



**BRITISH
TRANSPORT
POLICE**

Measuring Diversity & Inclusion In Operational Policing

**Performance Review Committee
Thursday 14 January 2016**

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Diversity & Inclusion Manager**

“We are committed to providing policing services that meet the needs of all passengers and people who use or work on the railways. We want people to be confident that we will always treat them fairly, with dignity and respect. This is critical to achieving our aim of giving people confidence in our ability to keep them safe.”

Measuring Diversity in Operational Policing

Who do we mean by “all” people?

When we talk about “all” people in this context, we really mean **Offenders** and **Victims of Crime**.

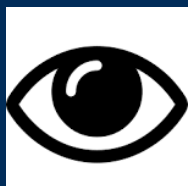


Offenders, those in Custody and those who assist us with our enquiries when investigating crimes



Victims of crime, their families and other community members

However, we should also consider the following categories of people who BTP also come into contact with on a daily basis:



Witnesses of crime and those that BTP relies on to support investigations



Rail Staff and other stakeholders



Our own Staff and Officers and other emergency services colleagues

Measuring Diversity in Operational Policing



What exactly are we trying to measure?

When we talk about measuring diversity in an operational policing environment, we are asking ourselves whether we can evidence that BTP provide an equitable “Quality of Service” to anyone who interacts with us, irrespective of their background or personal circumstances.

Obtaining this information in a way where we would be absolutely confident in its authenticity is always going to be a challenge, particularly for offenders or those going through the criminal justice system who may feel a sense of unfairness due to their individual circumstance.

Firstly, what standards are we using to identify “difference”?



BTP is subject to the Public Sector Equality Duties as outlined in the Equality Act 2010; specifically to:

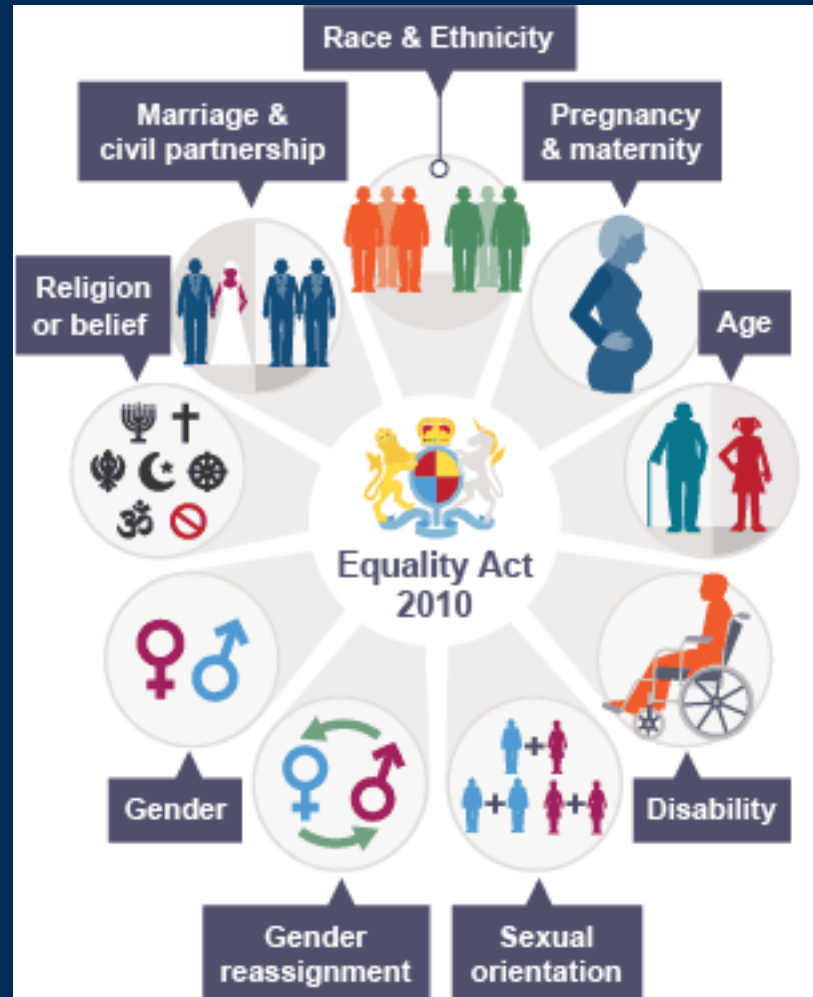
- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the 2010 Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

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Under the Equality Act it is unlawful to discriminate against anyone directly or indirectly because of one of nine 'protected characteristics'.

Because of this, it would make sense for BTP to measure 'customer' satisfaction or quality of service against these nine protected characteristics.

However, **this is not always possible** due to the processes or facilities in place to record these protected characteristics.



In order to be able to measure whether we have **met the needs of all people**, we should be able to answer the following questions:

1. How effectively does the force ensure that victims of crime are treated fairly and equitably in terms of the service they receive?
2. How effectively does the force deal with hate crime in terms of preventing it from happening; encouraging victims to report it when it does happen; and investigating it and securing a satisfactory outcome when it is reported?
3. Does the force use its stop and search powers effectively and fairly?
4. How effectively does the force ensure that it deals with the people it comes into contact with (including but not limited to those under arrest or in custody) fairly and equitably?
5. Does the force use its Powers of Arrest effectively and fairly?

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1. How effectively does the force ensure that victims of crime are treated fairly and equitably in terms of the service they receive?

How can we answer this question?

- Victim of Crime Survey
- Rail Staff Survey
- Other ad-hoc External Benchmarking

Do we already have the data we need?

Partially. We currently do not collect demographic data for all protected characteristics on either the Victim of Crime Survey or the Rail Staff Survey

What's missing?

Religion or Belief and **Sexual Orientation** in particular

What could we change?

We could add more categories to the demographic data section of the Rail Staff Survey and Victim of Crime Survey. There is a cost implication of doing so however the ethical guidance on conducting surveys is “not to ask any unnecessary questions that do not pertain to the aim of the survey”.

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2. How effectively does the force deal with hate crime in terms of preventing it from happening; encouraging victims to report it when it does happen; and investigating it and securing a satisfactory outcome when it is reported?

How could we answer this question?

- Reviewing any evidence of disproportionate victim rates and/or outcome rates
- Measuring any marked changes in the numbers of hate crimes being reported
- Capturing any evidence of (dis)satisfaction via the Victims of Crime Survey or Rail Staff Survey
- Monitoring the number, and types, of complaints received via PSD / locally
- Monitoring the number of “online” referrals, including any increases or decreases in the numbers of referrals, made to third party hate crime recording facilities or other signposted services

Do we already have the data we need?

Yes. Although, again; some data for particular protected characteristics may not be being captured unless it were relevant to the crime being investigated (i.e. a homophobic hate crime).

What's missing?

Religion or Belief and Sexual Orientation

What could we change?

As in point 2, adding additional demographic questions where possible

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3. Does the force use its stop and search powers effectively and fairly?

How could we answer this question?

- Reviewing any evidence of disproportionality via the Stop & Search returns either at local supervisory level or at force once collated
- Measuring any marked changes in the numbers of hate crimes being reported
- Capturing any evidence of (dis)satisfaction via the Victims of Crime Survey or Rail Staff Survey
- Monitoring the number, and types, of complaints received via PSD / Locally

Do we already have the data we need?

Yes. Provided via the Stop & Search data pack. However, we cannot show any assumed or actual disproportionality for any protected characteristic other than ethnicity, gender and age. All other demographics would have to be assumed as they are not collected during the Stop & Search process. Self Defined Ethnicity (SDE) is the ethnic group as defined by the person stopped using national Census categories. Home Office forces are obliged by Section 95 of the Criminal Justice Act 1991 to report the ethnicity of those stopped and searched by their SDE.

What's missing?

All protected characteristics other than ethnicity, gender (sex) and age

What could we change?

We are unable to change this process or the categories of demographics collected without a legislative change, amended APP and ultimately Home Office instruction to do so

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4. How effectively does the force ensure that it deals with the people it comes into contact with (including, but not restricted to, those under arrest or in custody) fairly and equitably?

How could we answer this question?

- Reviewing any evidence of disproportionate victim rates and/or outcome rates
- Measuring any marked changes in the numbers of hate crimes being reported
- Capturing any evidence of (dis)satisfaction via the Victims of Crime Survey or Rail Staff Survey
- Monitoring the number, and types, of complaints received via PSD / Locally

Do we already have the data we need?

Partially, depending on the environment being measured against (i.e. custody, transport, accessibility to services) as well as the protected characteristic and whether it is recorded at the point of service.

What's missing?

Demographic data is not always collected and recorded formally and may only be referenced if a certain need arise (for example kosher food being prepared for a person in custody would lead to an assumption of the PIC being Jewish). This data is usually only recorded for the purpose in which it is being collated and then disposed of when no longer necessary.

What could we change?

Where no demographic data is collated or retained, new formal or voluntary processes could be designed and launched as well as those other recommendations outlined when specifically collating demographic data.

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5. Does the force use its Powers of Arrest effectively and fairly?

How could we answer this question?

- Review of the number of complaints to PSD / locally
- Review of Use of Force (for Ethnicity only)

Do we already have the data we need?

Partially, depending on the environment being monitored (arrest, custody etc). Demographic details are not recorded at the point of arrest unless pertinent to the incident in question and, similarly, only Ethnicity is recorded when reporting Use of Force. It would be impossible to record other demographic details after Use of Force, particularly those invisible characteristics.

What's missing?

Most Protected Characteristics other than Ethnicity

What could we change?

We are unable to change the Use of Force or Arrest procedures when recording demographic data.

Performance Review - Operational Delivery Matrix v0.2 04.01.16

Equality & Diversity strategy - operational objectives	How would we answer this question? (Clarify what do we mean - what data would/could we consult?)	How could we define/measure 'effective' for the purpose of that objective	Do we have the data we need to answer that question?	If yes can we rely on the data?	If not how would we fill that data gap?	Where we have data what does it seem to be telling us?
1. How effectively does the force ensure that victims of crime are treated fairly and equitably in terms of the service they receive?	<ul style="list-style-type: none"> * Victims of crime survey * Staff survey - suitable questions included/staff identifiable on VoC surveys? * External benchmarking data? 	<ul style="list-style-type: none"> *Are levels of satisfaction equal for all victim groups? *Can we demonstrate how BTP initiatives have equalised satisfaction levels 	<ul style="list-style-type: none"> *VoC survey *Rail Staff survey *Analysis of that data *Benchmarking data (internal external) 	<ul style="list-style-type: none"> *VoC data externally gathered and verified - confidence levels *Rail Staff survey - confidence levels? 	<ul style="list-style-type: none"> *Is staff data readily available? Size of sample? 	
2. How effectively does the force deal with hate crime in terms of preventing it from happening; encouraging victims to report it when it does happen; and investigating it and securing a satisfactory outcome when it is reported?	<ul style="list-style-type: none"> *Evidence of disproportionate (different) victim rates, outcome rates 	<ul style="list-style-type: none"> *There are no differences that cannot be justified? *Hate crimes are correctly recorded *Hate crime rates are understood *Evidence of activities to encourage reporting of hate crime *Evidence of activities to reduce/address hate crime - e.g. Op Guardian/report it to stop it *Outcome rates are known and understood 	<ul style="list-style-type: none"> *Hate crime strategy *Hate crime numbers *Hate crimes can be disaggregated by protected characteristic *Hate crime outcome rates per protected characteristic (?) *Evidence of initiatives related to hate crime and an assessment of their impact (?) 	<ul style="list-style-type: none"> *Hate crime numbers audit (outcome of last audit) *Unsure for other data types 	<ul style="list-style-type: none"> *Requires further review 	
3. Does the force use its Stop and Search powers effectively and fairly? (other use of force?)	<ul style="list-style-type: none"> *Is there any evidence of difference which cannot be explained/disproportionality? *Detection rates 	<ul style="list-style-type: none"> *Are there no differences that cannot be justified? 	<ul style="list-style-type: none"> *Yes - see stop & search data pack *Any other information we should include? *Is analysis sufficient? 	<ul style="list-style-type: none"> *Unclear as to how data is QA'd 	<ul style="list-style-type: none"> *Requires further review 	
4. How effectively does the force ensure that it deals with the people it comes into contact with fairly and equitably?	<ul style="list-style-type: none"> *Is there any evidence of difference which cannot be explained/disproportionality? 	<ul style="list-style-type: none"> *Are there no differences that cannot be justified? *Accessibility of BTP services - from first to last contact *Provision of facilities for protected characteristics (e.g. custody, victim and witness care) 	<ul style="list-style-type: none"> *Reports on Independent Custody Visits *Requires further review for other populations 	<ul style="list-style-type: none"> *Requires further review 	<ul style="list-style-type: none"> *Requires further review 	
5. Does the force use its Powers of Arrest effectively and fairly?	<ul style="list-style-type: none"> *Is there any evidence of difference which cannot be explained/disproportionality? *Detection rates 	<ul style="list-style-type: none"> *Are there no differences that cannot be justified? *Do we understand how police powers are used? *Arrest rates by protected characteristic *Use of range of disposals by protected characteristic 	<ul style="list-style-type: none"> *Requires further review 	<ul style="list-style-type: none"> *Requires further review 	<ul style="list-style-type: none"> *Requires further review 	