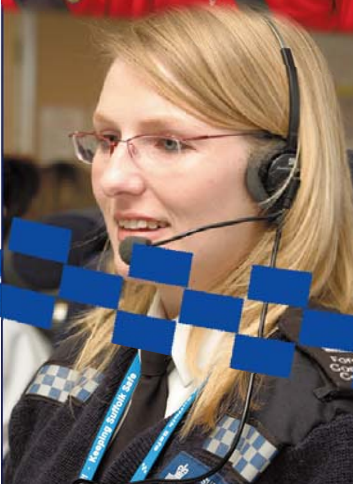


**SUFFOLK**  
POLICE AUTHORITY



SUFFOLK POLICE AUTHORITY

# Single Equality Scheme

ANNUAL SUMMARY 2008-2009

*Taking pride  
in keeping  
Suffolk safe*



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**SUFFOLK POLICE AUTHORITY SINGLE EQUALITY SCHEME 2008-2011****ACTION PLAN****PART 1 - ACTIONS FOR PROMOTING EQUALITY AND DIVERSITY WITHIN THE AUTHORITY**

<b>Action number and strand</b>	<b>Action</b>	<b>Outcomes</b>	<b>Timescale</b>	<b>Lead Responsibility</b>	<b>Progress</b>
1. All strands	Publish a Single Equality Scheme (SES)	A Scheme that states how the Police Authority meets or proposes to meet its statutory duties to promote equality and diversity across all strands of diversity	June 2008	Chief Executive	<b>Completed.</b>
2. All strands	Make SES available to all Police Authority members, staff, volunteers	To ensure that individuals are aware of the Authority's equality and diversity responsibilities	June 2008	Chief Executive	<b>Completed.</b>
3. All strands	Publish SES on Police Authority website	To increase public awareness of the Authority's equality and diversity responsibilities and to invite comments on the Scheme.	June 2008	Chief Executive	<b>Completed.</b>
4. All strands	Review equalities and diversity training needs of Police Authority members, staff and volunteers.	An ongoing training plan for specific groups or individuals which takes account of the National Occupational Standards for the criminal justice sector (AA1 and AA2) as appropriate.	March 2009 and ongoing as appropriate	Chief Executive and Chair of the Authority.	<b>Members and staff attended APA training modules in 2008 on "Diversity, Fairness and Equality" and "Equality Impact Assessment". New members will be invited to attend future modules planned by the APA. Custody Visitors have</b>

Action number and strand	Action	Outcomes	Timescale	Lead Responsibility	Progress
					<p>attended a bespoke course appropriate to their needs, and IAG members have, or will attend diversity training provided by the Constabulary.</p> <p>As recommended by the Diversity Working Group, a Training Plan bringing together all aspects of training for members, staff and volunteers in a single document is in the course of preparation and will be considered by the Authority in January 2010.</p>

Action number and strand	Action	Outcomes	Timescale	Lead Responsibility	Progress
5. All strands	Undertake equality impact assessments (EIA) of policies/activities listed in SES that are relevant to the general duties to promote race, disability and gender equality	To identify whether policies/activities are discriminatory and consider remedial action as necessary	June 2008 onwards	Chief Executive	<b>The SES identifies seven policies for EIA. The joint Community Engagement Strategy was subject to EIA in 2008. No adverse impact was identified and the assessment was endorsed by the EC Committee. The Police Authority Media Strategy approved last year has also been subject to an initial EIA and no adverse impact on any of the strands of diversity has been identified.</b>
6. All strands	Review the SES and Action Plan at least annually and publish an Annual Report	To enable the Authority to monitor progress and update actions as necessary, and to meet statutory requirements. Reports to Strategy Committee following annual review of the Scheme	Each year from September 2009	Chief Executive	<b>Progress report and Annual Summary presented to Strategy Committee on 30 October 2009 (Paper ST09/10).</b>
7. All strands	Undertake three-yearly review of SES and list of policies/activities relevant to general duties and publish revised Scheme	To ensure that the Scheme addresses current issues, and to meet statutory requirements	May 2011	Chief Executive	

Action number and strand	Action	Outcomes	Timescale	Lead Responsibility	Progress
8. All strands	Review the Police Authority's compliance with the Police and Justice Act 2006 (PJA) duty to promote equality and diversity	Assessment against the Association of Police Authorities' (APA) recommended 'minimum' and 'gold' standards to ensure compliance with the PJA duty to promote equality and diversity within the Authority and the Constabulary.	December 2008	Chief Executive	<b>DWG on 1 May 2009 reviewed the PA's compliance against the APA guidelines and was satisfied that the Authority meets the minimum standard in all categories and in many cases the gold standard. The Strategy Committee on 30 October 2009 endorsed the DWG's view that the Authority's actions to fulfil the PJA duty are satisfactory and adequate.</b>
9. Race, disability and gender	Undertake employment monitoring of staff in relation to ethnicity, disability and gender in order to meet statutory specific duties	To ensure that the Authority's policies and procedures are non-discriminatory in respect of recruitment, promotion and training. Outcome to be published in Annual Report	September 2009 and ongoing	Chief Executive	<b>Completed and reported in Annual Summary for 2008/09</b>
10. All strands	Review existing Authority relationships with staff associations, Unison and staff support groups	To ensure ongoing and effective relationships with the various groups on equalities and diversity issues	December 2008	Chair of the Authority	<b>Reviewed by the DWG on 1 May 2009 and Strategy Committee on 30 October 2009. The Chair of the Authority has attended a meeting of the Police Federation and has been invited to a Unison meeting in January 2010. Committee chairs will consider the need for regular meetings with representatives from these</b>

Action number and strand	Action	Outcomes	Timescale	Lead Responsibility	Progress
11. All strands	Monitor progress of the joint Community Engagement Strategy and Delivery Programmes in engaging with all communities	To ensure that the views of all sections of the community, including 'hard to hear' groups, are considered in setting policing and community safety priorities. Monitoring through progress reports to Engaging Communities Committee (ECC) against Community Engagement Strategy annual delivery programmes	Ongoing	Chief Executive/Head of Citizen Focus	groups. <b>The ECC received regular progress reports on the Consultation Action Plan. The Plan includes a number of actions for improving engagement with young persons and other 'hard to engage' sections of the community against which positive progress was made in 2008.</b>
12. Disability	Ensure that public meetings of the Authority are held in accessible venues with facilities to assist disabled people	To enable disabled people to attend meetings and play a full part in Authority business	Ongoing	Chief Executive	<b>Achieved for meetings held offsite during 2008.</b>
13. Disability	Continue to develop the Police Authority's website	To improve the accessibility of the website for disabled people	Ongoing	Chief Executive	<b>The Police Authority and Constabulary websites meet the 'double A standard' set by the Website Accessibility Initiative (WAI). The proposed replacement of the current Constabulary and Authority website platform in 2010 may create opportunities to further improve accessibility of the website for disabled people.</b>

Action number and strand	Action	Outcomes	Timescale	Lead Responsibility	Progress
14. All strands	Involve the Independent Advisory Group (IAG) in reviewing Authority policies and procedures.	To enable the Authority to consider a wide range of views from a cross-section of the community	As and when necessary	Chief Executive	<b>Ongoing.</b>
15. All strands	Co-ordinate publicity campaigns in relation to Stop, Search and Encounter powers	To raise public awareness of their rights under stop search powers	June 2008 and as appropriate thereafter	Chief Executive	<p><b>A publicity campaign was undertaken in March 2009 involving the county-wide distribution of 6,000 APA Know Your Rights leaflets via libraries, CABx, high schools, community groups and partner organisations. The leaflets are available to front line officers.</b></p> <p><b>In October 2009, the APA revised the leaflet to reflect changes under revised PACE Code A for the recording of encounters and other matters.</b></p> <p><b>Copies have been obtained for use by front line officers and for future publicity campaigns.</b></p>

**PART 2 – MONITORING THE CONSTABULARY’S PERFORMANCE ON EQUALITY AND DIVERSITY**

<b>Action number and strand</b>	<b>Action</b>	<b>Outcomes</b>	<b>Timescale</b>	<b>Lead Responsibility</b>	<b>Progress</b>
16. All strands	Monitor progress of the Constabulary’s Single Equality Scheme and Action Plan	To ensure that the Chief Constable is effectively progressing the promotion of equalities and diversity within the force. Chief Constable to report to the Strategy Committee on progress of the Scheme following the annual review	September 2009 and annually thereafter	Chief Executive/Head of Citizen Focus	<b>First progress report to Strategy Committee 30 October 2009.</b>
17. All strands	Receive reports of the work of the Constabulary’s Diversity Programme Board (DPB)	To keep the Authority informed of the work of the DPB. Chief Constable and Vice Chair of the Authority to report to the Authority’s Strategy Committee	Ongoing	Chief Constable (Head of Citizen Focus) and Vice Chair of the Authority	<b>Regular reports of DPB received by Strategy Committee.</b>
18. All strands	Monitor the Constabulary’s performance against the Human Resources Costed Plan and Training and Development Plan on equality and diversity issues	To ensure that employment practices support the promotion of equality and diversity e.g. recruitment, promotion, retention, training and staff welfare. Chief Constable to submit quarterly performance reports to the Authority’s Human Resources and Staff Liaison Committee	Ongoing	Chief Executive/Director of Human Resources	<b>Quarterly progress reports on HR Costed Plan etc received by HR &amp; SL Committee.</b>

Action number and strand	Action	Outcomes	Timescale	Lead Responsibility	Progress
19. All strands	Monitor complaints received in relation to diversity issues	To ensure that complaints of alleged discrimination on grounds of diversity are properly investigated and resolved. Chief Constable to submit six-monthly reports to the Monitoring and Audit Committee	Ongoing	Chief Executive/Head of Policing and Professional Standards	<b>Six-monthly reports to Monitoring and Audit Committee.</b>
20. All strands	Monitor data arising from the Constabulary's use of Stop, Search and Encounter powers	To enable the Authority to assess whether the powers are being used non-discriminatorily in order to improve public trust and confidence, and to seek explanations where disproportionality is identified. Monitoring through quarterly reports by the Chief Constable to the Monitoring and Audit Committee	Ongoing	Chief Executive/Head of Citizen Focus	<b>Quarterly reports submitted to M &amp; A Committee. In addition, PA members attended meetings of the Constabulary Stop Search Working Group and the community-led Stop Search Reference Group. With the Assistant Chief Constable, the Vice Chair has audited Stop Search forms on a quarterly basis.</b>

Action number and strand	Action	Outcomes	Timescale	Lead Responsibility	Progress
21. All strands	Monitor use of the Constabulary's confidential reporting facilities for staff	To enable the Authority to monitor how the facility is being used and its effect on complaints of discrimination Chief Constable to report to the Authority's Monitoring and Audit Committee on use of the facilities	Ongoing	Chief Executive/Head of Policing and Professional Standards	<b>The Constabulary has a 'Professional Standards Reporting Procedure' which encourages staff to report suspected wrong-doing. A confidential telephone hot-line and an anonymous email address are provided. The first monitoring report will be considered by the Monitoring and Audit Committee on 4 December 2009.</b>
22. All strands	Monitor the Constabulary's compliance with the Human Rights Act 1998	To meet the Authority's statutory duty under the Police and Justice Act 2006. Chief Constable to report to full Police Authority.	To be decided.	Chief Executive/Chief Constable	<b>The Police Authority on 11 September 2009 approved a Human Rights Policy and Action Plan setting out how the Authority will meet its statutory duty to monitor the Constabulary's compliance with the Human Rights Policy 1998.</b>

**SUFFOLK POLICE AUTHORITY EQUALITY SCHEMES****ETHNICITY AND GENDER ANALYSIS OF POLICE AUTHORITY MEMBERS AND STAFF  
AS AT 31 MARCH 2009****A Police Authority Members****GENDER**

	Female	Male	Totals
Police Authority	9	8	17
Standards Committee Independent Members	1	1	2

**ETHNICITY****(i) Black and Minority Ethnic Membership**

	Black & Minority Ethnic Members	White Members	Black & Minority Ethnic Members (%)	Black & Minority Ethnic Population of Police Authority Area (%)
Police Authority	1	16	5.9	} 2.8 (2001 Census)
Standards Committee Independent Members	0	2	-	} 5.6 (2007 Mid-Census)

**(ii) Membership by Category of Member and Ethnic Group**

Ethnic Group	County Councillor Members	Independent Members	Totals	Standards Committee Independent Members
White – British	9	7	16	2
Asian or Asian British - Indian		1	1	
	9	8	17	2

**B Police Authority Staff**

**GENDER**

	Female Staff	Male Staff	Totals
Police Authority Staff Team	4	4	8
Totals	4	4	8

**ETHNICITY**

Ethnic Group	Police Authority Staff Team	Totals
White British	8	8
Totals	8	8

**DISABILITY**

No members of staff have declared a disability as defined under Disability Discrimination legislation.

**C Police Authority Staff - Training**

All staff training and development needs identified through the Performance Development review (PDR) process and specific applications received from staff have been approved.

## Recruitment and Selection Monitoring – 2008/09

## Applications

Position/ Description	No. of Applications Received		Male	Female	Applicants with a Disability	Ethnicity				
						White	Asian or Asian British – Indian	Black or Black British -African	Black or Black British- Caribbean	Not stated
Assistant Chief Constable	3		2	1	0	3				
Independent Members	64		47	17	0	61	1		2	
Custody Visitors	14		8	6	2	12				2
Independent Advisory Group (IAG)	6		3	3	1	6				

## Shortlisting

Position/ Description	No. of Applicants Longlisted	No. of Applicants Shortlisted	Male	Female	Applicants with a Disability	Ethnicity				
						White	Asian or Asian British – Indian	Black or Black British -African	Black or Black British- Caribbean	Not stated
Assistant Chief Constable		3	2	1	0	3				
Independent Members	24	8	14-longlist 4-shortlist	10-longlist 4-shortlist	0	21-longlist 8-shortlist	1-longlist		2-longlist	1
Custody Visitors		11	5	6	2	11				
Independent Advisory Group (IAG)		6	3	3	1	6				

## Appointment

Position/ Description	Male	Female	Applicants with a Disability	Ethnicity				
				White	Asian or Asian British – Indian	Black or Black British - African	Black or Black British- Caribbean	Not stated
Assistant Chief Constable	1		0	1				
Independent Members	1	2	0	3				
Custody Visitors	2	4	1	6				
Independent Advisory Group (IAG)	2	2	1	4				

**SUFFOLK POLICE AUTHORITY****PUBLIC CONSULTATION RELEVANT TO GENERAL DUTY TO PROMOTE RACIAL  
EQUALITY****Satisfaction with service provided by police –  
PPAF user satisfaction surveys (ongoing)**

## Background

In support of the Government's reform agenda, which places emphasis on ensuring public services meet the needs of users, the APACS (Assessment of Policing and Community Safety) user satisfaction surveys assess the service provided by the police. Accordingly, a sample of victims of burglary (dwelling), violent crime, vehicle crime, racist incidents and those involved in road traffic collisions (RTC) are asked to take part in a telephone survey conducted by Swift Research Ltd. Respondents are asked to specify their ethnicity and the following tables provide a summary of findings for April 2008 to March 2009. Comparative data for 2007/08 year is shown in italics.

Overall

N.B. Data from surveys of those who have been victims of anti-social behaviour is not included in the overall table below.

	<b>White</b> % completely/very /fairly satisfied	<b>BME*</b> % completely/very /fairly satisfied	<b>All victims</b> % completely/very /fairly satisfied
<b>Overall satisfaction</b>	83.5 (1306/1587)** 82.2 (1510/1836)	80.7 (73/89) 77.8 (84/108)	82.3 (1379/1676) 82.0 (1609/1963)
<b>Satisfaction with:</b>			
Ease of contact	96.8 (1029/1063) 92.8 (1201/1294)	97.2 (62/64) 95.1 (77/81)	96.8 (1091/1127) 92.7 (1290/1391)
Police actions	81.5 (1260/1577) 77.4 (1409/1820)	75.7 (70/89) 71.0 (76/107)	79.8 (1330/1666) 77.1 (1499/1945)
Treatment	92.0 (1457/1586) 92.1 (1687/1832)	86.2 (81/90) 88.0 (95/108)	91.8 (1538/1676) 91.9 (1801/1959)
Follow up	71.5 (1124/1558) 69.5 (1256/1806)	63.4 (59/88) 62.6 (67/107)	71.2 (1183/1646) 69.0 (1334/1932)
	<b>White</b>	<b>BME*</b>	<b>All victims</b>
Total number of respondents	1587 1842	89 108	1692*** 196

\* BME category includes respondents from Asian, Black, Mixed and Chinese ethnic backgrounds

\*\* Numbers in brackets indicate number of respondents

\*\*\* White and BME victims do not equal total number as 16 victims did not specify their ethnicity.

<b>Burglary Dwelling</b>	<b>White</b> % completely/very /fairly satisfied	<b>BME*</b> % completely/very /fairly satisfied	<b>All burglary victims</b> % completely/very /fairly satisfied
<b>Overall satisfaction</b>	88.1 (339/385)** 84.6 (307/363)	84.2 (16/19) 81.3 (13/16)	87.9 (355/404) 84.6 (324/383)
<b>Satisfaction with:</b>			
Ease of contact	98.2 (266/271) 92.0 (242/263)	100 (14/14) 92.3 (12/13)	98.2 (280/285) 92.1 (257/279)
Police actions	87.3 (337/386) 81.5 (295/362)	89.5 (17/19) 68.8 (11/16)	87.4 (354/405) 81.2 (310/382)
Treatment	94.6 (366/387) 95.3 (346/363)	94.7 (18/19) 93.8 (15/16)	94.6 (384/406) 95.3 (365/383)
Follow up	77.0 (294/382) 73.7 (266/361)	57.9 (11/19) 50.0 (8/16)	76.1 (305/401) 72.7 (277/381)
	<b>White</b>	<b>BME*</b>	<b>All victims</b>
Total number of burglary victims	385 366	19 16	408*** 386

\* BME category includes respondents from Asian, Black, Mixed and Chinese ethnic backgrounds

\*\* Numbers in brackets indicate number of respondents

\*\*\* White and BME victims do not equal total number as 4 victims did not specify their ethnicity

<b>Violent Crime</b>	<b>White</b> % completely/very /fairly satisfied	<b>BME*</b> % completely/very /fairly satisfied	<b>All violent crime victims</b> % completely/very /fairly satisfied
<b>Overall satisfaction</b>	75.5 (354/469)** 78.0 (369/473)	78.6 (22/28) 62.5 (15/24)	75.7 (376/497) 77.3 (385/498)
<b>Satisfaction with:</b>			
Ease of contact	95.3 (202/212) 90.5 (220/243)	92.9 (13/14) 92.9 (13/14)	95.1 (215/226) 90.7 (234/258)
Police actions	72.8 (338/464) 73.5 (344/468)	75.0 (21/28) 54.2 (13/24)	73.0 (359/492) 72.6 (358/493)
Treatment	88.2 (412/467) 90.7 (427/471)	89.7 (26/29) 87.5 (21/24)	88.3 (438/496) 90.5 (449/496)
Follow up	72.8 (340/467) 70.8 (332/469)	72.4 (21/29) 58.3 (14/24)	72.8 (361/496) 70.2 (347/494)
	<b>White</b>	<b>BME*</b>	<b>All victims</b>
Total number of violent crime victims	469 474	28 24	499*** 499

\* BME category includes respondents from Asian, Black, Mixed and Chinese ethnic backgrounds

\*\* Numbers in brackets indicate number of respondents

\*\*\* White and BME victims do not equal total number as 2 victims did not specify their ethnicity

<b>Road Traffic Collisions</b>	<b>White</b>	<b>BME*</b>	<b>All RTC victims</b>
	% completely/very /fairly satisfied	% completely/very /fairly satisfied	% completely/very /fairly satisfied
<b>Overall satisfaction</b>	89.2 (198/222)** 90.2 (221/245)	72.7 (8/11) 76.9 (10/13)	88.4 (206/233) 89.6 (233/260)
<b>Satisfaction with:</b>			
Ease of contact	97.6 (201/206) 97.0 (225/232)	100 (11/11) 100.0 (13/13)	97.7 (212/217) 97.2 (240/247)
Police actions	89.1 (197/221) 88.0 (213/242)	54.5 (6/11) 76.9 (10/13)	87.5 (203/232) 87.5 (225/257)
Treatment	92.3 (203/220) 91.9 (226/246)	63.6 (7/11) 76.9 (10/13)	90.9 (210/231) 91.2 (238/261)
Follow up	66.0 (138/209) 68.7 (160/233)	50.0 (5/10) 46.2 (6/13)	65.3 (143/219) 67.7 (168/248)
	<b>White</b>	<b>BME*</b>	<b>All victims</b>
Total number of RTC victims	222 246	11 13	234*** 261

\* BME category includes respondents from Asian, Black, Mixed and Chinese ethnic backgrounds

\*\* Numbers in brackets indicate number of respondents

\*\*\* White and BME victims do not equal total number as 1 victim did not specify their ethnicity

<b>Vehicle Crime</b>	<b>White</b>	<b>BME*</b>	<b>All vehicle crime victims</b>
	% completely/very /fairly satisfied	% completely/very /fairly satisfied	% completely/very /fairly satisfied
<b>Overall satisfaction</b>	81.2 (415/511)** 81.1 (601/741)	87.1 (27/31) 88.9 (24/27)	81.5 (442/542) 81.2 (631/777)
<b>Satisfaction with:</b>			
Ease of contact	96.3 (360/374) 92.5 (506/547)	96.0 (24/25) 90.5 (19/21)	96.2 (384/399) 92.0 (529/575)
Police actions	76.7 (388/506) 74.1 (545/735)	83.9 (26/31) 81.5 (22/27)	77.1 (414/537) 74.3 (572/770)
Treatment	93.0 (476/512) 91.3 (674/738)	96.8 (30/31) 96.3 (26/27)	93.1 (506/543) 91.6 (709/774)
Follow up	70.4 (352/500) 67.2 (490/729)	73.3 (22/30) 76.9 (20/26)	70.6 (374/530) 67.1 (513/764)
	<b>White</b>	<b>BME*</b>	<b>All victims</b>
Total number of vehicle crime victims	511 742	31 27	551*** 778

\* BME category includes respondents from Asian, Black, Mixed and Chinese ethnic backgrounds

\*\* Numbers in brackets indicate number of respondents

\*\*\* White and BME victims do not equal total number as 9 victims of vehicle crime did not specify their ethnicity

<b>Racist incidents</b>	<b>White</b>	<b>BME*</b>	<b>All racist incident victims</b>
	% completely/very /fairly satisfied	% completely/very /fairly satisfied	% completely/very /fairly satisfied
<b>Overall satisfaction</b>	95.8 (23/24)** 85.7 (12/14)	85.3 (29/34) 78.6 (22/28)	89.7 (52/58) 80.0 (36/45)
<b>Satisfaction with:</b>			
Ease of contact	88.9 (16/18) 88.9 (8/9)	91.7 (22/24) 100.0 (20/20)	90.5 (38/42) 93.8 (30/32)
Police actions	80.0 (20/25) 92.3 (12/13)	70.6 (24/34) 74.1 (20/27)	74.6 (44/59) 79.1 (34/43)
Treatment	92.0 (23/25) 100.0 (14/14)	88.2 (30/34) 82.1 (23/28)	89.8 (53/59) 88.9 (40/45)
Follow up	70.8 (17/24) 57.1 (8/14)	73.5 (25/34) 67.9 (19/28)	72.4 (42/58) 64.4 (29/45)
	<b>White</b>	<b>BME*</b>	<b>All victims</b>
Total number of racist incident victims	23 14	29 28	58*** 45

\* BME category includes respondents from Asian, Black, Mixed and Chinese ethnic backgrounds

\*\* Numbers in brackets indicate number of respondents

\*\*\* White and BME victims do not equal total number as 6 victims of racist incidents did not specify their ethnicity

### **Suffolk Constabulary Public Survey (ongoing)**

#### **Background**

The Public Survey is a face-to-face survey conducted on behalf of the Constabulary and Police Authority that asks a range of questions about Suffolk residents' views of Suffolk Police. Respondents are asked to specify their ethnicity. The findings given below are for April 2008 to March 2009. Comparative data for 2007/08 is shown in italics where appropriate.

	<b>White</b>	<b>BME*</b>	<b>All respondents</b>
<b>% people feeling safe in the area where they live.</b>	88.3 (3351/3797)** 91.3 (3991/4371)	76.8 (53/69) 88.1 (52/59)	88.0 (3404/3866) 91.3 (4043/4430)
<b>% people who agree that the police and local council seek views on ABS and crime issues in their area</b>	45.4 (1653/3637)	47.1 (32/68)	45.5 (1685/3705)
<b>% people who agree that the police and local council are dealing with ASB and other issues in their area</b>	43.4 (1562/3597)	54.5 (36/66)	43.6 (1598/3663)

<b>% people who think the police in their area are doing a good job.</b>	59.8 (2213/3702)	63.8 (44/69)	59.9 (2257/3771)
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	<b>White</b>	<b>BME*</b>	<b>All respondents</b>
Total number of respondents	3845 4443	70 59	4128*** 4603

\* BME category includes respondents from Asian, Black, Mixed and Chinese ethnic backgrounds

\*\* Numbers in brackets indicate number of respondents

\*\*\* White and BME figures do not equal total number as 303 respondents did not specify their ethnicity

### Suffolk Constabulary 999 and non-999 calls (ongoing)

#### Background

The emergency and non-emergency calls survey is a telephone survey conducted by Swift Research Ltd. A sample of 'callers' are asked a range of questions to assess their level of satisfaction with the service provided by BT and police telephone operators and any resultant police actions. Respondents are asked to specify their ethnicity. The findings given below are for April 2008 to March 2009. Comparative data for 2007/08 is shown in italics where appropriate.

#### Satisfaction with police action in response to 999 calls

	<b>White</b>	<b>BME*</b>	<b>All respondents</b>
<b>% completely, very and fairly satisfied</b>	84.8 (290/342)** 82.1 (279/340)	84.6 (22/26) 80.0 (8/10)	84.6 (318/376) 81.5 (295/362)

	<b>White</b>	<b>BME*</b>	<b>All respondents</b>
Total number of respondents	342 376	26 10	376*** 400

\* BME category includes respondents from Asian, Black, Mixed and Chinese ethnic backgrounds

\*\* Numbers in brackets indicate number of respondents

\*\*\* White and BME victims do not equal total number as 8 emergency callers did not specify their ethnicity

#### Satisfaction with police action in response to non-999 calls

	<b>White</b>	<b>BME*</b>	<b>All respondents</b>
<b>% completely, very and fairly satisfied</b>	83.3 (299/359) 83.9 (317/378)**	84.2 (16/19) 100.0 (1/1)	83.1 (315/378) 83.6 (322/385)

	<b>White</b>	<b>BME*</b>	<b>All respondents</b>
Total number of respondents	359 394	19 1	385*** 401

\* BME category includes respondents from Asian, Black, Mixed and Chinese ethnic backgrounds

\*\* Numbers in brackets indicate number of respondents

\*\* White and BME victims do not equal total number as 7 non-emergency callers did not specify their ethnicity

Summary of reports to committees and the full Authority during 2008/09 that focus on, or contain specific references to, diversity related matters

<b>Engaging Communities Committee</b>			
Report Reference	Meeting Date	Title	Brief synopsis of content
EC08/19	16 May 2008	Overview of 2007/08 Consultation Activity	Summary of consultation in 2007/08 including work with 'hard to engage' groups through the Suffolk Speaks partnership.
EC08/24	4 July 2008	Independent Advisory Group Annual Report 2007/08	Update on the work of the IAG under agreed monitoring arrangements.
EC08/25	4 July 2008	Community Engagement Strategy Equality Impact Assessment	Reported outcome of equality impact assessment of the Community Engagement Strategy.
EC09/4	16 January 2009	Engaging Communities Business Plan – Consultation Action Plan Update	Update on the consultation and engagement actions in the Action Plan.
EC09/10	16 January 2009	Independent Advisory Group Progress Report June-December 2008	Report summarised IAG activities.
<b>Human Resources and Staff Liaison Committee</b>			
HR08/17	6 June 2008	Human Resources Quarterly Report Quarter 4 2007/08 (January – March).	Update on key performance indicators and developments in relation to the Constabulary's human resources.

<b>Human Resources and Staff Liaison Committee</b>			
<b>Report Reference</b>	<b>Meeting Date</b>	<b>Title</b>	<b>Brief synopsis of content</b>
HR08/18	6 June 2008	Human Resources and Training Costed Plan 2008/09	Updated version of the Plan and progress on the action plan which includes objectives for managing diversity and equality in the work force.
HR08/19	6 June 2008	Initial Police Learning and Development Programme (IPLDP)	Update on the second year of the IPLDP (2007/08).
HR08/21	6 June 2008	Workplace Stress Audit 2007	Summarised findings of the Workplace Stress Audit and actions to address areas of concern.
HR08/25	19 September 2008	Human Resources Quarterly Report Quarter 2 2008/09 (July – September)	Update on key performance indicators and developments in relation to the Constabulary's human resources.
HR08/30	21 November 2008	Human Resources Quarterly Report Quarter 1 2008/09 (April – June)	Update on key performance indicators and developments in relation to the Constabulary's human resources.
HR09/2	16 January 2009	Human Resources (and Learning and Development) Costed Plan 2009/10	Presented first draft of the Plan.
HR09/8	6 March 2009	Human Resources (and Learning and Development) Costed Plan 2009/10	Presented final draft of the Plan.
HR09/9	6 March 2009	Human Resources and Training Costed Plan Quarterly Report Quarter 3 2008/09 (October-December)	Update on key performance indicators and developments in relation to the Constabulary's human resources.

<b>Monitoring and Audit Committee</b>			
Report Reference	Meeting Date	Title	Brief synopsis of content
MA08/15	18 April 2008	Stop, Search and Encounter	Statistical analysis of stop/search/encounter data for the period April 2007 to September 2007.
MA08/19	6 June 2008	Professional Standards - Statistics	Statistical information and commentary on complaints for the period 1 April 2007 – 31 March 2008. It includes complaints based on ethnicity and discrimination.
MA08/27	27 June 2008	Stop, Search and Encounter	Statistical analysis of stop/search/encounter data for the period April 2007 to March 2008.
MA08/46	26 September 2008	Ipswich and Suffolk Council for Racial Equality – Research into the Stop and Search Disproportionality	Presented the findings and recommendations of the research by ISCRE into stop and search disproportionality.
MR08/47	26 September 2008	Stop and Search – Internal Inspection	Presented the findings and recommendations of an inspection by the Constabulary's Performance Management Unit into the reasons for any disproportionality between white and BME population when comparing Forest Heath and Waveney Districts.
MR08/48	26 September 2008	Stop and Search Action Plan	Presented an Action Plan to address issues arising from the recommendations in ISCRE's report on disproportionality in the use of stop and search powers between white and BME people.
MR08/49	26 September 2008	Stop, Search and Encounter	Statistical analysis of stop/search/encounter data for the period April – June 2008.
MR08/61	5 December 2008	Stop, Search and Encounter	Statistical analysis of stop/search/encounter data for the period July – September 2008.

<b>Monitoring and Audit Committee</b>			
Report Reference	Meeting Date	Title	Brief synopsis of content
MA08/62	5 December 2008	Professional Standards Statistics	Statistical information and commentary on complaints for the period 1 April – 30 September 2008. It includes complaints based on ethnicity and discrimination.
<b>Strategy Committee</b>			
ST08/23	31 October 2008	Suffolk Constabulary Diversity Programme Board	Update on the work of the Diversity Programme Board meetings on 10 June and 11 September 2008.
ST09/4	6 February 2008	Suffolk Constabulary Diversity Programme Board	Update on the work of the Diversity Programme Board meeting on 9 December 2008.
<b>Police Authority</b>			
PA08/9	25 April 2008	Committee Business Report	Information Bulletin arising from the Diversity Working Group meeting on 8 April 2008.
PA08/57	20 June 2008	Suffolk Constabulary Diversity Programme Board	Update on the work of the Diversity Programme Board meetings on 17 December and 13 March 2008.
PA08/58	20 June 2008	Equality Schemes Annual Summary 2007; Single Equality Scheme; Committee Terms of Reference	Presented the Annual Summary for 2007, a draft Single Equality Scheme and Action Plan and related matters.
PA08/80	12 September 2008	Children and Young People	Update in respect of the Constabulary's statutory obligations under Section 11 of the Children's Act 2004, including the Children's Trust, broader children's services and a Safer Schools Partnership pilot.

<b>Police Authority</b>			
Report Reference	Meeting Date	Title	Brief synopsis of content
PA08/105	12 December 2008	Prostitution Strategy and Joint Scrutiny Working Party	Presented the report of the Joint Scrutiny Panel. The Committee requested the Chief Constable to report back on the Panel's recommendations.
PA09/7	23 January 2008	Joint Scrutiny of Prostitution Strategy – Constabulary Response	Updated the Authority on progress of the Ipswich Street Prostitution Strategy and presented the Constabulary's response to the recommendations put forward by the Joint Scrutiny Panel.
PA04/14	23 February 2009	Children and Young People	Update on the work arising from the Constabulary's statutory obligations under the Children's Act 2004, and related matters.