



# Community and Race Relations Strategy



SUFFOLK CONSTABULARY

Revised January 2002

## **1. STRATEGY STATEMENT**

**1.1** Suffolk Constabulary is committed to ensuring:

- Everyone receives a fair and appropriate service, recognising and respecting their race, colour, religion, ethnic or national origin, gender, sexual orientation, age, disability or other status.
- Our policies and procedures are designed not to discriminate against any individual or group.
- Information about our service is available to all.
- Complaints of discrimination will be taken seriously.

**1.2** Our aim is to help in keeping Suffolk safe. Our policing style is community based, emphasising intelligence led activity, community problem solving and effective partnership working.

**1.3** We recognise and value the diversity within the community and our organisation when providing policing services we will show professionalism and sensitivity to the needs of individuals, groups and communities.

**1.4** We will be flexible in our approach to the provision of policing services, appropriate to the circumstances, but will remain consistent and fair in our standards of service.

## **2. PURPOSE AND CONTENT OF THE STRATEGY**

**2.1** This strategy provides a framework for addressing community and race relations issues, building upon previous work in this field and commitments included in the Police Authority Statement of Aspirations, the Annual Policing Plan and Equal Opportunities policy. It will assist in progressing the Constabulary's determination to 'increasing trust and confidence in policing amongst minority ethnic communities', as well as securing an effective, appropriate and sensitive policing style for the whole community, including disabled people.

**2.2** The Constabulary acknowledges and takes full account of the Human Rights Act 1998 and the European Convention on Human Rights. In particular we will adhere to the provisions of article 14, relating to the securing of rights and freedoms for all individuals.

**2.3** Community and race relations issues are central to the provision of policing services within Suffolk and all relevant strategies and policies will contain reference to the specific implications for minority groups and communities. The guiding principles for all of these other documents will be drawn from this Community and Race Relations strategy.

- 2.4** This strategy also incorporates examples of best practice taken from other agencies and organisations, and has taken into account the views of a broad cross section of people from internal and external sources.
- 2.5** The strategy sets out five strategic objectives which focus on essential community relations structures and processes. Each objective is supported by an explanation of more detailed actions which need to be developed.

### **3. STRATEGIC OBJECTIVES**

**3.1** The intended outcome of the strategy is to make a real and sustained improvement in the policing of community and race relations issues in Suffolk. This outcome will be achieved by pursuing five strategic objectives.

- (a) All staff are to be trained and developed to enable them to recognise, understand and deal appropriately with diversity.

Every member of staff needs to have the knowledge, skill and understanding to deal with community and race relations issues and to be able to deliver the best quality of service to all members of the community.

Supervisors and managers must support their staff by providing them with advice and guidance on appropriate standards of behaviour. All members of staff will challenge inappropriate behaviour or language in all circumstances.

Members of staff who report inappropriate or illegal behaviour will be supported by measures contained within the Constabulary grievance and professional and ethical standards reporting policies.

Discriminatory conduct will not be tolerated and members of staff found to be acting in this way will be firmly dealt with.

Specific Community and Race Relations training is currently being delivered to all police officers and Special Constables and all 'front line' support staff. It is planned to be completed by December 2002. Training on disability awareness and the requirements of the Disability Discrimination Act (1995) is ongoing.

Full use will be made of the appropriate training courses, conferences and seminars, both internally and externally, including the Police Staff College (Bramshill), other Police Forces and agencies.

The level of community and race relations content in training courses delivered by the Constabulary will need to be regularly reviewed and adjusted where necessary.

- (b) Offences will, wherever possible, be prevented by ensuring that community and race relations activities are coordinated and that partnership approaches aimed at reduction are supported in a positive and proactive way.

It is essential for community and race relations activities to be co-ordinated, monitored and evaluated at all levels in the county. The Constabulary will play an active role in partnerships, including the work of the Multi Agency Forum Against Racial Harassment. Measures to reduce incidents of racial harassment should feature in Community Safety Strategies throughout the County.

Relevant Departments and all Areas will ensure operational effectiveness by utilising crime and incident pattern analysis, promoting and maintaining effective links with all sections of the community, and ensuring compliance with standards on quality of service.

- (c) A high priority is given to dealing with racist and homophobic incidents and other offences committed against minority groups or individuals, to the point of resolution where possible.

Offenders will be left in no doubt that their actions will not be tolerated.

All incidents, both crime and non-crime, will be positively managed and investigated with care and sensitivity. Every step will be taken to ensure that victims of such incidents and their families have full confidence in the service they receive from the police and our partner agencies.

The demographic structure of local communities will be regularly reviewed to identify community issues and needs. A high priority will be given to maintaining contact and engaging in meaningful consultation to monitor their concerns and expectations.

- (d) Ensuring that policy and practice on recruitment, retention and advancement provide minority group representation throughout the organisation.

Our aim is, as a public service organisation, to reflect the diversity of the communities from which we are drawn. Recruitment methods will actively encourage applications from all sections of the community.

The culture and attitudes of the organisation must be such that all members of staff with suitable experience and qualifications are positively encouraged to seek advancement. Career progression will be monitored, and close attention will be paid to the reasons for any member of staff from a minority ethnic community or any other minority group, such as a disabled person, leaving the organisation.

- (e) Fair practice is evident throughout operational service delivery.

The Constabulary will carefully monitor and respond to information relating to services delivered to the community. The monitoring process will involve the collection and recording of data from a wide range of policing activities, including levels of public satisfaction in minority ethnic communities.

Areas and departments will be provided with information which will allow them to interpret local circumstances and alter their approach as necessary.

#### **4. ACHIEVING AND MEASURING PROGRESS**

- 4.1** Community and Race Relation matters are lead at Chief Officer level, with the Deputy Chief Constable having responsibility for all internal issues, and the Assistant Chief Constable taking the lead on all operational matters. The Community and Race Relations Steering Group, chaired by the Assistant Chief Constable, oversees the effective implementation of the actions set out in this Strategy.
- 4.2** Directors, Department Heads and Area Commanders have responsibility for implementing the relevant provisions of the strategy within their departments and command areas. Standards of service delivery will be reviewed on a quarterly basis by the Operational Commanders Steering Group.
- 4.3** Head of Crime Management will have overall responsibility for the future development of the Community and Race Relations strategy, and it will be reviewed annually and revised when necessary.
- 4.4** All members of staff have a responsibility for abiding by the principles of the strategy and for ensuring that actions determined by the strategy are carried out promptly and effectively.

#### **5. CONSULTATION**

- 5.1** Existing mechanisms for public consultation will be used and further developed for the purposes of refining our approach and strengthening our ongoing commitment to community and race relations.
- 5.2** It is vitally important that the Constabulary has the confidence of the diverse community in Suffolk; therefore the following people were invited to contribute to this strategy. Any future significant amendment to the document will involve a similar level of consultation and participation.

### **5.3** Consultation:-

Age Concern in Suffolk  
Bangladeshi Muslim Community Association  
Suffolk Gay and Lesbian Helpline  
East Suffolk Coalition of Disabled People  
Ipswich Chinese Culture and Language Centre  
Ipswich and Suffolk Council for Racial Equality  
Ipswich and Suffolk Indian Association  
Ipswich Caribbean Association  
Multi-Agency Forum Against Racial Harassment  
Sikh Community  
Suffolk Chinese Association  
Traveller Education Service  
Refugee Council  
Suffolk Racial Harassment Initiative  
Suffolk MESMAC, The Moller Project (men who have sex with men)  
Suffolk Transgender Group

Appendix 'A' - Implementation plan  
Appendix 'B' - Service delivery responsibilities

COLIN LANGHAM-FITT  
Assistant Chief Constable

# Community and Race Relations Strategy **Implementation Plan** 2001/2002

## PREVENTION

<b>ACTIONS/PROJECT</b>	<b>SOURCE</b>	<b>LEAD DEPARTMENT</b>	<b>COMPLETION/ IMPLEMENTATION DATE</b>
Promote and develop partnership approach to racist and homophobic incidents.	Leiston review	Area Commanders	Review June 2002
Promote internally and externally *ACPO Hate Crime Guide.	Leiston review	Crime Management	Review June 2002
Implement Senior Management monitoring of racist (and homophobic) incidents.	Leiston review	Crime Management	31 March 2002
Promote within Community Safety Partnerships local initiatives directed towards Cultural Diversity and addressing Racism.	Home Secretary's 2nd Annual Report	Chief Inspector-Community Safety Unit	Continuous Review June 2002
Consider effect of Rural Racism and extending reporting facilities for victims in rural areas (eg phone helplines and other venues).	ACPO Regional Race Hate Crime Seminar	Inspector - Community Relations Inspector - Support Ipswich	December 2002
Review Information Sharing Protocols under Crime and Disorder Act.	ACPO Hate Crime Manual	Crime Management	Review June 2002
Develop programme to tackle racist and homophobic issues within schools.	ACPO Hate Crime Manual	Crime Management	Review June 2002
Introduce monitoring and reporting system for homophobic incidents.	Winning the Race III	Crime Management	31 March 2002
Establish maximum target abstraction rates for Community Police Officers.	Winning the Race III	Area Commanders	31 March 2002
Consider alternatives to prosecution.	MAFARH	MAFARH	March 2003

\*ACPO Association of Chief Police Officers

## TRAINING

ACTIONS/PROJECT	SOURCE	LEAD DEPARTMENT	COMPLETION/IMPLEMENTATION DATE
Inclusion of cultural and race relations issues in all relevant in-house training, including training on Asylum seekers and refugees.	ACPO Diversity Strategy	Human Resources	Ongoing
Review equal opportunity training ensuring that it is relevant and rigorous. Assessment for current CRR programme completed September 2001 and findings presented to October CRR Group.	Dismantling Barriers	Human Resources	Ongoing
Provide training regarding racist incidents and racially aggravated offences, and evidential requirements for all appropriate staff.	Leiston Review	Human Resources	Ongoing Review June 2002
VLO's to receive appropriate role and CRR training in addition to a two day course.	Leiston Review	Human Resources	December 2002
Review Probationer and Tutor training with regard to Domestic Violence, Homophobic and Racist Incident issues and impact. (Home Office currently reviewing).	ACPO Regional Race Hate Crime Seminar and ACPO Hate Crime Manual	Human Resources	March 2003
Provide training on disability awareness and the requirements of the Disability Discrimination Act (1995) to key personnel.	ACPO Eastern Region Race and Community Relations Committee.	Human Resources	Ongoing. Legislation not yet applicable to police officers.

## RECRUITMENT, RETENTION AND ADVANCEMENT

ACTIONS/PROJECT	SOURCE	LEAD DEPARTMENT	COMPLETION/IMPLEMENTATION DATE
Developing initiatives to increase the number of suitably qualified minority ethnic applicants and recruits.	ACPO Diversity Strategy	Human Resources	Continuous
Monitor the development of staff from different ethnic back-grounds.	Winning the Race	Human Resources Area & Departmental Heads	Continuous
Work with community representatives on identifying barriers to recruitment.	Winning the Race	Human Resources	Continuous
Raise awareness of specialist departments/roles among minority staff, providing advice and assistance to help their career development.	Dismantling barriers	Human Resources	Continuous
Provide progress reports on recruitment, retention and advancement to the Police Authority.	Dismantling barriers	Human Resources	Continuous
Develop initiatives to increase the number of minority ethnic officers qualified for promotion and specialisms.	Home Secretary's 2nd Annual Report	Human Resources	Continuous
Where appropriate to consider the involvement of key community representatives in assisting in selection procedures.	ACPO Regional Race Hate Crime Seminar	Human Resources	Continuous
Consider introduction of local support for lesbian and gay staff.	ACPO Diversity Strategy	Human Resources	Continuous

## FAIR POLICY AND PRACTICE

ACTIONS/PROJECT	SOURCE	LEAD DEPARTMENT	COMPLETION/ IMPLEMENTATION DATE
Review all relevant Force documentation to eradicate discrimination and inappropriate language.	ACPO Diversity Strategy	Corporate Development	May 1999 - ongoing
Review policy and procedures in relation to Stop and Search with a particular emphasis on use of discretion and proportionality.	The Stephen Lawrence Report.	Administration of Justice	March 2003
Conduct a survey of the local population to establish expectations of the police as service providers and employers	Dismantling Barriers	Corporate Development	Ongoing
Conduct surveys of public satisfaction by different ethnic groups.	The Stephen Lawrence Report	Corporate Development	September 2000 - continuous
Develop a means of responding to demographic changes within the population of the county.	Winning the Race	Corporate Development	Ongoing Review March 2002
Develop an effective audit framework to enable compliance with policy, procedures and standards to be monitored and approved.	Winning the Race	Corporate Development	Review March 2002
Conduct a quantitative and qualitative assessment of relevant partnerships to identify gaps and opportunities.	Winning the Race	Crime Management	Review March 2002
Conduct a cultural audit/employee survey to assess organisational culture and leadership style and publish results.	Winning the Race/ Dismantling Barriers	Corporate Development	March 2002
Adoption of positive imaging. Where appropriate ask minority ethnic officers to represent the Constabulary.	Dismantling Barriers	Corporate Development	Ongoing
Consider a Custody system that identifies stop search arrests and reminds officers, re: necessary forms.	ACPO Diversity Strategy	Administration of Justice	March 2003
Inclusion of stop search topics in satisfaction surveys.	ACPO Diversity Strategy	Corporate Development	March 2003
Introduce system for monitoring proportionality, accuracy and legality regarding discretionary powers.	ACPO Diversity Strategy	Administration of Justice	March 2003
Liaise with Community re: high profile operations	ACPO Diversity Strategy	Sector Commanders	Continuous
Provide support for officers who exercise stop search powers appropriately.	ACPO Diversity Strategy	Sector Commanders	Continuous
Provide effective interventions for officers using powers and recording inappropriately	ACPO Diversity Strategy	Operational Commanders Steering group	Continuous
Ensure stop search powers are utilised in a targeted intelligence led manner by means of briefings.	ACPO Diversity Strategy	Crime Management	Continuous
Utilise media to raise awareness, promote local initiatives and further anti racist/homophobic atmospheres.	ACPO Hate Crime Manual	Corporate Development Areas & Departments	Ongoing
Inform communities of Stop and Search Rights and police perspective.	ACPO Diversity Strategy	Sector Commanders	March 2003
Monitor and oversee implications of Race Relations (Amendment) Act 2000	Race Relations (Amendment) Act 2000	CRR Steering Group	March 2003
Consider accepting Leadership challenge when launched.	Leadership Challenge	Crime Management	March 2003

## INVESTIGATION

<b>ACTIONS/PROJECT</b>	<b>SOURCE</b>	<b>LEAD DEPARTMENT</b>	<b>COMPLETION/ IMPLEMENTATION DATE</b>
All racist and homophobic incidents to be audited by Sector Commanders.	Leiston Review	Crime Management	31 March 2002
Any racist or homophobic crime 'No crimed' to be audited by Detective Inspectors.	Leiston Review	Crime Management	31 March 2002
Review VLO role, job description and service provision.	Leiston Review	Crime Management	June 2002
Review VSS referral system	Leiston Review	Crime Management	June 2002
Review racist incident investigation procedures and victim support.	Leiston Review	Crime Management	March 2002
Revise Racist Incident Form	Leiston Review	Crime Management	March 2002
Introduce/consider Third Party and self referral racist and homophobic incident recording.	ACPO Diversity Strategy	Crime Management	March 2003
Consider the formation of Specialist Units to investigate Racist Incidents.	ACPO Regional Race Hate Crime Seminar	Crime Management	March 2003
Utilise Intelligence Officers to develop Community intelligence in respect of racist incident.	ACPO Regional Race Hate Crime Seminar and ACPO Hate Crime Manual	Crime Management	Continuous Review June 2002
Consider need for a strategic and tactical intelligence cell - regarding Hate Crime.	ACPO Hate Crime Manual	Crime Management	March 2003
Introduce Pathway Reviews and Case Review panels by MAFARH.	MAFARH Action Plan ACPO Diversity Strategy	Crime Management	31 March 2002
Introduce appropriate system to prevent repeat victims receiving numerous duplicate letters.	Leiston Review	Crime Management	June 2002

# Service Delivery Responsibilities

## PREVENTION OF EVENTS AND OFFENCES

ACTION	SECTOR COMMAND	AREA COMMAND	CMD FHQ	OPS DEPT
Active participation in Multi Agency preventative work	■	■	■	
Installation of alarms and surveillance equipment	■	■	■	
Identification of trends and repeat victimisation	■	■		
Implementing actions within Crime and Disorder reduction strategies	■	■	■	■
Evaluating preventative initiatives	■	■	■	
Identifying and promoting good practice	■	■	■	■

## INVESTIGATION OF EVENTS AND OFFENCES

ACTION	SECTOR COMMAND	AREA COMMAND	CMD FHQ	HR FHQ	CORP DEV	CRIMINAL JUSTICE UNITS
Quality Control visit to victims by Sector Command	■			■		
Proper recording of racist incidents	■		■			
Notification to Racial Harassment Initiative	■		■			
Collation of data for management information					■	
Effective prosecution file management	■					■
Vulnerable witness care		■				■

### C&RR TRAINING & STAFF DEVELOPMENT

ACTION	SECTOR COMMAND	AREA COMMAND	CMD FHQ	OPS DEPT	HR FHQ	CORP DEV	CRIMINAL JUSTICE UNITS
Provision of ongoing C&RR Training at Force level					■		
Provision of specific, locally identified, needs based C&RR training	■	■	■	■	■		
Identifying individual staff development needs within performance development reviews	■	■	■	■	■	■	■
Provision of role specific C&RR Training	■	■	■	■	■	■	■

### RECRUITMENT, ADVANCEMENT & RETENTION

ACTION	HR FHQ
Positive Action in recruiting	■
Utilising community contacts to assist in recruiting	■
Maintaining support structures for minority staff	■
Monitoring advancement of minority staff	■

### FAIR POLICY & PRACTICE

ACTION	SECTOR COMMAND	AREA COMMAND	CMD FHQ	OPS DEPT	HR FHQ	CORP DEV	CRIMINAL JUSTICE UNITS
Conducting regular C&RR Audits						■	
Provision of management information						■	
Responding to trends and issues identified in management information (Sec 95 data)	■	■	■	■	■		
Proper consideration of C&RR implications of all policy and operational decisions	■	■	■	■	■	■	■
Responsibility for C&RR Strategy			■				

# Your views **Count...**

We would welcome your views on local policing issues. You can:

## **VISIT OUR WEB SITE:**

The Community and Race Relations Strategy and other information about your police force can be found on our web site. You can also e-mail your views and comments to us at <http://www.suffolk.police.uk>

## **WRITE TO US:**

If you would like to make your views known or want a copy of the Community and Race Relations Strategy, please contact:

**The Corporate Development Department,  
Suffolk Constabulary Headquarters,  
Martlesham Heath, Ipswich IP5 3QS or Telephone 01473 613516**

Although copies of the Community and Race Relations Strategy are printed in English, let us know if you require a version of the text in another language, in large type, Braille or on an audio tape.

**Translation  
available**

For a translation of the Community and Race Relations Strategy  
telephone:

**01473 613516**

Arabic: الترجمة متوفرة... برقم الهاتف **01473 613516**

Bengali: অনুবাদ রয়েছে টেলিফোন **01473 613516**

Chinese: 已有譯文 電話 **01473 613516**

Gujarati: ભાષાનું ઉપલબ્ધ છે. પ્રશ્ન **01473 613516**

Italian: **Traduzione disponibile. Telefonare allo 01473 613516**

Punjabi: ਸਰਕਾਰ ਉਪਲਬਧ ਹੈ ਟੈਲੀਫੋਨ **01473 613516**

Turkish: **Tercümesi vardır. 01473 613516**

Urdu: ترجمہ دستیاب ہے ٹیلی فون **01473 613516**