

Fit for the
Future



**Effective
and
Efficient**

Equality and Diversity Report 2019/20-2020/21

Not Restricted

Contents

Contents.....	2
Foreword.....	3
Introduction	4
Fit for the Future 2020-2025	5
Our Legal Duties	6
Our Equality Objectives and Priorities.....	7
Our Organisation	7
Our Communities	7
Our Partners.....	8
Transparency, Scrutiny and Governance.....	9
Legitimacy & Equality Steering Group.....	9
Sub-Boards	9
Independent Advisory Groups (IAGs).....	10
Our Workforce.....	11
Workforce Representativeness	11
Inclusive Culture.....	12
Protected Characteristic: Race.....	13
Protected Characteristic: Sex.....	14
Protected Characteristic: Pregnancy and Maternity	15
Protected Characteristic: Age.....	16
Protected Characteristic: Disability	17
Our Communities	19
Victims.....	19
Corporate Communications: Accessibility	23
Community Engagement	24
Suspects and Offenders.....	27
Improved Data Collection and Insight.....	29
10. Contact Us	30

Foreword

I am pleased to present this report on what Warwickshire Police has delivered over the past 24 months (1st April 2019 – 31st March 2021) in its commitment to equality, diversity and inclusion.

This report sets out our key actions, activities and progress across a range of areas and themes relating to equality, diversity and inclusion. This includes our approaches to working with victims and vulnerable people, how we are ensuring our recruitment and vetting practices support us becoming more representative of our communities, and improving our data collection, so

we better understand our communities and our own performance. The report also details new governance structures put in place as we continue the process of establishing Warwickshire Police as a stand-alone force following the end of our alliance with West Mercia, and how that has been designed to ensure better oversight and accountability of our engagement with diverse communities.

It is important that Warwickshire Police is representative of the communities it serves, to help build trust, establish meaningful relationships and ensure that we have a deep and multi-faceted understanding of the issues they face and the priorities they want us to focus on.

That is why we are committed to putting equality, diversity and inclusion at the heart of everything we do, including how we engage with people across the county. We know there is much more to do, but I feel this report demonstrates our commitment to making this a reality.

The past 18 months have been challenging for us all, with the pandemic, political changes and a number of high-profile cases shining a spotlight on social injustice and inequality. Policing has been integral to all of this, and we recognise that now, more than ever, we must listen to our communities, learn from our collective experiences and move forward.

ACC Alex Franklin-Smith



Introduction

This Equality, Diversity, and Inclusion Report 2019 – 2021 is our statutory update on our progress against the Equality Act 2010 and Public Sector Equality Duty 2011. It follows on from our previous 2018 report.

Whilst this report is a legal requirement, we see this as an opportunity to demonstrate how we place Equality, Diversity, and Inclusion at the heart of how we police and engage with our communities, and how we develop and nurture our workforce.

The primary purpose of this report is to share what our work—in collaboration with our strategic partners—looks and feels like for the workforce and our communities. Not only do we outline our achievements, current activities, and objectives, we also review what we have done as a police force to identify the needs of the people of Warwickshire so that we can better meet those needs going forward.

Fit for the Future 2020-2025

We have been policing the county for more than 160 years and we are committed to ensuring we remain Fit for the Future. Fit for the Future is the appropriate title of our five-year strategy outlining our focus and priorities.

Fit for the Future will ensure we deliver on our enduring vision to Protect People from Harm and achieve our ambition to be great at protecting the most vulnerable. We have an exceptional workforce in this organisation and Fit for the Future is about capitalising on this, making us a sustainable and exceptional force delivering an outstanding service to the people of Warwickshire.



The effectiveness of Warwickshire Police is only as good as the people who work for us. We want to ensure we are an employer of choice with a workforce that is inclusive and representative of the communities we work within.



We recognise the way we do things is equally, if not more, important than what we do and the plans we make. Policing is delivered with the consent of the public by our people, whose actions and behaviours will be central to delivering our vision.

Our Legal Duties

[The Equality Act 2010](#) is the UK's discrimination law which protects individuals from unfair treatment and promotes a fairer and more equal society. The Act protects people from discrimination, harassment, and victimisation in work, education, and when accessing services. The Equality Act 2010 protects anyone who falls into any of nine [protected characteristics](#):

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

[The Public Sector Equality Duty \(PSED\)](#) came into force across Great Britain on 5 April 2011 and applies to all public bodies and others carrying out public functions. The Equality Duty aims to embed equality considerations into the day-to-day work of public authorities so that they tackle discrimination and inequality and contribute to making society fairer.

The intention is to support good decision-making by ensuring public bodies consider how different people, internally and externally, will be affected by their activities, helping them to deliver policies and services which are efficient and effective, and accessible to all. As such, the PSED requires all Forces to show that in decision-making processes, service delivery, and our employment practices, we have had due regard to the need to:

- eliminate discrimination;
- advance equality of opportunity;
- foster good relations between different people.

The PSED is supported by Specific Duties which require us, as a public body, to regularly publish equality information that demonstrates our compliance with the PSED. These annual reports contain information about:

- our equality and diversity priorities;
- examples of good practice working with our diverse communities;
- detail and data on key equality and diversity-related areas of work.

Our Equality Objectives and Priorities

In 2018, we reviewed and refreshed our equality objectives to reflect the [National Police Chief's Council's Diversity, Equality, and Inclusion Strategy](#), following consultation with our internal staff support networks and our external independent advisory groups.

Our Organisation

Transparency and scrutiny: we will maximise the transparency of our organisation to ensure our activities can be scrutinised to enable explanation or give evidence to enable reform.

Developing our workforce: we will develop our staff to better understand diversity, equality, and inclusion and the positive outcomes that will be delivered if we truly embed our response within our organisation. We will create an inclusive culture where people, no matter their background, feel confident to disclose their characteristics.

Understanding our workforce: we will better understand the composition of our workforce by ensuring we put in place systems that enable the collection, collation, and analysis of workforce data across the nine strands of diversity. We will put in place effective strategies which enable formal and informal engagement with our staff and support networks to ensure we better understand how we can continue to develop an inclusive organisational culture that promotes and embeds diversity and equality.

Our Communities

Understanding our communities: we will better understand the composition of our communities by ensuring that we put in place systems that enable the collection, collation, and analysis of community data and information across the nine protected characteristics.

Increasing confidence: we will deal effectively with all reported hate crimes and incidents, recognising that failure to do so has a detrimental impact on the confidence those communities have in the police. We will ensure that the Code of Ethics is embedded in all we do and is pivotal in our interactions with those we come into contact with.

Engagement: we will develop effective engagement strategies which enable interaction with all communities, fostering strong relationships that build trust and confidence.

Our Partners

Understanding the partnership landscape: we will work with partners to put in place systems that enable the collection, collation, and analysis of data and information which identifies disparity in service delivery across the nine strands of diversity.

Tackling disparity: we will work with partners to implement whole system strategies to explain, reduce, and eliminate disparity and enhance public service.

Joint service delivery: we will work with our partners to develop strategies that enable more effective public service provision across our communities.

Transparency, Scrutiny and Governance

Over the last few months, we have revised our governance structure to allow for greater transparency and efficiency across the force.

Legitimacy & Equality Steering Group

Our Legitimacy and Equalities Steering Group is led by the Assistant Chief Constable for Local Policing. Its purpose is to ensure the force engages with all its diverse communities and partners, to understand and respond to what matters to them:

- The board will ensure the force delivers on the strategic objectives and deliverables set out in Fit for the Future Strategy in respect of Legitimacy and Equality.
- The board will ensure the force is transparent in terms of sharing, scrutiny, and understanding of the data and issues associated with legitimacy and equality to support public trust and confidence.
- The board will ensure that police powers are used fairly and respectfully by providing oversight and understanding in respect of policy and practice.

Sub-Boards

The *Diversity & Inclusion Board* aims to attract, recruit, retain and develop a diverse workforce that reflects the communities we serve across Warwickshire.

The board will work towards creating a working environment that values difference and fosters an inclusive workplace culture where staff feel safe, supported, and valued and can be confident that they will be treated fairly. The board will ensure the delivery of the Diversity and Inclusion Strategy, and the Positive Action Strategy.

The *Use of Powers Board* directs and coordinates improvement activity that addresses any areas for improvement identified by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS), and specifically the recommendations contained within the HMICFRS report 'Disproportionate Use of Police Powers: A report on stop and search and the use of force'.

- The board will maintain and improve the understanding of the use of stop and search and use of force by Warwickshire officers, and especially where the use of such powers is disproportionate against any community.
- The board will work closely with IAGs to ensure a collaborative approach that seeks the views of Warwickshire communities and promotes diversity and inclusion throughout policing.
- The board will be as transparent in our work as possible, publishing a range of information on our external facing website including minutes, data, and analytical reports.

The *Public Engagement and Contact Board* is designed to ensure all the force's contact channels meet the needs of the public, but also to guide the public to accessing the most efficient channel for the organisation.

- The board will ensure the force has effective engagement channels with all communities, and particularly those that are seldom heard
- The board will lead on ensuring that the force understands the needs and concerns of all communities in Warwickshire, and shapes its policing activity accordingly.
- The board will ensure that individuals and communities have the opportunity to oversee and scrutinise our work through formal avenues, particularly in areas such as the use of police powers and equality and diversity. By ensuring these forums are effective, easily accessible, and far-reaching.

Alongside this work we are reviewing our policy and evaluation processes, to ensure all our policies, decisions, and business plans comply with our PSED; this work will continue in 2021-2022. The revised assessment process will further embed questions around equality, diversity, and inclusion into decision-making within the force, from business planning decisions to policy and procedures.

Independent Advisory Groups (IAGs)

IAGs are made up of trusted individuals who are prepared to listen to, observe and comment on the activities and policies of Warwickshire Police. The groups offer impartial advice to the police on a range of different subjects and are made up of members of the public from local communities, who meet regularly meet up every two or three months to discuss hot topics.



As well as a Strategic IAG (SIAG) four local IAGs, two protected characteristic groups offer specialist advice and guidance on diverse issues and the effects on their communities:

- Disability IAG;
- Lesbian, Gay, Bisexual, and Transgender IAG.

During 2020/21, the pandemic hindered our attempts to hold regular meetings. However, the IAG met twice to discuss a variety of topics, including the latest Stop and Search report on disproportionality, the force's approach to policing the pandemic, including a review of Fixed Penalty Notices (FPNs), and developments in the Harm Hub.

Our Workforce

The nature of policing means that we interact with people from different backgrounds every day. Promoting equality of opportunity and celebrating diversity is a fundamental enabler of our overarching vision: 'To protect people from harm'. It is intrinsic to our organisational culture, underpins our objectives, and helps shape how our services are designed and delivered. We must understand and be sensitive to individual differences so we can provide an appropriately tailored policing service.

Workforce Representativeness

People from ethnic minorities make up at least 7.3%¹ of the population of Warwickshire. In 2018, we reported that 5% of our officers and staff were from ethnic minorities. In March 2020, this had increased to 6.9% (5.3% officers, 8.4% staff including PCSOs, and 10.2% Specials).

From March 2018 to March 2020, the number of female officers and staff increased from 713 (44.6% of the workforce) to 889 (46.2% of the workforce)².

Positive Action

Whilst we have made progress, we are not complacent and are continuing with positive action work. We are using positive action to address the imbalance and encourage individuals from under-represented communities to join us. This means improving engagement and offering support. It is not about offering unfair advantage but ensuring equality of opportunity for all. We launched our [Positive Action Strategy](#) in 2020, setting out our five-year plan.

We have actively engaged with schools, colleges, universities, and local businesses and faith groups, as part of our strategy. In 2020, due to COVID-19 restrictions, these engagements moved online. In May and June 2020, we launched an intensive recruitment campaign encouraging people from our local under-represented communities to join us via our Police Constable Degree Apprenticeship. We ran advertising across a mix of social media and streaming services as well as a targeted leaflet drop to 7,500 households. The early signs are reassuring, with the number of people from ethnic minorities expressing an interest in joining the force at double the level of the same period in the previous year.

¹ 2011 Census

² Headcount; excludes Specials

We also facilitate peer support of candidates through the recruitment process and have introduced Independent Community Advocates to sit on our police officer recruitment final selection panels. We believe we are one of the first forces to take this step and this development has been positively received.

Several senior Warwickshire officers have attended the College of Policing's 4-day ASPIRE leadership development programme, which is specifically for those who identify as being from a group currently under-represented in the service.

Vetting

Vetting is the process by which every potential Warwickshire Police Officer or member of staff goes through a vetting stage as part of their application process.

Initial analysis of vetting data between July 2019 and June 2020 has enabled the development of an action plan to understand and combat disparities and disproportionality in the vetting process, including:

- Improved recording of ethnicity among applicants (35% of vetting respondents chose not to share ethnicity information) - communications developed to explain why the data is being sought and how it will/won't be used have been improved to reassure applicants of the force's commitment to GDPR.
- Supporting vetting applications and prospective officers and staff (candidates from ethnic minority backgrounds were more likely to fail because they failed to disclose a material matter whilst White applicants were more likely to fail because of financial management concerns) - communications have been improved so that ambiguity around the need to disclose is eliminated, they are aware why and how the Financial checks are sourced and [online videos](#) have been developed to guide applicants through every stage of the vetting process;
- Improved recording capability – driven improvements in the recording of all protected characteristics within systems, as previously, only gender and ethnicity were recorded.

Inclusive Culture

National Policing Wellbeing and Inclusion Survey 2019

In the autumn of 2019, a significant proportion of the workforce took part in a national Wellbeing, Diversity and Inclusion survey, conducted by Durham University. The results of the inclusion survey demonstrated positive aspects of police culture nationally but also highlighted areas for improvement. Respondents had positive support for force efforts to be inclusive and overcome bias, that they had engaged and supportive supervisors, and that they felt their teams were inclusive. The individual results for us as a force were positive, being better than the national results for both officers and staff in all but two areas. However, concerns were raised nationally

around fairness in progression, that too many staff and officers experience derogatory comments about identity and experience incivility at work.

We recognise that more needs to be done to accelerate efforts to ensure we are fully inclusive, ensuring everyone in our force understands the opportunities for personal and professional development. Culturally, we know that we have more to do to address incivility which has a detrimental impact on individuals' wellbeing, professional commitment, and job/life satisfaction.

Sharing Diversity Data

We encourage all our staff and officers to share their protected characteristics to gain a clearer picture of the workforce and to help the force become more inclusive. However, some staff and officers are reluctant to share information and 'prefer not to say', which may be for several reasons. The lack of data around the demographic make-up of forces makes it difficult to know how best to support the workforce and whether each force truly represents the communities it serves. As part of a national programme, the force will launch a campaign in 2021 to let officers and staff know it's 'Safe to Say'.

Coaching & Mentoring

In 2020, our Learning and Development team entered into a partnership with West Midlands Employers (WME) Network. Alongside an external pool, the force aims to grow an internal coaching and mentoring (C&M) pool to assist those seeking promotion or considering a job change. The scheme has been actively promoted to staff network members. There are currently 23 internal coaches and 22 coachees, and 9 mentors and 11 mentees.

Protected Characteristic: Race

Warwickshire's B-ME Network generates initiatives to encourage, attract and promote diversity and aims to improve the working environment for officers and staff from ethnic minority groups. The network offers peer support and mentoring and application, interview and promotion support.



In October 2020, the B-ME Network Executive Group organised a workshop with Learning and Development to explore the experiences of staff and officers with ethnic minority backgrounds. The 'B-ME Workshop: *Lived Experience*', was a half-day event opened by Chief Inspector Faz Chishty (B-ME Chair) and sponsored by Deputy Chief Constable Richard Moore.

The event was positively received and, overall, participants agreed that positive steps had been taken by the police and society to challenge overt racism and identified areas of improvement to continue with this progress. The recommendations from this workshop and further feedback will be used to push forward inclusion in a constructive way while bringing the whole workforce with us in an engaging way.

Protected Characteristic: Sex

As a force, we have committed to the United Nations' #HeForShe initiative, providing senior male leaders the opportunity to show their commitment to tackling gender inequality within the workplace. The force joined several others nationally in pledging to three commitments:

- to engage with the workforce on gender equality within the workplace to improve gender imbalances at senior levels
- to continue to work to combat domestic abuse and sexual abuse in society and to create communities free from such abuse
- to commit to annual reporting of gender equality information.

The [latest annual HeForShe report](#) shows the force has taken big steps since signing up, highlighting the force as the most improved. There has been an increase of almost 35% in the number of female police officers across all ranks in the force and a 100% rise in the number of women in senior ranks.

In addition, our Women of Warwickshire (WOW) network was highlighted as an example of best practice nationally in the report. The network's aims are to:

- Provide a support network
- Facilitate women to fulfill their potential
- Work with others to progress diversity issues



Through the network, the force has engaged with police officers around promotion and progression through mentoring and coaching (senior officers coach constables). We have delivered several events since launching, most recently three workshops attended by 25 members to support FastTrack, Constable to Sergeant, and Sergeant to Inspector processes.

Menopause

The number of women within the workforce is increasing, and there are now more women over the age of 46 in the organisation than ever before. Therefore, it is increasingly important for the force to support women in the peri-menopausal and menopausal stages of their lives and to ensure that they remain as part of the workforce. WOW has been working to encourage the workforce to be more menopause-aware. Since 2019, the force has used World Menopause Day to promote the launch of guidance for women and also to highlight to supervisors how they can support men and women in their teams.

A new working group has been established, with representation from across the organisation, to engage with the national Menopause Action Group and understand and implement good practices. The support available will include:

- the provision of reasonable adjustments in the working environment;
- a buddy scheme to offer support and friendship.

Gender Pay Gap

The [2020 Gender Pay Gap report](#) shows that overall, for all staff and officers, the gender pay gap decreased since 2019 based on the overall mean and median figures, and there was a positive shift in the proportion of women in the upper pay quartiles.

However, for officers only, the pay gap increased from 2019 levels (for both the overall mean and median figures). There was a slightly negative shift in the proportion of women in the upper pay quartiles. The picture was more positive for police staff; the gender pay gap decreased from the 2019 level, although the median pay gap increased. There was an increase in the proportion of women in the upper pay quartiles.

Protected Characteristic: Pregnancy and Maternity

As part of the drive and determination to retain members of the workforce, the force is now actively represented at the British Association for Women in Policing's (BAWP) national maternity and parenting working group. The group is seeking to enhance the support to pregnant women and new parents, working to deliver material on topics such as pregnancy and maternity, parental support and adoption leave, return to work, maternal mental health, baby loss, and support for those planning and undergoing fertility treatments.

Protected Characteristic: Age

Volunteer Police Cadets

Three years ago, the force expanded the cadet programme by widening the age criteria from 16 to 18-year-olds to 13 to 18-year-olds. This allowed the force to be part of the national Volunteer Police Cadet programme. The Warwickshire scheme now consists of two separate cohorts: a junior scheme (school years 9 – 11) and a senior scheme (school years 12 - 13). This structure has been implemented in both the North and South of the county. The force strives to be representative of the communities it serves and this diversity is reflected in the young people enrolled on the Cadet Programme:

	Juniors	Seniors
Gender (South)	9 males / 8 females	10 males / 20 females
There is a breadth of ethnic diversity with our cadets. In addition to Black and Asian youngsters, we have young people who themselves, or their families, originate from Romania, Afghanistan, Greece and Poland.		
Disability (North)	3	2
Black, Asian, Minority Ethnic (North)	6	1
The young people enrolled on the programme bring with them a wealth of difference in sexual orientation, family status and gender identity. This benefits their fellow cadets and others they may engage with whilst carrying out their duties.		

Over the past 2 years, our cadets have been engaged in some great projects, including:

- Police and Crime Commissioner's Cadet of the Year
- High Sheriff's Cadet of the Year
- Created a nationally recognised video for Mental Health Awareness Week
- Deaf Awareness Week
- 'Thank you' video for NHS and key workers
- All cadets have become Dementia Friends
- £2,246 raised in support of a Nuneaton and Warwickshire Animal Sanctuary

- Cadets are now first aid trained
- Stephen Lawrence Day



Sadly the COVID-19 pandemic affected our ability to physically gather together as a Cadet Programme. However, plans are in place for future activities and resuming the programme, when we can do so safely.

Protected Characteristic: Disability

The DisABILITY Network

The network has a bi-monthly forum with representation for neurodiversity, hearing impairment, autism, and bowel cancer and aims to change the culture and celebrate the benefits of a truly diverse workforce, removing barriers and stigmas and encouraging people affected to be part of these changes.

Links are being established across the region and nationally with the Disabled Police Association. The network is liaising with the Business Disability Forum, has attained Level 2 disability confidence accreditation, and aspires to achieve Level 3. The group is working towards overcoming barriers to sharing information about disabilities with a passport initiative that other forces have adopted.

Dyslexia and Specific Learning Differences (SpLDs)

It is estimated that at least 10% of the UK population suffers from dyslexia or other specific learning difficulties (SpLDs), 4% severely so. Hence, there are potentially 200 members of the force's workforce with an SpLD, but dyslexia is not an obvious difficulty and not widely disclosed. A 2018 staff survey identified a need for more support for officers and staff with dyslexia and SpLDs in the workplace with reasonable adjustments. The subsequent business plan included significant work with the force HR department, including the development of a new reasonable adjustment policy and process being adopted. More recently in 2021, 14 officers and staff have been newly trained as dyslexia assessors, providing cover across the force, complementing the three already in place.

Health & Wellbeing

In 2019, we focussed on a 'Year of Health and Wellbeing', which saw the introduction of a raft of initiatives to raise awareness and offer support to our workforce to adopt a healthy approach to life. The force was already committed to improving health and wellbeing and invested resources to

achieve this: an inspector, sergeant, and a police constable were identified as tactical leads across the force.

The team designed a Health and Wellbeing calendar focused on three topics per month ranging from financial issues to stress and mental health awareness. The team used this approach to drive themed projects across the force and with an ever-developing mindset changing across the front-line of policing, this was achieved smoothly. The calendar was distributed across the workforce as an easy-reference desktop calendar so that it was readily accessible to all departments across the organisation, and this was repeated in 2021.

Following attendance at the launch event at the Ricoh Arena, the 'Year of Health and Wellbeing' was added as a central pillar to the force's priorities and Fit for the Future strategy, making a promise to the workforce about the importance of their health and wellbeing.

From January 2019 onwards, the organisation focused on men's health, women's health, cancer awareness, financial education, stress management, and a newly formed relationship with MIND. MIND assisted the force in developing its network of Peer Supporters from 4 to 49, supplemented by 23 Wellbeing Champions.

The British Heart Foundation (BHF) supported our work and its representatives joined officers and staff on a nine-mile walk in the Peak District. So far the force has raised over £1,000 for the BHF and this number continued to increase with charity work going on into 2021.

2019 saw our internal grading for health and wellbeing progress to good. Staff are more focused on both their own and colleagues' health and wellbeing and mental fitness as a daily practice. There has been a reduction in hours lost through absence linked to stress and a workforce that now has access to allocated fitness time within the working day. A more open and engaged workforce has been the result.

Our Communities

In this section of the report, we focus on our communities, including:

- meeting the needs of service users with accessibility needs by increasing the channels for engagement;
- ensuring we are meeting the needs of those who are particularly vulnerable because of protected – or other – characteristics (e.g. children and young people);
- protecting our communities from harassment.

Understanding the protected characteristics of our local communities is vital, as this will help to highlight the true extent of diversity within Warwickshire and most importantly, those at risk in the county. This information is crucial in understanding issues affecting those from diverse backgrounds. The work highlighted here is motivated by the strong desire to protect our communities from harm and this can only be achieved if we genuinely understand and reflect our communities.

Victims

Protecting victims and those most vulnerable

Our Harm Hub brings together victim support, crime prevention, and youth engagement across the force. Following a wholesale departmental review in December 2019, the Harm Hub has made significant developments to improve its capability and delivery around Hate Crime and Victim Care.



Hate Crime

A hate crime is any criminal offence, perceived by the victim or any other person, as being motivated by prejudice or hate towards a person's protected characteristic. In recent years, the Harm Hub has developed its teams and service provision to better tackle hate crime and support victims.

We are always looking to further improve our service; recently we have done this by introducing a new Hate Crime Support Team, where both investigation and victim care are taken on by dedicated Hate Crime Officers. This work is supported by a new Hate Crime Administrator to enhance our victim contact and care process and provide a more professional service. We have also tailored our

hate crime and hate incident quality assurance process to ensure all hate incidents are captured, even where not obvious on the initial report.

During [Hate Crime Awareness Week 2020](#) the force urged victims not to suffer in silence. Throughout the pandemic, many people have been isolated from friends, family, and communities, and police are concerned there may be a lot of victims of hate crime who are not reporting to police.

Inspector Ben Hembry: “We already know that hate crime is underreported across the country and we have worked hard over the last few years to increase reporting by giving victims the confidence to come forward. During Hate Crime Awareness Week we are taking the opportunity to remind people that we are here, we will investigate all reports of hate crime, provide support for victims and do everything we can to bring offenders to justice. In Hate Crime Awareness Week we normally like to take the opportunity to go out to community venues and talk to people face-to-face. However, as with so many aspects of life, this won’t be possible this year so we’ll be working to engage with the community through other routes such as Zoom, social media, and the media.”

Victim Management Unit (VMU) and Integrated Victim Management (IVM)

The VMU was designed to apply a bespoke coordinated approach to problem-solving between police and partners to support the force’s ambition ‘To be great at protecting the most vulnerable’ and to champion our priority of ‘Putting Victims First’ by improving victim contact, support, and satisfaction throughout their experience of the police and criminal justice system, in alignment with our Fit for the Future Strategy.

The Harm Hub now completes a full vulnerability risk assessment for all referrals to the force and applies the same process to all repeat victims with two or more reports in a month. This enables us to direct higher-risk work towards our problem-solving process, where full-time Harm Hub Problem-Solving Officers work with partners to reduce risk and resolve some of the most complex and protracted problems reported to us.

The risk assessment process also enables us to share the risk assessments with individual Local Policing Areas and with our Integrated Victim Management (IVM) partners, Victim Support, to better enable understanding of where the risk is or vulnerable people are, so focus can be best prioritised to meet the needs of the most vulnerable.

Vulnerability & Safeguarding Team: Protecting the most vulnerable

Victims of crime who are vulnerable in some way are often those who are at the greatest risk of harm and so are in particular need of the police’s protection and support.

Missing Children and Young People: The Child Abuse, Trafficking and Exploitation team (CATE), a dedicated specialist resource for Child Abuse, Trafficking and Exploitation within the force, was launched in June 2020. This team is part of a Multi-Agency Team working alongside Children's Services and Barnardo's to:

- identify, investigate and manage the risk of child abuse and exploitation;
- capture the voice of the child;
- offer a bespoke service to exploited children and those at risk of county lines drug activity for known and potential victims;
- provide a quick response to emerging child exploitation threats.

As well as tackling exploitation, one part of the CATE team's work is locating missing children and supporting their families. Sadly, in 2019/20 and 2020/21 respectively, 442 and 405 children and young people were reported missing (resulting in 1,254 and 1,213 missing reports). Each of these reports represents a young person, their friends and family, and often very difficult circumstances.

We can share two such stories (personal details have been removed). One young person with an extensive missing history including 25 missing reports within 2 months, eventually began to open up following concerns regarding involvement in drugs and gangs coupled with exploitation concerns. They were subsequently accommodated elsewhere with positive feedback as to how well they had settled and were enjoying education. We were also able to help another young person with an extensive missing history. Their challenges included mental health, relationship issues with family at home and exploitation concerns. Accommodation was a constant theme in this case; eventually, more suitable accommodation was secured with ongoing professional support. Although there are still some missing reports for this young person, they have now reduced significantly.

Both of the above cases have benefited from the co-location of our force Missing team with Warwickshire County Council's (WCC) Missing and Exploitation team and Barnardo's. During the past 12 months, we have expanded our Missing (now also includes two dedicated police constables) and WCC have expanded their team (includes a transitions worker and a nurse for the health needs of children and young persons). All of these measures enhance the ability of professionals to capture the voice of children and young people and help us understand the challenges that face them.

Child Exploitation: The CATE team has delivered training to the wider organisation via bitesize learning and classroom-based learning. In 2020, front line officers and staff were trained in risk assessment ensuring they listen to children and young people, provide the right response to their

needs and refer them for support as necessary through our Harm Assessment Unit which is located within the MASH.

Victim-Blaming Language: Part of the CATE team's work involves educating staff and the public around the impact our language can have on victims. This is especially evident when understanding the importance of identifying vulnerability and making properly informed risk assessments. For example, the language used when reporting a missing person's case is very important and phrases such as 'streetwise', which imply the young person 'should know better' or that they are the cause of their risks or exploitation, are discouraged.

Gender-Based Violence and Partnership Working

In light of recent events such as the '[Everyone's Invited](#)' campaign and the death of Sarah Everard, a panel led by Warwickshire County Council brought together representatives from the Council, from the force and Warwickshire Fire and Rescue Service to develop a campaign focussing on violence against women and girls in the county. We will be focussing on internal messaging for staff through the WOW network, and external campaigns for our communities on prevention and safety.

Female Genital Mutilation (FGM), Honour-Based Abuse (HBA), and Forced Marriage (FM)

Partnership working plays a key role in connecting with our local communities and is integral to the development of policing, community safety, and service delivery. One such area where partnerships play a key role is when tackling Forced Marriage, domestic abuse, and Female Genital Mutilation (FGM). These are often hidden crimes occurring within the community, making them difficult to detect and prosecute.

We have been working with the Equality and Inclusion Partnership ([EQUIP](#)), a charity working across Warwickshire to eliminate discrimination in all its forms. The partnership has been examining the local community's perception of police responses to Forced Marriage and FGM, to improve the police response to such crimes and encourage reporting. In 2019/20, the partnership focussed on engagement with local faith and community leaders to raise awareness of, and promote conversations around, the sensitive issue of FGM in their communities. This has included engagement with community groups and raising awareness of services and support available to communities.

In 2021, funding was secured for further work surrounding domestic abuse. This partnership work with group leaders and faith groups will tackle the stigma attached to domestic abuse and other

harmful practices. Trusted guidance and support is being developed for women for whom religion and/or culture is a barrier that prevents them from speaking out.

All of these activities are supported by the Harmful Practices Group which meets so that partners, including EQUIP and the Faith Forum, can look at the best way of raising awareness and responding to HBA, FM, and FGM within Warwickshire. The group focuses on the themes of communication and awareness, resources, training, and response.

Criminal Justice: Reporting, Witnesses and Technology

Our Criminal Justice Department has benefitted from a new Single Online Home (SOH) module for reporting Road Traffic Incidents (RTIs), as well as a new special measure to improve the experience of witnesses at trial.

Single Online Home Road Traffic Incidents: In September 2020, the Traffic Process Unit went live with the RTI module of SOH, enabling online reporting of RTIs and traffic offences. Previously, reports needed to be made in person at a police station. The RTI module is a step forward, making reporting more accessible to all.³

Special Measures Section 28: Implemented in Warwickshire in November 2020, Section 28 is a new special measure that allows the use of pre-recorded cross-examination and re-examination at trial. It improves the experience of court for eligible victims and witnesses (those under 18 or have a mental or physical disability or disorder) by:

- allowing victims and witnesses to give their evidence prior to trial and closer to the events when their recollection is fresher;
- reducing the impact of the court process upon victims and witnesses and may mean they do not need to attend court during the trial;
- potentially increasing the likelihood of an early guilty plea where the witnesses' evidence is compelling.

Corporate Communications: Accessibility

We aim to ensure public confidence in us by delivering a high-quality service that is accessible to all. High accessibility standards are required by Public Sector Bodies (Websites and Mobile Applications Accessibility Regulations) Legislation. We approached the need to meet these accessibility standards in three phases.

³ Reports of RTIs and traffic offences can still be taken in person at police stations.

Phase 1: Scoping – to understand the requirements and any changes required.

Phase 2: Implementation – actions to move towards compliance as quickly and effectively as possible, with actions reasonable given our resources.

Phase 3: Future-proofing – ensuring that measures and procedures are in place to ensure our platforms and all content uploaded meets the requirements.

Key actions have included:

- Working with our national website provider Single Online Home (SOH) to ensure an accessibility statement is published on the site
- Ensuring clear messaging is on our sites offering people other formats for information if required
- Ensuring all video content published is subtitled
- Training for all Corporate Communications staff on how to ensure requirements can be met when publishing material
- Working with national partners to call for any material shared for publication to be compliant with the requirements

Technical and resource limitations mean there is still more we can do to make our digital platforms accessible to all, and we keep our approach to this under review. A significant update for the force's IT is planned soon, which will provide an opportunity for a step-change in the accessibility of our communication platforms.

Community Engagement

Black Lives Matter (BLM)

The death of George Floyd on 25th May 2020 in Minneapolis started a wave of public protests, which swept across America and found some solidarity in parts of England too. Communities in Warwickshire took to parks and streets to vocalise their support and raise awareness of the BLM movement. Whilst we policed the demonstrations our presence was very low key, with the sole intention of maintaining public order.

Other local awareness events were held and attended by the force, including a virtual community discussion hosted by the Equality & Inclusion Partnership (EQUIP). Chief Superintendent Ben Smith, Strategic Lead for the force, attended virtually, giving a presentation on Stop & Search and answering questions, allaying concerns about policing in the county and the country at large. As a result, Chief Superintendent Ben Smith was able to feed the thoughts and feelings shared by our communities directly into our Warwickshire Assurance Board (WAB), chaired by Deputy Chief

Constable Richard Moore. We appreciate opportunities to engage directly with the people of Warwickshire in such forums.

PRIDE & Warwickshire Police

Warwickshire's Golden Pride took place on 17th August 2019 in the Pump Room Gardens, Leamington, where, alongside our colleagues from the other Blue Light Services, we enjoyed the fun and festivities on offer. As usual, the opportunity to sit in a police car, try on a helmet, and sound the blues and twos, were too hard to resist and there was a steady queue throughout the day to do just that. It is fair to say that the presence of our dog section was an added draw.

In 2020, due to COVID-19, Pride was a virtual celebration. Warwickshire Fire & Rescue Service also held three webinars in collaboration with Warwickshire Pride and Gloucestershire and Oxfordshire Fire Services on:

- LGBTQ Positive Action
- Trans Awareness to Trans Acceptance
- LGBTQ Hate Crime

Chief Superintendent Ben Smith and Inspector Ben Hembry were online to answer questions from members of the LGBTQ+ community about police response to reports of hate. Although there were one or two technical glitches, the engagement achieved was successful.

LGBTQ Virtual Pride Events

Join Warwickshire, Gloucestershire and Oxfordshire Fire and Rescue Services at an online webinar to celebrate Virtual Pride.



LGBTQ Positive Action	Trans Awareness to Trans Acceptance	LGBTQ Hate Crime
<p>Thu 27 August 2020 6.30pm – 8.00pm</p> <p>Positive action in the workplace is designed to help people belonging to protected groups overcome or minimise disadvantages, meet the needs of a protected group, or encourage them into an activity they might otherwise feel excluded from.</p> <p>Chaired by Chief Fire Officer Wayne Bowcott, Gloucestershire Fire and Rescue Service</p> <p>Confirmed speakers: Chief Fire Officer Kieran Amos, Warwickshire Fire and Rescue Service and Deputy Chief Constable Richard Moore, Warwickshire Police</p>	<p>Wed 26 August 2020 6.30pm – 8.00pm</p> <p>Acceptance is possible without understanding, though understanding does make things easier to accept. If you are cisgender, and struggle to accept trans identity because you don't understand it, ask yourself what is most true: your body or the deeper awareness that makes you you. If you were told that your inner self was incompatible with your physical self, and you had to deny who you were inside just to satisfy society's ignorance, what would you do?</p> <p>Chaired by Chief Fire Officer Rob MacDougall, Oxfordshire Fire and Rescue Service</p> <p>Confirmed speakers: Professor Christine Eames, University of Warwick</p>	<p>Fri 21 August 6.30pm – 8.00pm</p> <p>One in five LGBTQ people have experienced a hate crime or incident because of their sexual orientation and/or gender identity in the last 12 months. Two in five trans people have experienced a hate crime or incident because of their gender identity in the last 12 months. Four in five anti-LGBTQ hate crimes and incidents go unreported, with younger LGBTQ people particularly reluctant to go to the police.</p> <p>Chaired by Chief Fire Officer Kieran Amos, Warwickshire Fire and Rescue Service</p> <p>Confirmed speakers: Anand Hassan, CEO of Equal and Deputy Chief Constable Richard Moore, Warwickshire Police</p>

Hosted by: 

Register via Eventbrite: 

In February 2020, we supported Warwickshire Fire & Rescue Service at their launch event to mark the start of LGBT History Month. Held at their Headquarters in Leamington Spa, Chief Fire Officer Kieran Amos raised the Rainbow Flag aloft, watched by a crowd of local dignitaries, fire personnel, and partner agency representatives.

Youth Engagement

The Youth Engagement Team works with schools, local community representatives, and agency stakeholders (District and County Councils and the Local Educational Authority) to develop and implement initiatives that will educate young people on personal safety and crime awareness.

The key aims of the Youth Engagement Team are:

- to educate;
- to help our younger communities understand more about policy;
- to give youngsters experiences they might not otherwise have access to.

The team engaged have engaged 4,000 children and young people in schools in the SOPHIE game. The SOPHIE game is an ingenious method of educating youngsters about the dangers of bias and prejudice. The game was designed and produced by Sylvia Lancaster OBE, mother of Sophie Lancaster, who was murdered in 2007 because she and her boyfriend, Robert Maltby, liked to dress creatively.

Safer Internet Day competition

Each year, together with Warwickshire County Council and the Office of the Police & Crime Commissioner, we invite youngsters aged 6 to 17 years of age to let their creative juices flow and share, in the form of a creative written piece, something that promotes and encourages safety online, particularly for children.

To give you a flavour of the talent of the young people who have taken part in the competition, you can see [one winning entry on the ReportHateNow website](#).

Religion & Belief

We are proud of the relationships we have with faith communities in the county. A particularly significant connection we continue to nurture is with the [Warwick District Faiths Forum](#), whose Chair and Founder is Mr. Jatinder Singh Birdi. This group has a diverse membership, consisting of those who have faith and those who don't. Each year, Warwick District Faith Forum produces a faith calendar, highlighting the significant faith days for a variety of religions, and these are distributed throughout the force.

Suspects and Offenders

Disproportionality and Race

Our continued commitment is to equality, diversity, and inclusion, providing a policing service that meets the needs of all the public who use our service, as well as those that we employ and who volunteer for us. One of the ways we do this is by addressing areas that require improvement. As mentioned earlier in the report, each year HMICFRS inspects and Police forces, reporting annually via the Police Effectiveness, Efficiency and Legitimacy (PEEL) assessments. One area that has been highlighted in past PEEL reports is that of disproportionality.

As a force, we recognise that the disproportionate use of stop and search powers with people from ethnic minority groups continues to be of concern. We are conducting research to understand the [reasons for disproportionality](#), however, steps have already been introduced to address this:

- further training has been given to officers in the correct use of Stop & Search powers;
- more stringent supervision of those carrying out stops, with sergeants being required to check the accuracy of records;
- scrutiny of grounds provided by officers for stops are being undertaken by IAG members, to ascertain whether the grounds are reasonable or not;
- the online mandatory unconscious bias training package has been revised.

Mental Health: Mental Health Triage Initiative

For us and many other services in the county, mental health demand has been growing exponentially and involves some of the most vulnerable people in society. To provide more support to those individuals who need mental health support, Mental Health Triage was introduced. The Triage system is a collaborative working partnership between police and mental health services, providing an emergency response to incidents where there are concerns for the mental wellbeing of an individual or where there is a mental health crisis in existence in community settings. The aim is better safeguarding and, in turn, reduced demand on the police and NHS services.

The team consists of a mental health nurse and four trained police officers who support patrol. In September 2019, we piloted the Mental Health Triage in the north of the county, and it was introduced in the south in August 2020.

The introduction of the triage scheme has built upon existing partnership arrangements and represents improved management of demand around mental health incidents reported to the police. It is anticipated that MH Triage will reduce the amount of time that officers are required to deal with incidents and reduce unnecessary waiting times for mental health assessments. It will improve

officer's understanding of mental health legislation, deal more appropriately with vulnerable people and provide improved patient care.

In addition, several police officers have received training from Leicestershire Police and Leicestershire NHS Partnership trust, and more recently with Triage Officers and the Coventry & Warwickshire NHS Partnership Trust.

Custody: Mental Health and Healthcare

Custody suites see a diverse group of individuals, often with complicated health and social care needs. The team work with partners including health care professionals, mental health professionals, youth offending teams, appropriate adult services, Emergency Duty Team for social services, Change Grow Live⁴, and interpreters. Each member plays a critical role in ensuring custody delivers the best service possible.

One successful scheme is the introduction of trained nurses into custody to support vulnerable people being brought into custody. Warwickshire's health care professionals (HCPs), who are qualified doctors, nurses and paramedics, are contracted to a private company that covers both custody suites 24 hours a day. Alongside dealing with medical emergencies and illnesses in custody, the HCPs administer medication to detainees and conduct medical assessments requested by the Custody Sergeant. These include fitness for detention, interview and release assessments, and returns from hospital.

Another service proving to be successful in supporting individuals with complex needs in custody is the NHS co-ordinated Liaison and Diversion (L&D) service. L&D identifies people who have mental health, learning disability, substance misuse, or other vulnerabilities when they first come into contact with the criminal justice system as suspects, defendants, or offenders. The service can then support people through the early stages of the criminal justice system pathway, refer them for appropriate health or social care, or enable them to be diverted away from the criminal justice system into a more appropriate setting, if appropriate. L&D aim to improve overall health outcomes for people and to support people in the reduction of re-offending. They also aim to identify vulnerabilities in people earlier on, thereby reducing the likelihood that people will reach a crisis point and helping to ensure the right support can be put in place from the start.

⁴ Charity specialising in substance misuse and criminal justice intervention.

The above schemes contribute to a safer working environment for staff and detainees, ensuring the highest standards of care are provided and therefore a reduction in reoffending or successful convictions.

Improved Data Collection and Insight

In 2020, we reviewed the recording of protected characteristics across multiple strands (e.g. use of force, victims of crime, workforce), aiming to draw together all the areas where such data was currently collected, before moving on to understanding existing reporting mechanisms, and the resulting insight.

Following the initial assessment, various interventions to improve data collection and analysis have been implemented:

- Audits have been introduced to ensure ethnicity information is captured in ATHENA, the policing system used by Warwickshire police and other forces to record Intelligence, Investigation, Custody, and Cases;
- Improved ability to capture diversity data in Centurion (complaints system);
- CoreVet, the vetting system for officer and staff recruitment, has been upgraded to improve recording of all protected characteristics;
- In consultation with its SIAG, the force has incorporated additional optional questions about protected characteristics into surveys with victims of crime.

10. Contact Us

We welcome your feedback in relation to this report.

If you require any further information, or have specific questions, or require this report in an alternative format, please contact us via EDHR@warwickshire.pnn.police.uk