

Single Equality Scheme **Annual Review**

May 2010 - April 2011



**Kent
Police**

Foreword

Welcome to our Equality, Diversity and Human Rights Review 2010/11. This Review contains important information about the work that we are doing in the area of equality and diversity and the progress being made to meet the commitments contained in our former statutory disability, gender and race equality action plans.

Like other parts of the public sector, we are going through a period of rapid change as we respond to the new financial circumstances we find ourselves in. The current economic climate continues to place pressure on resources both within the service and in the wider community, but we remain committed to challenging discrimination and promoting equal opportunity in all aspects of our work, both as a public service provider and as an employer.

We also remain committed to consulting the people of Kent, our, partners and other interested groups as a part of providing effective services that meet the needs of everyone regardless of their background or circumstances. By seeking the views of others, and then acting on the results, we aim to ensure that the Police Service we deliver better meets the needs of everyone living, working and visiting Kent.

This is an opportunity to thank all of my colleagues for their commitment and dedication in ensuring that we continue to be recognised as an organisation that is fully committed to equality and diversity in both service delivery and employment. Equality is integral to Kent Police and we strive to put the equalities agenda at the heart of everything we do.

Ian Learmonth

Chief Constable, Kent Police

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INTRODUCTION

The Annual Review highlights key work we have undertaken in the last 12 months to further our work to progress our equality and diversity objectives. In consideration of some community feedback we received on the 2009-10 Annual Review this year's Annual Review will be produced as a complementary document to last year's Annual Review. In particular where information contained in last year's Review is still current and relevant it will not be repeated. Cross-referencing will highlight where the 2009-2010 Annual Review will still be relevant. Examples may include governance structures, processes and contextual explanations. One of the purposes behind this approach is to keep content of this year's review more succinct and reduce the overall document size.

1. BACKGROUND

Championing Equality, Diversity and Human Rights directly impacts on the quality of service that Kent Police provides. The closer Kent Police reflects, and understands, the people it provides services to, the more effective we can be in protecting and supporting them and consequently lead to improving public confidence.

Providing a good service means:

- Treating everyone with fairness and respect
- Acknowledging that people have different backgrounds that affect what they need from the police
- Ensuring our workforce reflects the communities we serve.

We recognise that if we reflect the diverse social identities of our communities, we are more likely to:

- Build better relationships with communities
- Receive greater cooperation from communities
- Achieve a reduction in crime
- Reduce tension between ourselves and some communities
- Improve public confidence.

1.1 Single Equality Scheme (SES) (2008 – 2011)

The **Single Equality Scheme (SES)** was driven by a desire to show how we are integrating equality practice in everything we do. The Single Equality Scheme incorporates the following schemes:

- Disability Equality Scheme (DES) (2009 – 2012)
- Gender Equality Scheme (GES) (2010 – 2013)
- Race & Equality Scheme (RES) (2008 – 2011).

Additionally the SES demonstrates how we promote and champion equality in respect of:

- Age
- Religion and Belief
- Sexuality.

The SES shows how we meet our statutory obligations to promote disability, gender and race equality as well as comply with the requirements of the Codes of Practice published by the former:

- Disability Rights Commission
- Equal Opportunities Commission
- Commission for Racial Equality.

Note:

The Equality Act 2010 no longer requires public bodies to publish statutory equality schemes. Specific duties in support of the Act currently require public bodies to publish equality objectives by April 6, 2012.

The Single Equality Scheme is available on our website. ([Single Equality Scheme](#))

1.1.1 Equality Act 2010.

Information

On 5 April 2011 the new public sector Equality Duty came into force. The Equality Duty replaces the three previous duties on race, disability and gender, bringing them together into a single duty, and extends it to cover age, sexual orientation, religion or belief, pregnancy and maternity, and gender reassignment (in full). The aim of the Duty is for public bodies to consider the needs of all individuals in their day-to-day work, in developing policy, in delivering services, and in relation to their own employees.

The Government is committed to reducing burdens and bureaucracy on public bodies, moving away from a process-driven approach to a focus on transparency in order to free up public bodies to do what is appropriate in their circumstances, to take responsibility for their own performance, and to be held to account by the public. This means a shift in approach – a focus on performance, not process.

Following publication of draft specific duties regulations on 12 January 2011, the Government has looked again and believes there is room to do more to remove unnecessary process requirements and to make public bodies transparent and accountable to the public for their performance on equality. They have developed new draft regulations on the specific duties published last year and the wider policy objective of ensuring that public bodies consider equality when carrying out their functions without imposing unnecessary burdens and bureaucracy.

The Government's aim is to ensure that the specific duties that support the Equality Act are effective and deliver real transparency and democratic accountability. For the period from 5 April until the new specific duties are in place, public bodies are being required to comply with the general Equality Duty. In doing so, they are being referred to the Equality and Human Rights Commission's guidance and draft statutory Code of Practice. The Government aims to bring the specific duties into force in July 2011.

In spite of recent developments, work already progressing within Kent Police with the Equality Standard for the Police Service (see page 8) will assist not only a

comprehensive understanding of our strengths, as well as areas for improvement, but also by providing the necessary performance framework to evidence our compliance with the new Equality Duty.

1.2 Duties as an employer

Current equalities legislation requires us to have in place arrangements for meeting various employment duties. These are:

- Collecting and monitoring information on staff, job applicants, training and grievances and disciplinary procedures and employees who leave us
- Analysing data to establish patterns of inequality
- Taking action to remove barriers and promote equality of opportunity
- Publishing the results of monitoring each year.

The following social identities remain key to our approach in meeting our responsibilities, and these are explained in more detail in the 2009-10 Annual Review:

Age

Disability

Gender (inc. Transgender)

Race

Religion and belief

Sexuality

As shown above the Equality Act also adds:

Marriage & Civil Partnership

Pregnancy & Maternity

Gender Reassignment (in full)

1.3 Equality, Diversity & Human Rights Strategy 2010 – 2013

The Kent Police Equality, Diversity and Human Rights Strategy (EDHR) 2010-13 summarises our vision for Kent Police, lists our main objectives and describes how we will implement our vision. The full document can be viewed on the Kent Police Website. [EDHR Leaflet](#)

Our EDHR Strategy supports and reflects the thrust of the national Strategy, whilst pursuing our own priorities.

The Strategy drives Diversity, Equality & Human Rights priorities and closely links in with **Equality Standard for The Police Service (ESPS)**.

1.4 The Equality Standard for the Police Service

The Equality Standard for the Police Service aims to improve trust & confidence of the diverse communities we serve, increase local accountability, integrate & embed equality into all aspects of business & service delivery and show that the Police Service is moving beyond basic compliance with equality legislation.

In last year's annual report we illustrated how Kent Police was instrumental in moulding the final version of the Equality Standard for The Police Service (ESPS). Implemented in April 2010, Kent Police have now completed our first year working with the ESPS.

As a reminder the ESPS is broken down to 22 objectives within three headings. Each objective features a direction of travel, from **baseline** through **integrating** to **excelling**.

There are three main areas that mirror the EDHR Strategy priorities.

Operational Delivery – (11 Objectives) - Meeting the needs of diverse individuals and communities. Objectives focus on community profiling, disproportionality, satisfaction levels, public protection and community safety.

People and Culture – (6 Objectives) - Building an inclusive and supportive working environment. Objectives focus on promoting and valuing equality, employment and development, equipment and clothing.

Organisational Processes – (5 Objectives) - Integrating equality across business areas. Objectives focus on monitoring progress against equality targets and measurable outcomes, procurement and estates and complaint handling.

As reported in last year's annual review the ESPS is a self-improvement tool. As such there is no end target or completion date. It is important that work in support of the objectives is refreshed and kept up to date as well as action plans implemented in support of identified gaps. As the Police Service evolves the ESPS should evolve with us.

Kent Police Chief Officers set a first year target for the ESPS to reach 100% on Baseline and 50% on Integrating by 31 March 2011. The outcome was 99% Baseline and 77% Integrating.

The work on the ESPS has been mainstreamed across the force and will continue to be developed. We ensured that the Kent Police Authority was kept up to date of our progress and used the Independent Advisory Groups have to provide feedback on the evidence submitted.

To assist in the evidence collection and review process Kent Police produced a computer-software tool which has been recognised as good practice externally by the National Policing Improvement Agency (NPIA) and some other police forces, especially as it has helped reduce bureaucracy and streamline the whole process.

2. HOW WE DELIVER RACE AND DIVERSITY EQUALITY OBJECTIVES

This chapter is explained fully in the 2009-10 Annual Review outlining how the Chief Officers have a collective responsibility to provide a working environment to support the Equality, Diversity and Human Rights (EDHR) Strategy to ensure it is consistently applied throughout the organisation. Senior staff play an important leadership role in ensuring that we successfully promote equality.

The EDHR governance structure is unchanged from that reported in the 2009-10 Annual Review except that the **Force Performance Management Committee (PMC)** is now chaired by the Chief Constable, but still has responsibility for overseeing the application of the Equality, Diversity & Human Rights Strategy and ensuring that our equality and diversity objectives are met.

Sitting under the PMC, the **Equality and Standards Board** structure and processes remain the same as reported in the 2010 Annual Review.

2.1 Diversity and Equality Action Groups

The Force is committed to ensuring all police officers and staff are able to maximise their potential and that quality services are delivered to all members of the community. The Action Groups have a role to ensure that Kent Police is fully compliant with all aspects of the appropriate legislation and help us meet the general duty to promote equality and the specific duties contained within the legislation.

In September 2010 the Force reviewed the ten Diversity Action Groups (as described in the 2009-10 Annual Review) and reduced the number to six covering the relevant protected characteristics as described in this review. The Action Group review highlighted the need to recognise that the Groups exist to support the Service's strategic equality and diversity objectives. The review also identified the need to restrict membership numbers as well as ensure the Chair was an officer or member of staff at an appropriate level within the organisation to be strategically influential. The Chairs are volunteers and complete their role over and above their normal day job.

Some Action Groups also have representation from statutory organisations, such as Kent County Council, to ensure stakeholder interests are being identified and met. A member of the Diversity Support Team sits on each of the Action Groups to offer guidance and support.

Diversity Action Groups generally meet quarterly and report progress to the Equality and Standards Board.

Currently the Action Groups are:

2.1.1 Inter-Age Action Group

The previous chair of the Inter-Age Action Group retired in 2010 at the time the Action Group review was taking place. This caused a delay in the identification of a new Chair, however, in October 2010 the Chief Superintendent in charge of Kent Police Partnerships and Communities Command volunteered his services.

Some of the aims of the Inter-Age Action Group are to contribute to generating a thriving police organisation that supports employees of all ages in achieving their full potential and providing a service to meet the needs of our communities from children and young people through to senior citizens. Society has negative attitudes, stereotypes and myths about youth, ageing, and younger and older people and one focus and core activity of the Action Group will be to contribute to engagement opportunities to understand and respond to the needs of both the senior citizens and youth communities with a view to improving and building public satisfaction.

Members are drawn from the appropriate professional environments within the organisation to ensure the relevant expertise and experience as well as the capacity to deliver action for the Force. The Action Group is there to complement and support the Force to progress their equality and diversity aspirations in service delivery and employment as they relate to the Age agenda, an often over-looked social identity.

The Action Group also acts as the conscience for the Force in respect of Age and aims to raise awareness of age issues throughout the service both internally and in the community. The Action Group will not duplicate work-streams already in place due to Policing Plans and Employment legislation statutory requirements and is complementary to internal Human Resources processes.

The Action Group is at the re-formative stage and is scoping officers and staff to see what age issues may be prevalent. Human Resources have broadened the staff survey for this year to incorporate more directly age related questions. Additionally the staff statistical data will also include volunteers as well as apprentices. The Action Group is in the process of setting targets for the forthcoming year to ensure objectives are meaningful and relevant to the organisational needs. Once we have assessed our internal needs, priorities will shift towards service delivery issues. Already work is in progress in respect of youth community engagement as well as listening to and understanding the needs of our aging population (senior citizens).

See also the sections in the review entitled *Every Child and Young Person Matters* and *Young People*.

2.1.2 Disability Action Group (DAG)

The main focus of the Group continues to be scrutiny of the Disability Action Plan, which sits under the Single Equality Scheme. In the past year DAG have made good progress in areas such as custody, confidence to report hate crime, involvement of disabled people, procurement, & equality impact assessments. A new action plan has been written (for 2011/12) following consultation where some fulfilled elements have been removed and replaced with new action plan objectives. This will ensure that the organisation will continue to develop. It does not mean that the removed areas will be forgotten for they will be reviewed again in during 2011/12 to ensure that standards have been maintained.

A copy of the Disability Action Plan is available on request from Kent Police Diversity Support Team and is contained within the Single Equality Scheme which can be found on our website.

See also the section entitled *Public Inquiry on Disability Related Harassment following the Pilkington Report*.

Disability Involvement Forum (DIF)

The DIF continues to meet quarterly. The Chair of the Action Group chairs the meetings. The Forum continues to offer a very meaningful and appreciated avenue for people, who have a disability, are a carer of a person with a disability or are a member of a group that represents disabled people. Membership is refreshed regularly and discussion continues to include improving accessibility to our services, dealing with disabled people as witnesses and victims of crime, arresting and detaining disabled people, disability hate crime, different ways of reporting crime and staff training. Further details can be found on the Kent Police website. [Disability Community Involvement Forum | Kent Police](#)

Kent Police Disabled Access Audit and Inspection Programme

The Annual Review last year described how Collier Stevens Chartered Surveyors inspected and audited the Kent Police estate.

The final report produced in January 2010 divided the estate into five distinct types of accommodation under assessment:

- Police Offices [public and staff access]
- Police Stations [public and staff access]
- Headquarters [limited public and staff access]
- Administration [staff access only]
- Other [public and staff access]

Funding has been secured, with the potential for some more funding to be realised in the future:

- £1,100,000 committed across two years up to 2011
- £600,000 (2011/2012)
- £500,00 (2012/13)

Collier Stevens Chartered Surveyors are currently producing a report to inform on how best to spread the funds in relation to perceived priorities. This is currently at draft stage and in summary the main elements of the report are:

- Identification of the buildings, which are most likely to form part of the estate for the foreseeable future, and those that it is anticipated will be disposed of or re-purposed. It makes poor economic sense to invest significantly in those buildings unless there is an overriding requirement to do so.
- Over the past year a number of projects have been undertaken which have, as part of their works, addressed shortfalls identified in the original access surveys and subsequent reports. Requests have been made to re-inspect sites [approx 20] and to update the surveys and reports so that we can also avoid earmarking funds against those premises.
- It is likely that the first phase of expenditure will be at those sites where first point of access is a primary requirement and where there are significant

numbers of visitors – these sites will be the Police Stations and Offices to be retained, training facilities and Vulnerable Victim Suites / interview facilities.

- It is likely that works more specifically targeted at employee use of the buildings will form part of the second phase, as the requirement in these situations is less onerous.
- The extent to which improvements to the custody facilities will be undertaken is not yet confirmed. It is anticipated that this will form part of a wider custody strategy.

Bat Phone: Televia Products

Work reported in last year's Annual Review has continued through the last year to install new Televia communication products to replace the old out of hours contact telephone boxes outside of police stations (Bat Phones).

The new products have continued to receive favourable reports and have been found to be robust, easy to use and vandal proof. Televia continues to be work in progress.

First Point of Contact Staff Training and Awareness

Deaf, autism, mental health and learning difficulties awareness is now included in our training for new staff within the Control Room environment as well as for Public Enquiries (Front Counter) Officers.

Seventy-two members of staff have received the training during the last 12 months. The Training Team for the Force Control Room (FCR) are currently seeking alternative cost effective solutions balanced with the fact that there is currently little or no recruitment to the first point of public contact roles.

2.1.3 Gay, Lesbian and Bisexual Action Group

The group has debated whether its action plan should be refreshed and this has now happened, with the focus being on service delivery. Stonewall has produced a national report called the 'British Gay Crime Survey', which dealt with issues of Hate Crime and made a series of recommendations to the Police Service. The issues have been addressed within the Group's action plan and a regular report to the Group on how the plan is being implemented forms part of the meeting agenda.

In another development, the Metro Centre in Greenwich has produced a Kent & Medway needs assessment for LGB citizens in the County, which addresses a whole range of issues, including health care and safety. The Force has developed a working relationship with the Centre and its recommendations have been incorporated into the Group's action plan, with a focus on safety.

In addition, the Force has provided an input into the Stonewall Workplace Equality Index where Kent Police were placed 26th in the top 100 of LGB friendly employers last year.

LGBT History Month was during February 2011 and later in this Annual Review you will find a report on how Kent Police contributed to the celebration and the raising of hate crime awareness. *(See p. 23)*

2.1.4 Gender Action Group

The Gender Action Group (GAG) and the Kent Network of Women (KNOW) continue to have an affinity as they work together to promote equality and to build an inclusive and supportive working environment.

The Gender Action Group continues to meet quarterly. The action group aims and objectives incorporated the six ongoing work streams that have been the focus for the Strategic Gender Equality Sub-Group and the areas of Recruitment, Selection, Retention and Progression.

The Gender Action Group continues to promote and support the following areas that are standing agenda items at the quarterly meetings:

- Uniform/Equipment
- KNOW
- Gender Progression
- Specialist Ops
- Tactical Ops
- HR Policies

Part of the Gender Action Groups remit is to monitor the Gender Action Plan progress. The Gender Action Group together with the Diversity Support Team work with plan owners to ensure it is up to date and where required amended. The 2008 - 10 three-year Gender Action Plan was reviewed in the December 2010 GAG meeting. The considered views of the GAG members was that the Gender Action Plan was 'looking very healthy' with at least 12 of the 16 actions on the plan having been completed, with the remaining four considered to be progressing well.

A new Gender Action Plan was agreed for 2010 -13 and was published in April 2010. The plan is an organic document and has therefore been updated and republished for April 2011. The intention is that the plan will be updated again in April 2012 and this will lead us in planning our statutory equality objectives under the Equality Act 2010 in April 2012.

The Action Plan priorities have remained in line with the original consultation and supports the national tripartite Equality, Diversity and Human Rights Strategy, our own Equality, Diversity and Human Rights Strategy and the Equality Standard for the Police Service.

The full Gender Action Plan can be viewed on the Kent Police Website. [Gender Action Plan PDF](#)

Some individual updates are included below:

Uniform and Equipment

Police body armour and black shirts have been re-designed and now offer a wider range of fittings to accommodate women as well as officers who may have differing stature considerations.

Extra thick tog fleeces have been introduced in addition to a motorway jacket.

The uniform and equipment reviews are ongoing with feedback sought through KNOW Drop-In Sessions. E.g. Issues regarding female specific trousers in respect of fitting and comfort. A new version of trousers is being explored.

Kent Network of Women (KNOW)

KNOW held an Annual Conference in Spring 2010. The theme was aspiration, overcoming obstacles and reacting positively to change. Entitled 'KNOW and Believe, Inspire and Achieve' it was held at the Village Hotel, Maidstone.

Speakers from Kent Police Chief Officer Team as well as the Chair of the Kent Police Authority spoke of their personal commitments to fairness, transparency and a truly diverse workforce recognising that confident people deliver.

The Chair and Vice-Chair of the KNOW talked about progress so far and highlighted the KNOW aims to support and mentor women in the force and push for change where policies, practices and culture hold women back.

Dealing with the uncertainty of change and how to deal with it became a key theme for the rest of the day, which included keynote contributions from Felicity Aston, leader of an all-women expedition to the Antarctic and Paul McGee, motivational trainer. Both explored their own journey to succeed and how they had overcome lack of confidence by others in their ambitions.

Felicity's inspirational expedition to the South Pole with a team of women from different countries showed how, despite scepticism, if you followed your dream it can become a reality. That the group were successful, despite their small stature and lack of experience, showed that team spirit, determination and sheer courage could win through against all the odds.

Paul McGee took the conference on an entertaining journey through the principles of positive thinking. Using humour to illustrate experiences in his own life, he talked through ways of freeing yourself from a 'victim' mentality and how to seize the moment.

The Chair of KNOW concluded by highlighting that after 22 years service, she could honestly say that policing as a career choice is a fantastic one and all jobs are open to women. Continuing increases in membership means that KNOW has increased to 600 members. (04/11)

In spite of the success of the 2010 KNOW Conference, due to current financial constraints there will not be a conference in 2011. However, there is the intention to hold smaller events, such as Café Conversations and drop in sessions.

Gender Progression Working Group

The majority of the work of the group had been discharged. One of the main items of progress has been the Flexible Working Booklet that has been made in to a far more user friendly guide covering frequently asked questions and with a view to making it available to view on inSite (Internal Intranet).

A maternity staff survey was carried out last year and one of the outcomes of the survey was that staff on maternity leave feel 'out of touch' whilst absent from the workplace due to there being no 'link' to the organisation. Subsequently our Information Services Department (ISD) produced a USB stick which staff can have whilst on maternity leave which allows them access to inSite and e-Recruitment from their home personal computer. The scheme has been piloted with 25 members of staff who are currently on long-term leave who can use the USB stick from home. In addition to maternity leave, staff absent from the Force through secondment to another force or on long-term sick leave have also been included.

A Job-Share database has also been progressed. It is intended, particularly in the current climate that the database will create opportunities for both staff and managers to highlight potential vacancies and suitable applicants internally.

Some work has been carried out around Positive Role Models and profiling certain roles in the force. In addition to the Positive Role Models, the Spring Forward programme is being promoted to Crystal Clear (Disabled Police Association) and the KNOW and there is an intention to provide inspirational speakers from around the Force to aid the programme.

2.1.5 Gypsy and Traveller Action Group

The Action Group continues to meet quarterly and is currently in the process of producing a new action plan for 2011/12.

To mark June 2010 Gypsy and Traveller History Month, members of the Group organised a one-day conference at the Kent Police Training School that highlighted the prevalence of domestic abuse and violence within Gypsy and Traveller communities. Earlier reports by the Equality and Human Rights Commission had raised national concerns that, predominantly, women in these communities experienced high rates of domestic violence; a 2007 study by Roberts and colleagues on the health of Gypsies and Travellers in Wrexham had reported that 61 per cent of married English Gypsy women and 81 per cent of married Irish Traveller women interviewed for the study had experienced direct domestic abuse. Attended by some 110 delegates from a variety of statutory and voluntary sector agencies, those attending were able to hear the experiences of women who had experienced domestic abuse and who also promoted ways in which partners and agencies could work together to tackle the problem. The conference's keynote speaker was the ACPO lead on Gypsy and Travellers, Assistant Chief Constable Bill Holland from Warwickshire Police, who had ensured that his ACPO portfolio had given high priority to domestic violence in these communities.

The Conference and the work the Force is undertaking to raise awareness of the prevalence of domestic violence in the communities was favourably reported both in the Travellers Times and the local and national media. The Force's Public Protection Unit (PPU) played a lead role in organising the conference and it has noted increased reports to the Force of domestic abuse incidents since the conference was held. The issue of domestic violence within these communities remains a priority area for both the Action Group and the PPU.

The Action Group has been keen to ensure that the Force increases its engagement with the Gypsy and Traveller communities. A relationship that has been built on in recent years is the Force's contacts with English Gypsies who take a lead role in

organising the annual Horsmonden Horse Fair held in early September of each year. For more than 100 years, the Fair has proved a major national cultural and social event for the Gypsy and Traveller community. The 2010 event took place with an estimated 1,500 in attendance and has now gained the original festive spirit it first had all those years ago; which included a tug-of-war between English Gypsies and Kent Police officers.

During 2010 other engagement opportunities were promoted and explored. Contacts were forged with Kent County Council's Education directorate's Minority Ethnic Achievement Service which lead to Action Group representation at Maidstone's New Line Learning Academy's International Student Voice Network in February which included attendance by Gypsy and Traveller pupils. Following this attendance, discussion commenced with the Service to explore ways in which the Force could regularly engage with Gypsy and Traveller young people to learn of their concerns about their personal safety and their relationship with the police.

Towards the end of the year the Action Group engaged with the Brighton based Friends Families and Travellers (FFT), which also has a national remit. FFT seeks to end racism and discrimination against Gypsies and Travellers and during the year it mounted a nationwide campaign within Gypsy and Traveller communities to encourage the reporting of hate crime and incidents. So that call-handlers operating Kent's third-party Racist Incident Reporting Line (which is supported by Kent Police and Kent's 13 Community Safety Partnerships) were fully briefed, the Force arranged for training to be delivered to them by FFT.

2.1.6 People and Culture Action Group

As part of the Action Group review process, the meeting of the Equality and Standards Board in Sept 2010 approved the merging of the Religion and Belief, Minority Ethnic and Immigration and Asylum Action Groups into one new Group called the *People and Culture Action Group*.

The membership of the P&C Action Group is made up of key members from the aforementioned Groups.

As with the Inter-Age Action Group, the People & Culture Action group is in the formative stages of scoping and research in order to build a meaningful action plan for the forthcoming year.

Although the Minority Ethnic and Religion and Belief Actions Groups were effectively on hold last year whilst the Action Groups were under review, the Immigration and Asylum Action Group (IAAG) was still progressing work of interest.

Examples include:

Although Kent no longer houses initial asylum applicants prior to dispersal the Group continue work to support high numbers of Unaccompanied Asylum Seeking Children, and matters that had been of previous concern are being jointly addressed by Kent Policing Areas, UK Borders Agency (UKBA) and Social Services.

The IAAG, via agency meetings and publications, has continued to provide advice to the Force as required. A matter of specific referral and consultation has been the countywide inter agency issue concerning Adult Care Homes. The matter was of

concern as there was a high level of UKBA enforcement action being taken in Adult Care Homes. As a result of a short study it was identified that due to significant levels of adult care being provided by illegal immigrants, public protection issues could have been exacerbated. Kent Public Protection Unit now regularly reviews this matter.

Regular liaison is maintained with UKBA and French authorities and the impact of illegal immigration on Kent is examined via community profiles.

The awareness of Human Trafficking was a continuing focus of the IAAG and countywide migration forum and introduction of the UK Human Trafficking Centre Blue Blindfold initiative will be made to these forums.

Many of the IAAG functions became subsumed within daily 'business as usual' within the Kent International Borders environments. There will still be some exceptional work to drive through the new People and Culture Action Group however. One piece of work may relate to the capping of migrants from outside the EU, and this may present local policing challenges.

2.2 Kent Police Authority (KPA)

As reported in last year's Annual Review, Kent Police is accountable to the KPA, which scrutinises our performance against objectives.

Information about the role performed by Kent Police Authority can be found on their website at [Policing the police \(www.kentpoliceauthority.gov.uk\)](http://www.kentpoliceauthority.gov.uk)

The KPA continue to support the Independent Advisory Groups (IAGs), which help to ensure that Kent Police policies and practices are applied fairly and consistently across all people in the community.

The KPA will also scrutinise our first year performance under the Equality Standard for The Police Service. This will be reported on in next year's Annual Review.

2.3 Kent Police Strategic Independent Advisory Group (SIAG) and Basic Command Units Independent Advisory Groups (BCU IAG)

The Strategic IAG has now been in existence for four years. The second Annual Forum was held in March 2011 when the SIAG was able to successfully demonstrate to many representatives of Kent's diverse communities the work it had achieved over the previous year and the work it proposed to carry out over the coming year(s).

The SIAG Annual Report can be found on their website at:

http://www.iag.kent.police.uk/reports_pubs/attachments/SIAG_Annual_Report_2010-11_Final.pdf

Membership continues to be refreshed and balanced to represent people from many different backgrounds and from all parts of Kent and Medway. The six Basic Command Unit IAGs each can have three members (including their own Chairs) who sit on the Strategic IAG. The membership structure ensures a close connection, and

efficient flow of communication, from BCU IAG to the county based SIAG and vice-versa. The SIAG will now be able to maintain it's maximum capacity of 18 members.

Over the past year the SIAG has concentrated on three main areas, *the full details of which can be viewed in the IAG Annual Report by following the link above.*

- **Building Community Confidence**

This includes:

- Preventing Violent Extremism
- Hate Crime
- Neighbourhood Policing / PACT Meetings (Mystery Customer)
- Anti Social Behaviour
- Street Encounters / Stop and Search
- Male rape and serious sexual assault.

- **Recruitment, Retention and Progression**

- **Disability.**

Kent Police hosted the National Independent Advisory Group Annual Conference on November 22/23 2010. The event was held at Ashford International Hotel and some 120 people attended representing IAGs, and Police Services from England, Wales, Northern Ireland as well as from Holland. *A report on the conference can be viewed later in this document.*

2.4 Internal Diversity Support

The Diversity Support Team continues to provide guidance, advice and challenge to the service and co-ordinates activity so that our equality and diversity objectives are understood, promoted and delivered.

The Diversity Training Team continues to design and deliver innovative diversity training programmes for all levels of the service. *Their reports can be read later in this document.*

Kent Police supports five Staff Support Associations:

- **Christian Police Association**, Kent Branch
- **Crystal Clear** - Disability Support Group
- **Gay and Lesbian Support Group**
- **Kent Minority Ethnic Police Association** (KMEPA)
- **Kent Network of Women** (KNOW) (An individual update on KNOW can be found on page 13).

3. HIGHLIGHTS 2010/11

3.1 Public Confidence and Service Delivery

3.1.1 Every Child and Young Person Matters

The 2009/10 Annual Review report highlights the priorities within this programme.

Kent Police has continued to drive the Every Child & Young Person Matters programme that follows the Laming Report into the death of Victoria Climbié in 2000. We hold a quarterly programme board, chaired by an Assistant Chief Constable, that directs the actions of the Delivery Plan sitting under the Kent Police and Kent Police Authority Strategy for developing our service with children and young people.

The Every Child and Young Person Matters Delivery Plan for 2009/2012 consisted of 62 actions divided into 10 overarching performance measures. These 10 performance measures included legal compliance, partnership working, information sharing and learning and professional development. Actions associated with these headings were developed and to date, three actions relating to 'Contactpoint' have been discharged, as the Coalition Government has scrapped this database. Three actions are currently amber, with one relating to the Common Assessment Framework (CAF), which is subject of a pilot in Medway. The remaining two actions relate to the vetting and barring scheme, which is subject to a national review.

In total fifty-three actions have green status, with particular areas of note relating to Equality Impact Assessments being completed on relevant policies connected to the Every Child Matters outcomes, relevant role requirements updated to include safeguarding and promoting the welfare of children responsibility and the restorative justice programme.

We are currently producing a new delivery plan to build and we will report progress in next year's Annual Review.

3.1.2 Corporate Public Consultation Groups

In addition to the Independent Advisory Groups, Kent Police maintains two Kent-wide public consultation forums that aim to meet the needs of specific communities:

- Disability Involvement Forum (DIF).
- E-Transgender Consultation Forum.

Full details of these Forums are found within last year's Annual Review report.

Please note more information on the DIF is found on page 11 as well as a link to our website.

3.1.3 Honour Based Violence

Kent Police continues the work to provide specialist support and information to the organisation to increase and develop workforce knowledge surrounding the wider issues under the banner of so-called Honour Based Violence (HBV). Sitting within Kent Police Public Protection Unit (PPU) a dedicated team collates and coordinates all HBV related information.

Over the past 12 months the level of organisational knowledge surrounding HBV issues has continued to improve and the importance of this knowledge in gaining and improving public confidence is recognised as paramount.

In March 2011 an Honour Based Violence Event was held in North Kent, entitled Sadi Awaaz Suno - "Listen to my Voice". This was the third year that the event, organised by Rethink Sahayak Services and Kent Equality Cohesion Council, had taken place with a multi agency attendance and key speakers including the Crown Prosecution Service and a Chief Officer from Kent Police. Subject matter included Honour Based murder in the Metropolitan Police Service area, and ongoing HBV work within Kent Police. The event focussed around raising knowledge and understanding of HBV so that the Police are able to increase opportunities to identify and address concerns as well as prevent and investigate the crimes more effectively. There was representation from various departments within Kent Police as well as a discussion panel. Approximately 450 women from the South Asian Community attended the event and the feedback from delegates will be of use to shape our future services.

3.1.4 Attendance at Community Events

Throughout the year we were represented at a wide variety of community events. Some of these included:

- The Sikh festival of Vaisakhi in Gravesend in April. Vaisakhi plays a key part in the local community and is an event Kent Police embrace and willingly participate in.
- Gravesend and Dartford (October), Tunbridge Wells (July) and Maidstone (September) Melas. These are multicultural events involving food, music and dance.
- The Kent County Show in July.
- Kent Disabled Youth Games, held in Sevenoaks in June.
- Kent Gay Pride held in Thanet in July. This was the second time this event had been held in this area.
- Horsmonden Horse Fair (see page 16)

At a local level, Kent Police participated in the Eid celebrations in September with the local Muslim community in East Kent at the end of Ramadan and Chinese New year in February.

3.1.5 Partners and Community Together (PACTs)

Our Neighbourhood Policing Teams have continued to embed Partners and Community Together (PACT) meetings with local communities. The purpose and aims of the PACT meetings are explained fully in last year's annual review. Additionally the Kent Police website provides up-to-date information on PACTs and Neighbourhood Policing Teams.

One aspect, we realised, was the need to constantly review and assess the PACT meetings and as such the Independent Advisory Group members contributed to provide valuable views as a consequence of the Partnerships and Communities Command directed Mystery Shopper project.

Those SIAG and BCU IAG members taking part chose the Neighbourhood meetings they wished to attend from our police web site and attended them as an 'ordinary' member of the community. They then completed a feedback form of 20 questions and submitted it to Neighbourhood Policing. Regular themes about the neighbourhood meetings from the feedback forms included:

Publicity – Ensure that all meetings are widely publicised in local areas

Location – meetings should be held where they were accessible to a large cross section of the community

Structure and content – meetings needed to be well structured with a chair who keeps the meeting to time and the attendees in order

Information - Ensure that police officers and police staff inform members of the public that they can request local crime figures and that they can challenge the current priorities, if they do not agree with what has been proposed

Police Officers and Staff - The staff were both friendly and professional

Outcomes - The meetings were generally considered productive and useful.

A full report providing details of all the feedback and findings was shared with the Strategic Independent Advisory Group (SIAG) at their meeting held in January 2011.

Future Considerations

The SIAG have been consulted and their views sought in relation to:

- Holding another Mystery Customer exercise around autumn 2011
- Consideration of a different form of engagement being trialled. E.g. engaging on-line with local communities.

The Chair of the SIAG felt a follow up exercise would be useful and would have lessons that would benefit every organisation involved with PACTs. He also felt that the on-line consultation was an exciting development for the future.

The valued feedback was recognised by Kent Police Chief Officer Team and has been helpful in developing and enhancing areas for improvement, which was the original purpose of the exercise.

In some areas of Kent PACT meetings have recently experienced a noticeable fall in attendance and in those areas PACT meetings have been suspended. Neighbourhood officers continue to hold advertised monthly meetings and priorities, where there were no PACT meetings, were determined from calls to the police which ASB (anti-social behaviour) and crime data, letters of complaint and peoples' views were noted via 'blackberry engagements'; all neighbourhood officers now use hand held (Blackberry) devices.

Visit 'Your Area' pages on Kent Police Website [Your area | Kent Police](#) for details of what meetings are taking place in your neighbourhood.

3.2 Partnership Working and Good Practice

3.2.1 Networking with our partners

Kent Police remains committed to working with partners, ensuring that effective channels of communication exist to promote good practice. The following are some of the forums that we continue to be involved with:

- **Kent Equalities Network.** The network meets quarterly and involves local government, emergency services, health services, and other criminal justice organisations in Kent. We provide secretarial support to the Network.
- **The Employers' Forum on Age.** The Forum is an independent network of leading employers who recognise the value of an age diverse workforce. Membership allows us to share good practice and attract and retain valuable employees – whatever their age
- **The Employers' Forum on Disability.** The Forum provides a full programme of events, including training, throughout the year
- **The Employers' Forum on Religion & Belief.** As with the other Employers' Forum the membership comes from an independent network of leading employers who recognise the impact of religion and belief on our diverse workforces. Membership allows us to share good practice and attract and retain valuable employees from various faiths as well as Ethnic Minority heritage.
- **British Association of Women in Policing** - that raises the awareness and understanding of issues affecting women within the police service.
- **GIRES** - a UK charity that sponsors research and education on gender identity.
- **Stonewall** (see Section 3.2.3 below).
- **Metro Centre Greenwich** – During the year we have continued to forge links with the Centre following the publication of their Kent & Medway Lesbian, Gay, Bisexual and Transgender needs assessment in March 2010. Throughout the year we provided facilities to permit a Metro Centre Kent Community Reference Group to meet.

3.2.2 Young People

We work hard to engage with young people. We have specific pages on our website aimed at providing information and advice to young people, including how to get involved in Kent Police activities and decision making. There are also pages aimed specifically at Lesbian, Gay and Bi-Sexual (LGB) and Minority Ethnic young people.

Kent Police also has a Youth Panel. This is made up of young people (aged 11 to 16) from across Kent who tell us what they think about a number of crime and policing matters. The Panel helps us to understand the views and needs of young people across Kent and we use this information to improve services. Panel members are invited to take part in up to four surveys a year or attend discussion groups. We ask for opinions by e-mail, telephone or post, or arrange informal discussion groups.

We are keen to ensure that members of the Youth Panel come from a range of diverse backgrounds and circumstances. Details about how to get involved can be found on our website.

Kent Police helped two different groups of students from the University of Kent with projects aimed at improving the safety advice given to LGB students at the University. Having been approached by the students we provided support and input to help them develop and produce suitable resources. This partnership working demonstrated our commitment to engage with young people.

3.2.3 Stonewall

Kent Police has again been listed among the top 100 gay friendly employers. The force was ranked 26 overall and joint third with North Wales Police within the police sector in the 2011 Stonewall Top 100 Employers Index. It is the national benchmark showcasing the UK's top 100 employers for lesbian, gay and bisexual staff.

Only two Kent employers feature in the top 100. Kent Police had a total of 170 points out of a potential 200. David Shields, Stonewall's director of workplace programmes, said: "To secure a top 100 place employers had to achieve a minimum score that was higher than the average overall score in the 2010 index – demonstrating the progress British employers are making on sexual orientation."

The Kent Police Gay and Lesbian Support Group was also recognised as a 'Star Performer Network Group' – a recognition scheme introduced to showcase excellence in employee networks.

Chief Constable Ian Learmonth said: "We consistently feature within the index, which is evidence of us creating a working environment which ensures everyone working for us, regardless of background, are able to maximise their potential and contribution."

Kent Police have been a member of the Stonewall's Diversity Champion's Programme since 2006 as part of our continuing commitment to improve the workplace environment for lesbian, gay and bisexual staff and officers. We continue to be featured in the Stonewall Recruitment Guide and to be active supporters of the range of Stonewall networking and training events held throughout the year.

3.2.4 Diversity History Month Celebrations

Kent Police celebrates LGBT History Month every February, Gypsy and Traveller History Month every June and Black History Month every October. We have continued to work closely with Kent County Council, Medway Council and our other partners to promote a wide range of activities throughout these months. Kent Police is committed to celebrate its diversity and that of our society as a whole.

Some examples include:

Lesbian, Gay, Bi-sexual, Transgender (LGBT) History Month in February 2011 celebrated the lives and achievements of the LGBT community. Kent Police facilitated an LGBT Hate Crime Vigil in County Square outside the Kent County Council (KCC) Headquarters. With the involvement of speakers from the Greenwich Metro Centre, KCC, the Community, as well as Kent Police Assistant Chief Constable Alyn Thomas, the vigil raised awareness of LGBT victimisation, harassment, physical assault and even instances of murder to highlight the wide range of Hate Crimes that can be experienced. The vigil paid homage to lost friends and raised awareness of reporting

and support avenues for victims as well as providing the message that all reports will be treated seriously. The vigil was also a chance to reinforce and celebrate LGBT history and come together to say 'enough is a enough'

Throughout Black History Month in October Kent Police also co-ordinated and promoted activities and events with a number of our statutory partners. We helped to sponsor a range of football based activities around Kent for young people with tackling racism at its core, the Saheli Writers Dinner and Dance in Gravesend and the BME Youth Sports event, also in Gravesend. Included in the Month's celebrations were activities celebrating the role of other minority groups. October was also the month of celebrating Divali and North Kent Basic Command Unit helped to organise events to recognise this.

3.2.5 Equality Impact Assessments (EIA)

EIAs are explained in the 2010 Annual Review report.

Kent Police continue with the practice of Equality Impact Assessments in respect of our policies and procedures. We are required to publish the results of the assessments and our Force policies can be seen on the Kent Police website.

We have continued our commitment to training our staff on EIA processes and have utilised the services of a former police officer to deliver bespoke training to Police Officers and Police Staff. Feedback on the training delivery continues to be very positive and we hope to continue to deliver effective training in this area over the forthcoming year.

3.2.6 National Independent Advisory Group (IAG) Annual Conference 2010

Kent Police hosted the 10th national conference that attracted over 120 delegates to what proved to be a very successful two-day event.

Draft national strategic guidance (minimum standards) for Chief Police Officers on the IAG role and function was circulated to delegates prior to the conference, which allowed some quality debate on the content of that document.

There were some interesting observations from delegates on the draft document, some of which have been used to make amendments to the national IAG guidance strategy.

A number of workshops took place where delegates discussed topics such as:

- The Role of Independent Critical Incident Advisors
- Independence versus 'Critical Friend'
- The Role of IAGs in Progressing the Equality Standard for the Police Service (ESPS)
- Multi strand and single strand IAGs: pros and cons
- Meeting the training needs of IAG members and
- Joint Priority Setting (with Police and Police Authorities).

The findings of the workshops, and the individual feedback, were invaluable and, following evaluation, the majority of the feedback supported the new national guidance.

A notable recognition from Chief Police Officers at the conference was the dedication of all those who attended, the passion and commitment they display and the contributions they make that will undoubtedly improve the service given by the police.

Feedback on the conference identified that it was a lot more focused around the future development of IAGs with colleagues able to gain perspectives from what was going on around the country. The agenda made a real attempt to get as much out of the delegates as possible.

One realisation was that IAGs nationally are at different levels of development. The Chair of Kent Strategic IAG commented that it reinforced the point that IAGs need to be focused about working locally and making a difference in their respective policing area rather than trying to set up national structures, as it is clear that locally is where they can make the most difference.

The conference also highlighted that the IAGs continue to have a vital role to play. There is huge value for people from different communities to come together to make a positive difference for their communities, challenging the Police where necessary, providing community feedback, promoting the positive outcomes and trying to engage communities on the ground.

The conference underlined that IAGs provide a unique insight into the diverse communities where we live and work.

3.2.7 Public Inquiry on Disability Related Harassment following the Pilkington Report

In September 2010 Kent Police responded to a request from the Equality and Human Rights Commission to voluntarily submit a report on how we manage and deal with disability related harassment and victimization.

We submitted open and honest evidence based information in support of the Inquiry. Kent Police were keen to outline that we were pleased that the Commission was mounting an Inquiry, so as to raise public and media recognition of a crime that is motivated by hostility and vulnerability. These crimes:

- Affect the wider community in terms of confidence and a fear of crime and sense of safety
- Have an impact on community cohesion
- Affect confidence in the Police and other agencies.

The police service and the Home Office collect data on the prevalence of disability related incidents. Like all data relating to Hate Crimes we know that the number of recorded incidents will only be the tip of the iceberg, as unfortunately, all incidents of Hate Crime are vastly unreported across the country. Increasing awareness of Disability Hate Crime, in comparison to other types of Hate Crime nationally, we realised, had been particularly low. At Kent Police we are pleased to report that we have acknowledged this for some time and our first Disability Equality Scheme, published in December 2006, made commitments to raise the level of awareness of

such crime and for us to tackle it. The Scheme recognises that disabled people endure verbal attacks, spitting, physical attacks, theft, damage to property and harassment in the streets.

Owing to the committed work of colleagues who sit on our Disability and former Hate Crime Action Groups, together with help from disabled people and external stakeholders, there is improved confidence that now Kent Police has a greater awareness of Disability Hate Crime than it has ever had in the past.

In our submission we recognised there was an urgent need to improve public and media perception and recognition of disability related harassment. Awareness remains generally low; many people still do not believe that hate crime against people with disabilities is possible. Stephen Lawrence's murder made racist violence a national issue and created public demand for action to address it; but violence against disabled does not get reported to the same degree.

Kent Police's submission evidenced how we engage in a variety of ways with disabled people to ensure that their needs are known and addressed (some of which is outlined in this Annual Review). There is a strong belief that we should continue to build upon working together with disabled people to engender trust and confidence to encourage disabled people to report such crime in the knowledge that they will be dealt with seriously and sympathetically. We recognise that empowering disabled people to jointly produce responses to these crimes is vital if disabled people are to have confidence in solutions and if they are to be effective.

Feedback from the Association of Chief Police Officers (ACPO) was very positive in support of the work Kent Police is carrying out with disabled people of Kent and Medway.

3.2.8 Independent Critical Incident Advisors

2010 saw the refreshing of current, and recruiting of new, Kent Police Independent Critical Incident Advisors (ICIA). In particular most of the new ICIA's came from within the newly formed BCU Independent Advisory Groups (BCU IAGs). (See p. 17)

The refreshing and recruiting process has doubled the membership and we now have 32 ICIA's who have all successfully completed vetting to the abbreviated level. The ICIA's come from many diverse backgrounds and in many ways are representative of the diverse population of Kent.

The recruiting process continues as the BCU IAGs evolve and develop. Management and coordination is the responsibility of Kent Police Diversity Support Team and there is a constant process of recruitment to the cadre.

Complementary to the work to increase membership was to provide the ICIA's with suitable training and awareness for their needs, the first session of which was held in December 2010.

The session was preceded by the introduction of the Kent Police ICIA Guide which is a resource outlining the functions, priorities and structure of Kent Police, as well as explaining their role as an ICIA.

Additionally they were introduced to a new ICIA Advice and Guidance booklet. We recognise some ICIA's may be called regularly however most may be called infrequently. With this in mind the Advice and Guidance Booklet is designed as an immediate complementary resource that succinctly reminds them of their role as an ICIA with clear can 'dos' and 'cannot dos', as well as a brief around critical incidents and community impact assessments. It then provides them with boxes they can fill out relevant to what the incident is about, who they are talking to, times and references etc. They then have a free text area where they can write any notes to help them in their processes of providing the information.

The training and awareness session provided for a lot of debate with questions flowing freely from the ICIA audience. Feedback from delegates was very positive and we are planning to hold another session in May 2011.

3.2.9 Community Liaison Officers

The Community Liaison Officers (CLO) within Kent Police Service are a key resource for reaching out to marginalised groups and individuals who live or work in Kent and Medway, or who may be studying here or just visiting.

The main areas of responsibility for the Community Liaison Officer role include:

- Improving confidence and encouraging reports of hate crimes or incidents
- Gaining community intelligence
- Monitoring tensions and providing reassurance
- Providing tactical advice to police officers, staff and partners about cultural or other issues relating to minority groups
- Devising and delivering localised diversity training, often using community members to assist.

CLOs play a vital role in gaining community intelligence and maintaining public safety, recognising the potential for excluded individuals to become vulnerable to exploitation as well as radicalisation.

CLOs have a role in the investigation of hate crime and also in encouraging people to report instances directly to the police or via third party reporting lines. However, their real skill lies in tackling the causes of hate crime, thus alleviating the need for suffering, and saving on police resources. The preventative work builds community cohesion and by creating wider understanding and appreciation of peoples' differences. Some examples include:

- Tackling gang culture and use of guns and knives in crime. This has led to a reduction in incidents, as well as young people coming forward with intelligence that police have been able to act upon
- Working in partnership to improve community cohesion between 'host community' and European Roma communities
- Working with community groups on sensitive issues such as Honour Based Violence (see page 19) and FGM (female genital mutilation) to encourage reporting and give reassurance as to how victims will be supported
- Devising third party reporting mechanisms for victims of hate crime.

The CLOs played a key role in gaining community support during the implementation phase of BCU Independent Advisory Groups (see page 17) and they continue to provide ongoing support at IAG meetings as they evolve and develop.

Our CLOs are networked through the Diversity Support Team.

3.3 Employment

3.3.1 Positive action in recruitment

Work has continued around a number of key areas including Recruitment, Retention and Progression, in spite of the fact Kent Police are currently not recruiting to the regular service. Instead, the force is continuing to seek to increase the numbers of Special Constables, particularly those from minority communities.

Kent Police Recruitment department engage the Strategic Independent Advisory Group (SIAG – (see p. 17)) on positive action to improve opportunities for people to successfully apply to become a Special Constable, as well as develop Officers and Staff currently employed. The SIAG are asked to provide any advice on any additional outreach events/activities/marketing that can be undertaken to ensure that the opportunities reach the most diverse groups of our communities.

The outcomes of the dialogue with the SIAG are highlighted below:

- To liaise with Kent County Council to establish the options around support that can be provided to develop language skills of applicants applying to join the Special Constabulary.
- Agreement was reached to share the proposed Specials Recruitment campaigns with the SIAG for feedback once available.
- Discussion took place around the findings of internal focus groups. The SIAG suggested options to assist the force in developing the monitoring progress.
- The SIAG made suggestions to help ensure that the force mentoring scheme continues to effectively support individuals from minority groups.
- It was agreed that a high level review of the 'Springforward' development programme would be undertaken to ensure that it continues to appropriately support individuals from under-represented elements of the workforce.

3.3.2 Diversity training – Leadership Programme

The Core Leadership Development Programme (CLDP) Diversity course continues as described in the 2010 Annual Review.

Two-day community placements for officers and staff continue as part of the programme where they can engage through local diverse organisations, charities or community groups.

Officers and staff continue to spend a final day at the Kent Police Training School where they have the opportunity to examine and discuss their placement experience along with other colleagues' experiences ensuring vicarious learning.

It is planned for 120 students to complete this module over the next twelve months.

3.3.3 Diversity training – for Trainers

As outlined in last year's Annual Review, officers and staff within Kent Police who have any responsibility for delivering any form of training are required to attend the two-week Training for Trainers course. The course continues in its current format catering for new, as well as established, training staff and is delivered on a needs basis. This encourages diversity compliance and appreciation from design to delivery from all trainers and increases confidence to explore diversity issues by having a greater underpinning knowledge and understanding.

The Diversity Training Team continuously review training material and delivery to ensure it supports our Equality, Diversity and Human Rights Strategy.

3.3.4 Diversity training – National Occupational Standard (NOS) AA1 & AA2

The 2010 Annual Report gave an overview of the NOS AA1 and AA2 that are the nationally approved standards in respect of Equality and Diversity. The Standards closely link to improving public confidence and satisfaction by understanding community needs and responding to them. The competence of staff in this area is measured annually, through initial assessment and Performance Development Review (PDR), against National Occupational Standards AA1 and AA2 (Equality and Diversity), under the banner of Citizen Focus.

The targets to be reached for every member of Kent Police are as follows:

(a) "Priority Group" to be assessed as competent in the workplace against NOS AA1 and AA2 by March 2008.

For Kent Police the "priority group" was defined as Chief Inspectors and above and Police Staff Grade H and above, this totalled some 172 staff.

The target has now been achieved.

(b) In respect of the rest of Kent Police the following target dates were set by the National Policing Improvement Agency: for NOS AA1, 50% of all staff competent by March 2009 and 100% by December 2010. This is also one of our measurements for citizen focus.

The goal of 50% by March 2009 was also achieved (3321 Police officers and staff competent)

Kent Police set a force target of 80% to be completed by December 2009; the national target was 75% to be completed by August 2010, and 100% by December 2010.

Last year's Annual Review reported 84.14% completion. By the end of December 2010 96.14% had completed the NOS AA1 & AA2 (6153 Police officers and Police staff competent)

the figure of 96.14% was evaluated as more-or-less the maximum that could be achieved due to not being able to capture officers and staff who were long term absent due to matters such as career breaks, secondments, detachments, working over-seas, sickness, maternity leave etc.

3.3.5 External Diversity Training and Awareness

Kent Police Diversity trainers have over the last year attended colleges in Kent delivering diversity training to students on Public Services and Health Services programmes.

The Diversity Training Team are in the process piloting a bespoke tailor made course for Kent County Football Association for its staff and volunteers this will be an accredited NCFE (formally Northern Council for Further Education) level 2 in Equality and Diversity. The Diversity Training Team is also undertaking and delivering diversity and Equality Act 2010 courses to Rethink, the leading national mental health membership charity. These courses are a few of the enquiries that are received in relation to the delivery of diversity training to other public bodies and organisations from the private sector.

3.3.6 Localised Programme

The localised training programme, originally trialled in Medway, has been widened to other policing areas in Kent. This has provided an increased awareness of, and cemented the importance and relevance of, understanding community needs and responding to them in consideration of local policing requirements.

3.3.7 Equality Act 2010 – Masterclass

The Diversity Training Team developed a training package for the new Equality Act 2010 which came into force on the 1st October 2010 and replaces almost all existing diversity legislation. The Equality Act strengthens the law and includes new provisions that are vitally important to all employees and employers.

The Diversity Training Team delivered the sessions at Kent Police Training School. The sessions were aimed at Sergeants, Inspectors, Chief Inspectors and Superintendents, together with Police Staff in supervisory and manager roles.

The Diversity Training Team is in the process of creating an e-learning training package for the new Equality Act 2010 in partnership with drama students from 'K' College this will be available for the rest of the Kent Police officers and staff by May 2011.

3.3.8 Four Day Development Course.

The four-day development diversity course is still maintained within the existing training programme to cater for issues as a result of the 'Taylor Recommendations' and for individual personal development.

3.3.9 Training at the Force Control Room (FCR) including Public Enquiries Officers (Front Counters)

The Force Communications Centre reported their training programmes in last year's annual review. They have recently had a name change to the Force Control Room (FCR) to reflect the function more clearly. The delivery of diversity training and awareness has continued to evolve and develop as they continue to promote Equality and Diversity throughout the Control Room Induction programmes.

Representatives from the Gender Identity Research and Education Society (GIRES) provided a training input to a selection of 35 staff within the Control Room to raise awareness and improve understanding pertaining to Transgender related victimisation, harassment and hate crime. The audience included FCR Call Takers, Community Liaison Officers and Hate Crime Investigators.

A Train the Trainer session (see Diversity Training Team update) was provided to the FCR and Area Training Officers in December 2010. This will now form part of an additional module for FCR Induction of staff.

A selection of FCR staff and Trainers attended the Kent Police Training School for Managing Disability Masterclasses in June and September 2010.

A new Mental Health Capacity module has replaced the previous Mental Health input. This is delivered by the Mental Health Act Training Consultant from Kent County Council's, Adult Learning Resource Team. Additional inputs will be held for FCR Team Leaders throughout 2011.

Appendix A: Workforce profile

Workforce

(As at 31 March 2011)

Police Officers	% of total by Rank (actual)		
	Minority Ethnic	Female	Disability
Constable	3.4 (98)	42.1 (883)	0.03 (51)
Sgt	1.5 (8)	20.0 (107)	3.2 (20)
Insp./Ch Insp.	2.3 (6)	18.1 (48)	1.9 (5)
Supt/Ch Supt	2.6 (1)	18.4 (7)	0
ACPO	0	0	0
Total	3.0 (113)	27.9 (1045)	2.0 (76)

Police Staff (excl. FCC)	% of total by Grade (actual)		
	Minority Ethnic	Female	Disability
Grades A-G	2.7 (58)	62.8 (1368)	2.7 (60)
Grades H - M	1.0 (1)	43.9 (43)	4.1 (4)
Chief Officer	0	0	0
Total	2.6 (59)	61.9 (1411)	2.8 (64)

FCC Staff	% of total (actual)		
	Minority Ethnic	Female	Disability
All grades	2.2 (9)	71.7 (300)	3.6 (15)

Special Constabulary	% of total by Rank (actual)		
	Minority Ethnic	Female	Disability
Special Constable	5.2 (14)	27.4 (74)	
Special Sgt	0	8.3 (3)	
Special Inspector	10.0 (1)	0	
Special Superintendent	0	25.0 (1)	
Chief Officer	0	0	
Total	4.7 (15)	24.3 (78)	n/a

PCSO	% of total (actual)		
	Minority Ethnic	Female	Disability
PCSO & supervisor	4.6 (17)	50.5(186)	1.6(6)

Appendix B: Your views

We want to get things right, so your views and opinions on what we are doing are important to us. We look forward to hearing from you and working with you to develop our equalities strategy and plans.

To comment, please contact the Diversity Support Team on 01622 652444 or e-mail to diversity.team@kent.pnn.police.uk

Visit us at: www.kent.police.uk

Appendix C: Contact us

In an emergency dial: 999

For all non-emergency calls: 01622 690 690

For all non-emergency calls for d/Deaf and speech impaired people, use the **SMS text messaging service**. Start the text with the word '**Police**', write the message and then send to **60066**. Kent Police will reply with a confirmation message.

Kent Crimestoppers: 0800 555 111

Anti Terrorist Hotline: 0800 789 321

National domestic violence helpline: 0808 200 247

Kent Third Party Hate Crime reporting line: 0800 138 1624

The above services are available 24/7.

You can also report minor crimes, such as theft and criminal damage, to Kent Police by logging onto the Kent Police Website at <http://www.kent.police.uk> and select the quick link.

Information in respect of Hate Crime and reporting of incidents can be found by visiting the Kent Police website or by following the link http://www.kent.police.uk/Contact%20Us/hate_crime/hate.html

This document is available in alternative formats and can be explained in a range of languages.

Telephone 01622 652444 or email diversity.team@kent.pnn.police.uk for more information.

Contact us...

	<p>.....</p> <p>In an emergency</p> <p>Call 999anytime</p> <p>.....</p>
	<p>.....</p> <p>If deaf or speech impaired text 'Police' and your message to 60066</p> <p>.....</p>
	<p>.....</p> <p>For everything else call 101</p> <p>.....</p>
	<p>You can find us online at:</p> <p>www.kent.police.uk</p>
	<p>www.twitter.com/kentpolice</p>
	<p>Search Facebook for Kent Police</p>