on the quarterly Hate and Community Tension Board Cymru. The group monitors hate and community tension across the Welsh forces and seeks to advise Welsh Ministers and policy makers accordingly.</p> <p>It also seeks to monitor progress against the Welsh Government's Hate Crime Delivery Plan,</p> |

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| | | <p>take to respond to any tensions identified; and</p> <ul style="list-style-type: none"> • Undertake preventative work to tackle the behaviours, which result in Hate Crimes and Incidents taking place in our communities. | <p>- We will dip sample Hate Crimes and Incidents via the OPCC Quality Assurance Panel to ensure that incidents are dealt with appropriately.</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>LGBT Liaison Officer review - The Equality & Diversity department carried out a review of the effectiveness of the force's LGB&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>Hate Crime Working Group - the group meets quarterly with the purpose of overseeing, supporting</p> | <p>hold regular discussions on current hate crime trends across Wales and share best practice by exploring case studies.</p> <p>Hate Crime Working Group - The force lead for Hate Crime chairs this meeting on a quarterly basis. Its purposes is to monitor hate across the force in order to understand how best to respond, and how to ensure the force's response to hate related crimes and incidents is robust and effective. The group is attended by relevant stakeholders within the force as well as community cohesion leads, Victim Support and since late 2021 the CPS.</p> <p>The force's system of hate crime risk assessment and risk management, developed in conjunction with leading academics is now well embedded and having the desired effect in ensuring response to hate crime is tailored according to the needs of the victim and the risks apparent. It ensures that each instance of hate is properly assessed for any apparent threat, harm or risk and that the police response is commensurate to issues identified.</p> <p>The force hate QA and audit regime is well embedded; an inspector level SPOC in each of the LPAs remains responsible for a review of five randomly chosen</p> |
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| | | | | <p>and improving the force's response to hate related crimes and incidents.</p> <p>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 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>OPCC - 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 A Victim</p> | <p>hate crimes per month. Issues prevalent in an LPA are picked up but the inspector, whereas force wide issues are identified by the portfolio lead who is responsible for capturing and acting on any learning, and raising the issues at the Hate Crime Working Group.</p> <p>All reported crimes are subject an audit from the Crime Audit Team to ensure that crime data integrity issues are addressed and that no hidden crime goes unrecorded.</p> <p>Hate Crime After successfully receiving funding from the Police and Crime Commissioner's Office, theatre in education company 'Mewn Cymeriad' were commissioned to work with DPP School Beat team to produce a one-man theatre production to tour secondary schools in the Dyfed-Powys area to raise awareness of Hate Crime amongst year 8 pupils. The play toured schools during Hate Crime Awareness week, and workshops were held in the schools following the productions, where School Beat Officers engaged with the children to discuss any local hate crime issues.</p> |
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| | | | | <p>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> <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> | |
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| | | | | <p>Please find link to the minutes of QAP below: Quality Assurance Panel (dyfedpowys-pcc.org.uk)</p> <p>NPCC Equality, Diversity and Inclusion Strategy - 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&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>Public Sector Equality Duty (PSED) 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</p> | |
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| | | | | <p>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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