HMIC Baseline Assessment 2006

Specific Grading Criteria

1A. Fairness and Equality in Service Delivery

<table>
<thead>
<tr>
<th>ACPO Lead: Peter Fahy</th>
<th>HMI: Robin Field-Smith</th>
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<td>ACPO Staff Officer:</td>
<td>LSO: Robyn Williams</td>
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**Description of Framework**

This framework is primarily concerned with the provision of a policing service that delivers appropriate, sensitive and professional services fairly and equitably to all communities. The expectations outlined in this framework are applicable across the Baseline Assessment.

The capability and competence of forces to protect communities, and prevent and detect crime, is bolstered by active and engaged communities. Hence the increasing significance of consultative arrangements and involvement of communities strategically and tactically. Working with other partners and agencies has similarly enhanced services and has secured that the service’s approach is citizen focused.

This framework now includes the investigation of hate crime and action, to reduce such crimes that are motivated by discrimination and or prejudice.

The performance indicators in this criteria are limited in number and scope. They should be viewed as illustrative, and as adding context, rather than determining performance.

**Performance Indicators**

<table>
<thead>
<tr>
<th>Reference</th>
<th>Indicator</th>
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<tr>
<td>SPI 3a</td>
<td>% of victims of racist incidents satisfied with overall service provided</td>
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<tr>
<td>SPI 3b</td>
<td>Difference between satisfaction of white users and users from VEM groups with respect to the overall service provided</td>
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<tr>
<td>SPI 3c</td>
<td>Difference between % of PACE stop/searches which lead to arrest by ethnicity of the person stopped</td>
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<td>SPI 3d</td>
<td>Difference between % detected for violence against the person offences by ethnicity of the victim</td>
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<td>Difference between PACE stop/searches per 1,000 white and per 1,000 VEM population</td>
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<tr>
<td>Hate Crime</td>
<td>Racially or religiously aggravated offences per 1,000 population</td>
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<tr>
<td></td>
<td>% of racially or religiously aggravated offences detected</td>
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**Specific Grading Criteria**

EXCELLENT

In addition to meeting the Good criteria, their should be evidence of most of the following:
A Chief Officer Lead who has exhibited commitment and competence to the Confidence and Equality Strategy agenda, and who has the confidence of peers and communities.

Race Equality Scheme that has been accredited as demonstrated good practice by the CRE or other independent credible validation.

Awards for diversity excellence from external and independent sources.

Forces leading the service through demonstrable practice in appropriate and effective service delivery, eg Hate crime investigation, and the reduction of disproportionality in Stop and Search.

Consistent high level of performance across the framework supported by performance indicators, safer engaged communities and customer satisfaction and confidence information.

**GOOD**

In addition to meeting the Fair criteria, forces should evidence most of the following:

A Chief Officer Lead who is personally driving the Confidence and Equality agenda to deliver equality of service to all sections of the community and specifically across all strands of diversity.

Effective implementation of a Confidence and Equality Strategy (Diversity Strategy) providing improvements to service delivery, that has the support and confidence of local communities.

A lawfully compliant published Race Equality Scheme, proactively addressing the requirements of the general and specific duties. Published annual review of scheme outlining progress. Evidence of robust monitoring, use of monitoring data and impact assessment of policies, to identify and address adverse impact in policing practices. Such as intervention and improvements eg reducing disproportionality in Stop and Search.

A diversity equality scheme that includes race and meets the minimum requirements imposed by the RRAA but also covers the other strands of diversity comparably, eg effective monitoring of gender in terms of selection, training and progression.

Good compliance with the Disability Discrimination Act, including substantial estate compliance. Future structural projects pre-empting and catering for the needs of victims and witnesses and other service users, eg personal hygiene provision for women.

Evidence of a culture and commitment to take positive action to deal with hate crime, and prioritising or dedicated use of resources where appropriate. Effective multi-agency activity which adds value by supporting witnesses, securing evidence and reducing incidents of hate crime. Established third-party reporting arrangements. Use of NIM to analyse risk factors for potential victims and deployment of resources through Tasking and Co-ordination to minimise risk.

Active and effective community consultation groups, including Independent Advisory Groups addressing all strands of diversity. Membership of force strategic
A diversity group would include community or IAG representation. Outreach and liaison with informal groups, interests and structures would exist in the absence of formal consultation, eg gypsy and traveller communities and young people.

Specific training on the provisions and responsibilities associated with the RRA delivered to all staff, or a significant number trained and arrangements exist for training of others. Specialist training for diversity trainers, hate crime investigators, and others managing the RES appropriate to their roles.

Active membership of good practice of support groups whose aims will support improvements in police service delivery and understanding of diverse communities.

**FAIR**

This grade reflects a Fair level of service:

A nominated Chief Officer Lead, chairing the strategic diversity group and other associated groups, leading a programme of citizen focused work that includes the ACPO Race Equality Programme.

Implementation of a Confidence and Equality Strategy (Diversity Strategy) that affects improvements to service delivery that takes cognisance of the six strands of diversity.

A lawfully compliant published Race Equality Scheme, with effective implementation of the associated action plan, addressing the requirements of the general duty. Evidence of the use of monitoring data and impact assessment of policies to identify and address adverse impact in policing practices, eg disproportionality in Stop and Search.

Progress on compliance with the Disability Discrimination Act, including physical access to buildings and services. Meeting the needs of victims and witnesses and other users, eg language line or similar service, prayer rooms.

Allocated and trained resources taking a positive action approach to dealing with hate crime, working with a number of agencies and partners to support victims, investigate and reduce incidents.

Established consultation and engagement mechanisms which could include an IAG. Relationships with individual and community groups and members, from diverse groups and interests who provide advice on policy and practice.

Delivery of a programme of race and diversity training, specialist training for diversity trainers, Hate crime investigators and others managing the RES. Training and arrangements for training of all staff in the provisions of the RRAA should be planned.

**POOR**

This grade is appropriate where the force does not evidence any one of the minimum requirements and or does not have a lawfully compliant published Race Equality Scheme.