

## **EQUALITY STANDARD FOR THE POLICE SERVICE: FREQUENTLY ASKED QUESTIONS**

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### **SECTION 1: OVERVIEW AND BACKGROUND TO THE EQUALITY STANDARD FOR THE POLICE SERVICE**

#### **What is the Equality Standard for the Police Service?**

The ESPS provides us with a means of measuring and monitoring how effectively we have addressed the objectives and activities set out in our equality and diversity action plan (the MPS Equalities Scheme); and how far we have met or progressed beyond meeting our legal duties. And is linked to the National Community Safety Plan, the Policing Pledge and the wider Citizen Focus agenda

It will help us recognise and record the positive work we do, allowing good practice to be shared; highlight gaps or inequalities and identify areas for improvement. The Equality Standard's emphasis is on continual performance improvement and service delivery, and it provides a means for the MPS to integrate equality activity across the board. - Her Majesty's Inspectorate of Constabulary (HMIC) will include aspects of the Standard in its inspections..

#### **Why was it developed?**

The Government's Policing Green Paper in 2008 says how new Equality Standard will support police authorities in taking over from the Home Office the responsibility for setting local employment targets.

Improving services to communities is now key to achieving the single measure of police effectiveness - improved community confidence. The Standard is about improving confidence in the force's workforce and in the communities served.

#### **How is it structured?**

Operational Delivery is fully linked to delivery of citizen-focused policing and to initiatives to improve local policing performance.

The People and Culture and Organisational Processes sections focus on how police forces are run. They support the building of organisational capability to achieve a diverse and productive workforce..

To find out about the three themes and the 22 units of the framework, please go to the NPIA website using the following link:

<http://www.npia.police.uk/en/11975.htm>

#### **What will it enable the MPS to do?**

The MPS will be able to assess current performance

Benchmarking across the MPS will support sharing of Effective Practice. Evidence of real activity and outcomes is required so this will include local policing plans, records of community engagement activity, recruitment and progression outcomes,

evaluations of deployments and investigations, plus specific parts of published reports

### **What are the benefits of the MPS adopting the ESPS?**

- Enhanced community engagement and improve the way we design future policies and procedures
- Closing any gaps in satisfaction levels, leading to increased confidence - in all communities.
- Improving overall performance and contribute to community confidence
- Integrating police equality activity consistently across all business areas
- Improvements in organisational capability via a diverse workforce, better reflecting communities served
- Spread good practice (saving resources)
- Provide evidence for part of the HMIC's 2010-11 workforce inspection

### **Does it solely focus on issues relating to equalities?**

No. The emphasis is aimed at contributing to overall performance improvement and every business area will be involved.

### **What links does it have to strategic policing and Government priorities?**

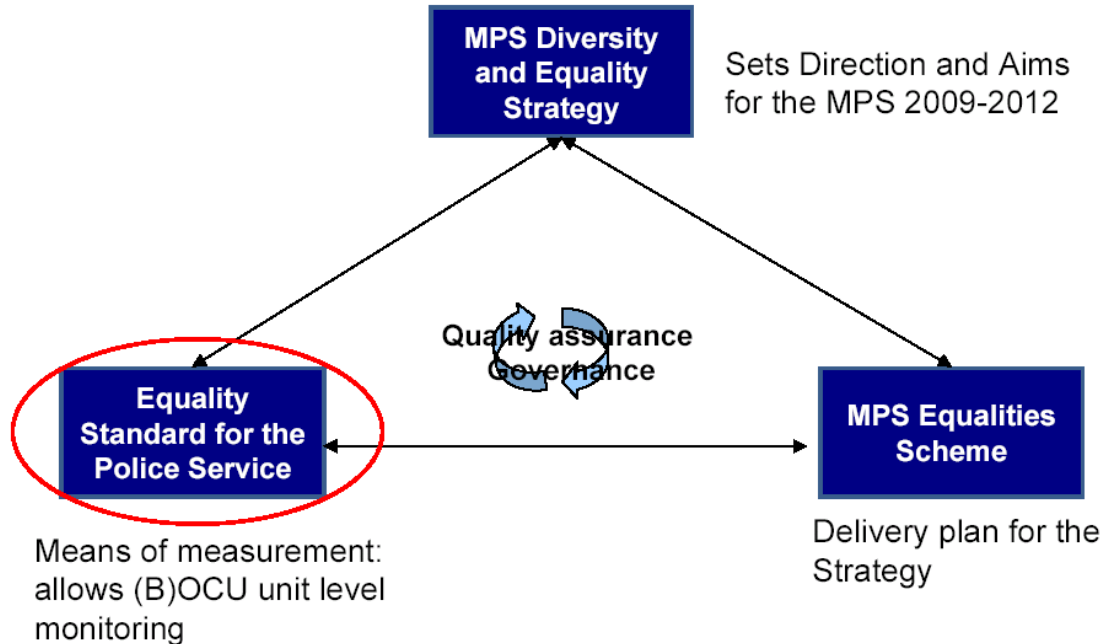
- The ESPS supports the delivery of the Policing Pledge.
- It also supports the Public Service targets and agreements (PSAs) that form the National Community Safety Plan.
- The police service works closely with partners so wider connections to delivery frameworks include the 'Equality Framework for Local Government' and the Comprehensive Area Assessment.
- The Citizen Focus Hallmarks team in the NPIA connected with the ESPS team to provide a complementary NPIA product for improving performance. Results from using the Hallmarks will be evidence of activity for the Equality Standard, and vice versa.
- Supports forces in driving improvement in equality of recruitment, retention and progression - particularly for under-represented groups.
- The ESPS also links with Customer Service Excellence, EFQM and Business Excellence Model.
- The Standard supports the drive to deliver Customer Service Excellence.

### **What links does it have to MPS priorities?**

DCFD have produced a document outlining how the ESPS units relate to the other performance regimes including the Commissioner's 5P's, the MPS Confidence

Model, the MPS Diversity and Equality Strategy and the MPS Equalities Scheme. The interconnections between the MPS Diversity and Equality Strategy, MPS Equalities Scheme and the ESPS are outlined in the diagram below.

## Strategy, Scheme and Standard



### When will it be launched and when will the MPS be assessed on its progress?

The ESPS will be implemented across the MPS from April 2010 and thereafter all (B)OCUs will be asked to submit evidence relating to the indicators.

The MPS will only be required to report on the Baseline indicators.

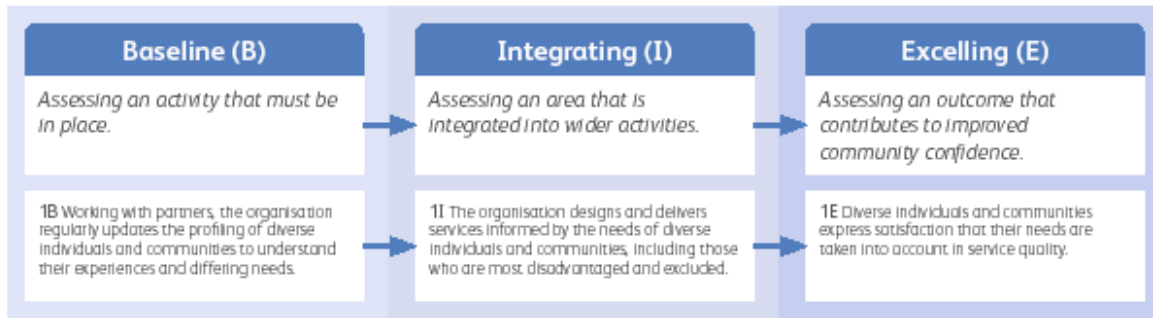
### Isn't it just another bureaucratic exercise?

Many forces, including MPS, carry out reactive evidence collection that is wasteful of resources and disrupts service delivery. Therefore there is a realised need to work smarter to evidence and assess performance in real time.

## SECTION 2: PRACTICAL QUESTIONS REGARDING IMPLEMENTATION

### Do I have to do everything on the ESPS?

No - initially we are focusing the Baseline (B) units. The ESPS flowchart is organised into 3 columns (see example below). We are concentrating on the left hand column. Not all the indicators will be relevant to your area of the business. DCFD are working in partnership with all business areas to identify what is relevant for you to complete. Some indicators will be corporate, some will be collated at business group level and some will be completed at B/OCU level.



### **How resource-intensive will this process be for Business Groups, units or (B)OCUs and what training will be available?**

The resources required to collate and submit the evidence will vary according to the size of the unit. Corporate business areas not previously involved in noting their equality activity are likely to need more support locally.

It is strongly advised that every B/OCU has a nominated Single Point of Contact (SPOC), who will be the internal link for DCFD.

NPIA have advised that no training course is required and users will build up their familiarity over time. DCFD will be running familiarity days and provide support and guidance throughout the process.

### **Is it mandatory to provide evidence on the ESPS units to DCFD?**

Yes it is.

### **What information/evidence should I be collecting?**

You should be collecting and collating information that demonstrates that you meet the criteria in the left hand column of the ESPS that has been identified as being applicable to your area of the business. Evidence may be 'internal' or 'external'.

### **What tools will I have to collate evidence?**

A workbook and further tools have been developed within the Diversity and Citizen Focus Directorate (DCFD). You will receive a pack when the ESPS is rolled out to your area of business. It will outline roles and responsibilities

### **When do I have to provide my evidence for the ESPS units to DCFD?**

There is no set date yet. DCFD is co-ordinating a staged roll-out by both business group and operational units. A separate timetable will be made available on the DCFD website to indicate the date when implementation will start in your area of the business. The roll-out will start in April 2010.

Please contact your DCFA to discuss your preparation arrangements ESPS implementation.

### **How will I quality assure it?**

No standard procedure has been set in stone as our business is variable. Some commands are very small and may need just one person to do this work others may require an internal diversity forum to assist in this process. Contact your SPOC for further details

### **How much time will it take and how often do I have to complete it?**

Setting up the process and the initial collation of evidence may be the hardest part. It depends on what systems you already have in place in your area of the business. It is not envisaged as a stop start process but a continuous process of banking evidence and one of regular monitoring and review. It can be easier for your business area to bank evidence as they create it simply because in that way there is less chance of good practice not been recorded and therefore the MPS does not miss out. Similarly if something does not go as well as expected and your area has to re evaluate its plans and activities prompt evidence collecting and prompt quality assurance and review will assist in limiting any potential damage to the MPS.

### **What will happen to the evidence I submit to DCFD?**

You maintain ownership of the materials you collate and the findings of quality assurance processes external to your area of the business will be fed back to you. The materials collected will be used as evidence in internal and external inspections/audits.

### **What difference will it make?**

It can assist in identifying both examples of good practice and gaps in service delivery. It is then possible to develop an action plan to drive up performance in prioritised areas. Some trial sites have reported that they see this as being a very useful tool for business planning when allocating specific resources to particular areas of work.

### **What support will I get?**

DCFD will be offering ongoing support to the whole of the MPS with regard to the roll-out and embedding of the ESPS Your Diversity and Citizen Focus Advisor (DCFA) will work in conjunction with other members of the Directorate to support you in putting appropriate systems in place to enable you to do this.