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DIVERSITY DIGEST

Statistical Summary – Q3 2011/12

1st April 2011 to 31st December 2011

Author: Laura Starkey, Performance Analyst

Date: 14th February 2012

Contents

HUMAN RESOURCES

Establishment

Ethnicity	pg 4
Gender	pg 5
Disability	pg 7
Sexual Orientation	pg 7
Faith / Religion	pg 8
Age	pg 9
Age and Gender breakdown	pg 10
Marriage and Civil Partnership	pg 11

Representation

Ethnicity	pg 11
Gender	pg 12
Disability	pg 13
Sexual Orientation	pg 14
Faith / Religion	pg 15
Age	pg 17

Recruitment

Ethnicity	pg 18
Gender	pg 18
Disability	pg 19
Sexual Orientation	pg 19
Faith / Religion	pg 20
Age	pg 21

Internal job applications

Ethnicity	pg 21
Gender	pg 22
Disability	pg 22
Sexual Orientation	pg 23
Faith / Religion	pg 24
Age	pg 24

External job applications

Ethnicity	pg 25
Gender	pg 25
Sexual Orientation	pg 26
Faith / Religion	pg 26
Age	pg 27

Promotions

Ethnicity	pg 27
Gender	pg 28
Disability	pg 28
Sexual Orientation	pg 29
Faith / Religion	pg 29
Age	pg 30

Retention

Ethnicity	pg 30
Gender	pg 31
Disability	pg 31
Sexual Orientation	pg 32
Faith / Religion	pg 33
Age	pg 33
Reasons for termination	pg 34

Flexible Working

Career Breaks	pg 35
Part-time working	pg 39
Applications for flexible working	pg 44

Maternity

Return to work rates following maternity leave	pg 47
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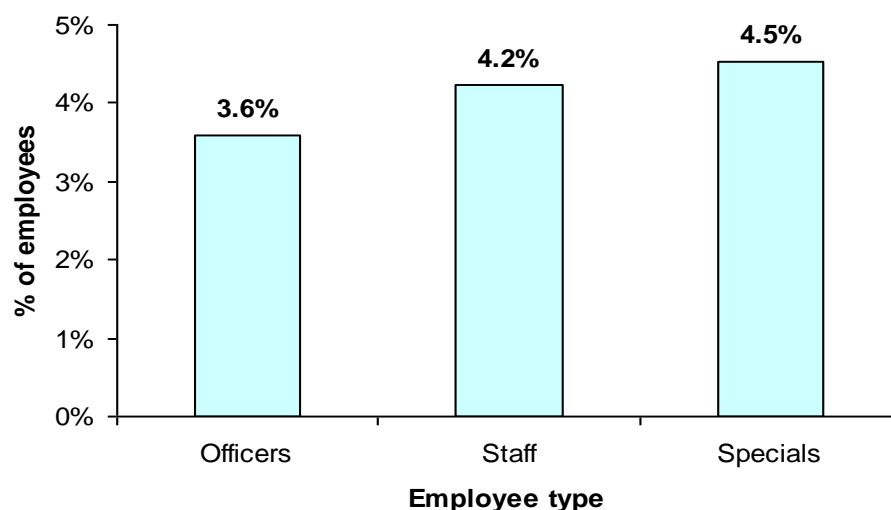
Training		
	Take up of training opportunities	pg 47
Pay		
	Length of time on pay grade	pg 53
PROFESSIONAL STANDARDS		
Grievances		
	Ethnicity	pg 54
	Gender	pg 54
	Nature of grievances	pg 55
Complaints		
	Complaints relating to Diversity	pg 55
	Complaints against Policy and Procedure	pg 57
Misconducts		
	Misconduct cases relating to Diversity	pg 58
CUSTOMER SATISFACTION		
Customer satisfaction by ethnicity		
	Overall service	pg 60
	Initial contact	pg 60
	Action taken	pg 61
	Being kept informed	pg 61
	Time taken to attend	pg 62
	Treatment	pg 62
Racial Incidents satisfaction by ethnicity		
	Overall service	pg 63
EMPLOYEE SATISFACTION		
Staff Survey		
	Work/life balance	pg 64
	Unacceptable behaviour	pg 65
	Treated with respect by line manager	pg 66
	Taken seriously by line manager	pg 67
	Development encouraged by line manager	pg 68
	Opportunities to improve skills	pg 69
	Trusted and empowered to do job	pg 70
REWARDS & RECOGNITION		
Recognition Bonus Payments		
	Ethnicity & Gender	pg 71
Chief Constable and Command Commendations		
	Ethnicity & Gender	pg 71

HUMAN RESOURCES

ESTABLISHMENT

ETHNICITY

% of employees who are Black and Minority Ethnic (BME)
31 December 2011



Police Officer Ethnicity Overview - 31 December 2011

	CON	SGT	INSP	C/INSP	SUPT	C/SUPT	ACPO	TOTAL	Supervisors (SGT-ACPO)
% White	94.7%	96.3%	94.4%	95.0%	100.0%	100.0%	100.0%	95.0%	96.1%
% Black and Minority Ethnic (BME)	3.9%	2.0%	4.5%	5.0%	0.0%	0.0%	0.0%	3.6%	2.5%
% Not Stated	1.5%	1.7%	1.1%	0.0%	0.0%	0.0%	0.0%	1.4%	1.4%

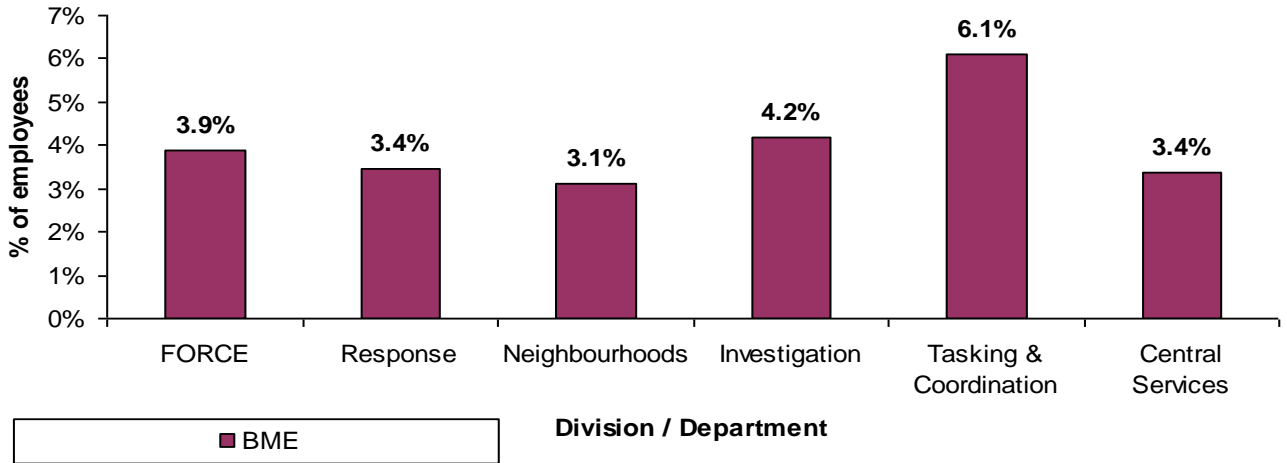
The Police Officer Figure does not include those seconded outside the force (in line with Home Office counting rules).

Police Staff Ethnicity Overview - 31 December 2011

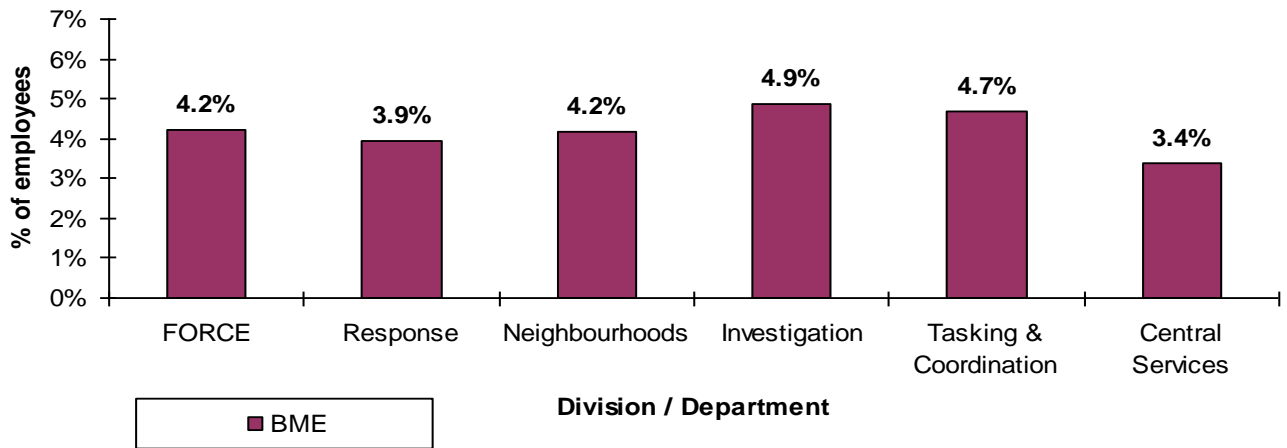
	Grade A-C	Grade D-E	Grade F-G	Grade H-I	Grade J-L	Private Contract	Fixed Term	TOTAL
% White	97.1%	96.9%	97.4%	97.6%	98.1%	100.0%	97.1%	97.2%
% Black and Minority Ethnic (BME)	1.1%	1.4%	0.9%	0.6%	0.0%	0.0%	1.4%	1.2%
% Not Stated	1.7%	1.7%	1.6%	1.7%	1.9%	0.0%	1.5%	1.6%

The Police Staff Figure is for permanent staff only and does not include TUPE, agency or casual workers.

**% of police officers from Black and Minority Ethnic (BME) groups
31 December 2011**

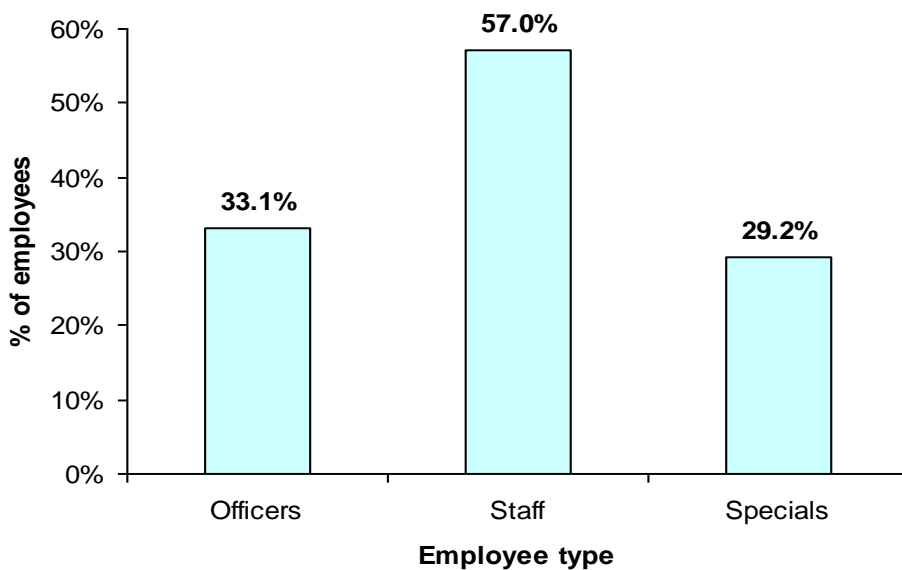


**% of police staff from Black and Minority Ethnic (BME) groups
31 December 2011**



▪ **GENDER**

**% of employees who are Female
31 December 2011**



COMMAND / DEPARTMENT SUMMARY BY RANK AND GRADE

Police Officers - 31 December 2011

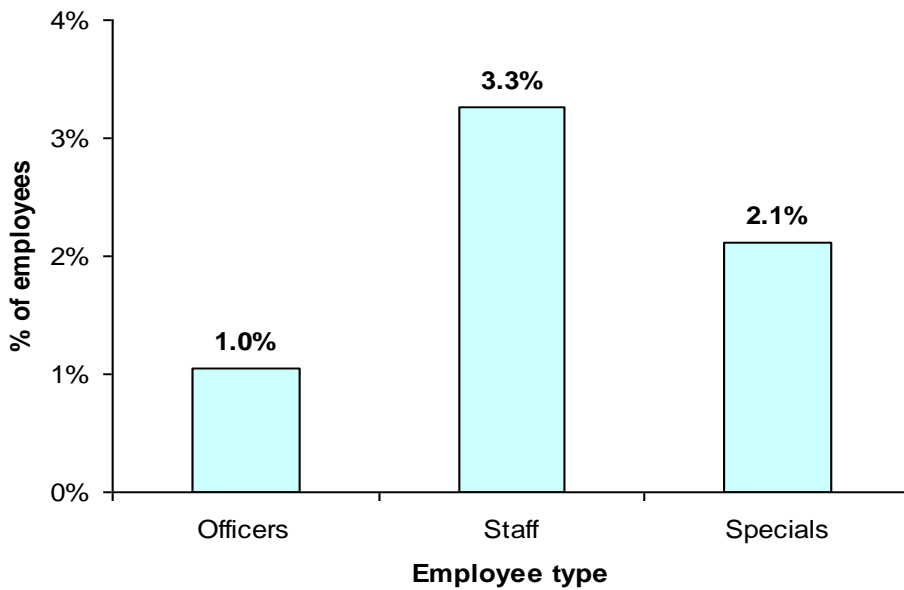
	CON		SGT		INSP		C/INSP		SUPT		C/SUPT		ACPO		Total Officers	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Response	70.4%	29.6%	87.9%	12.1%	75.0%	25.0%	75.0%	25.0%	75.0%	25.0%	n/a	n/a			72.7%	27.3%
Neighbourhoods	64.8%	35.2%	70.9%	29.1%	73.3%	26.7%	100.0%	0.0%	66.7%	33.3%	100.0%	0.0%			66.5%	33.5%
Investigation	54.3%	45.7%	66.7%	33.3%	65.2%	34.8%	83.3%	16.7%	100.0%	0.0%	0.0%	100.0%			58.0%	42.0%
Tasking & Coordination	75.5%	24.5%	71.9%	28.1%	88.9%	11.1%	100.0%	0.0%	50.0%	50.0%	100.0%	0.0%			75.8%	24.2%
Central Services	66.4%	33.6%	71.4%	28.6%	64.3%	35.7%	50.0%	50.0%	80.0%	20.0%	100.0%	0.0%			67.0%	33.0%
Total	65.1%	34.9%	73.2%	26.8%	71.9%	28.1%	75.0%	25.0%	78.9%	21.1%	75.0%	25.0%	100.0%	0.0%	66.9%	33.1%

Police Staff - 31 December 2011

	GRADE A - C		GRADE D - E		GRADE F - G		GRADE H - I		GRADE J - L		PRIVATE CONTRACT		FIXED TERM		Total Staff	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Response	14.8%	85.2%	35.8%	64.2%	40.9%	59.1%	45.5%	54.5%	100.0%	0.0%	n/a	n/a	n/a	n/a	36.1%	63.9%
Neighbourhoods	0.0%	100.0%	50.9%	49.1%	50.7%	49.3%	55.6%	44.4%	100.0%	0.0%	100.0%	0.0%	n/a	n/a	50.0%	50.0%
Investigation	10.7%	89.3%	44.6%	55.4%	38.0%	62.0%	68.5%	31.5%	n/a	n/a	n/a	n/a	n/a	n/a	45.3%	54.7%
Tasking & Coordination	0.0%	100.0%	38.7%	61.3%	55.1%	44.9%	51.3%	48.7%	22.2%	77.8%	n/a	n/a	n/a	n/a	45.9%	54.1%
Central Services	70.0%	30.0%	31.5%	68.5%	38.8%	61.2%	41.0%	59.0%	34.9%	65.1%	80.0%	20.0%	100.0%	0.0%	41.2%	58.8%
Total	30.1%	69.9%	40.7%	59.3%	43.0%	57.0%	53.2%	46.8%	35.2%	64.8%	83.3%	16.7%	100.0%	0.0%	42.9%	57.1%

- **DISABILITY**

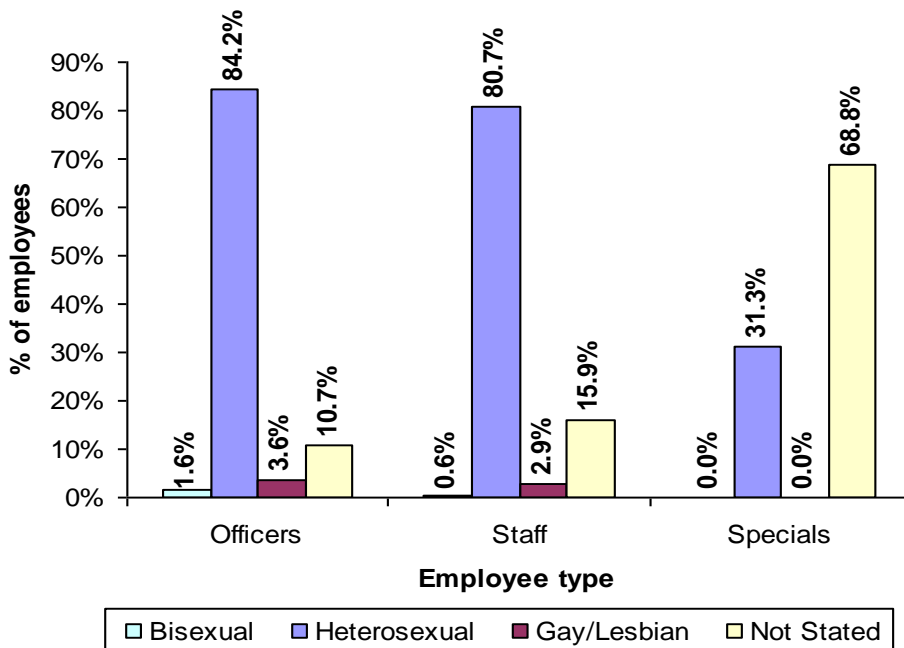
**% of employees who have a disability
31 December 2011**



- **SEXUAL ORIENTATION**

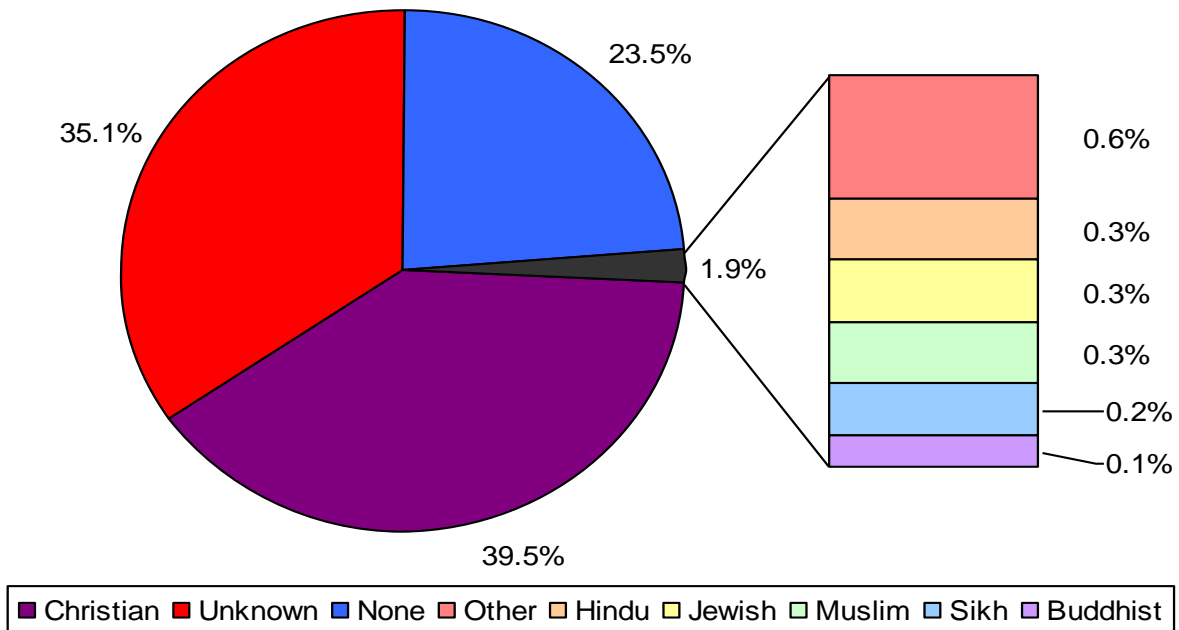
Please note sexual orientation data is only available for approximately 20% of the total workforce. Therefore the percentages shown here may not be representative.

**% of employees by Sexual Orientation
31 December 2011**

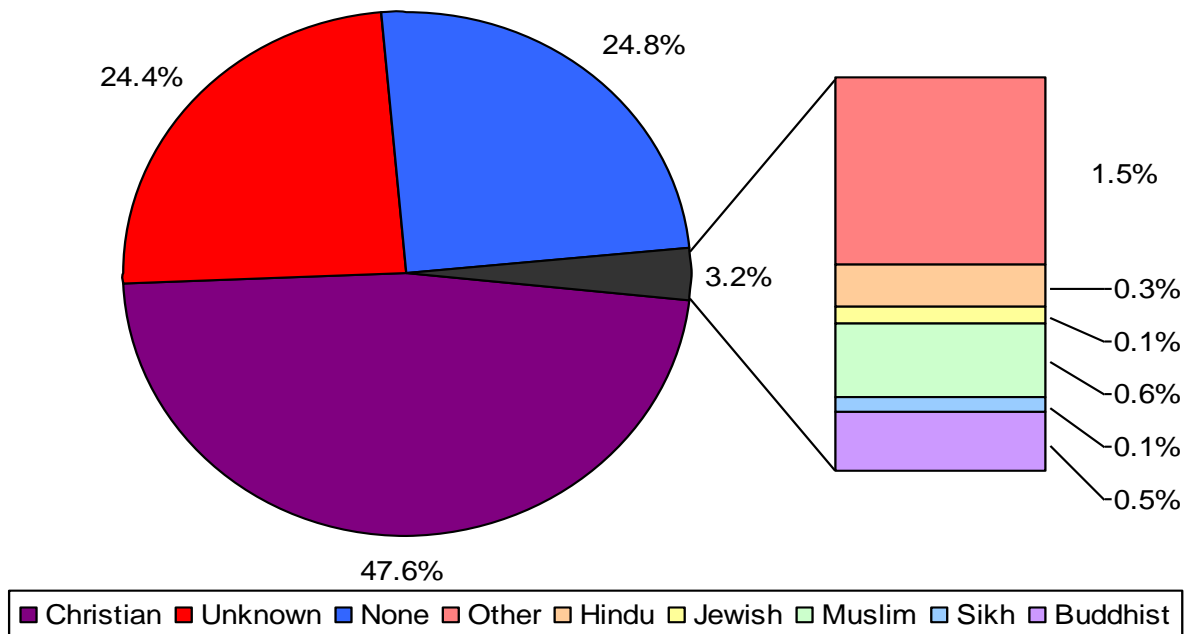


▪ **FAITH/RELIGION**

**% of Police Officers by Faith/Religion
31 December 2011**

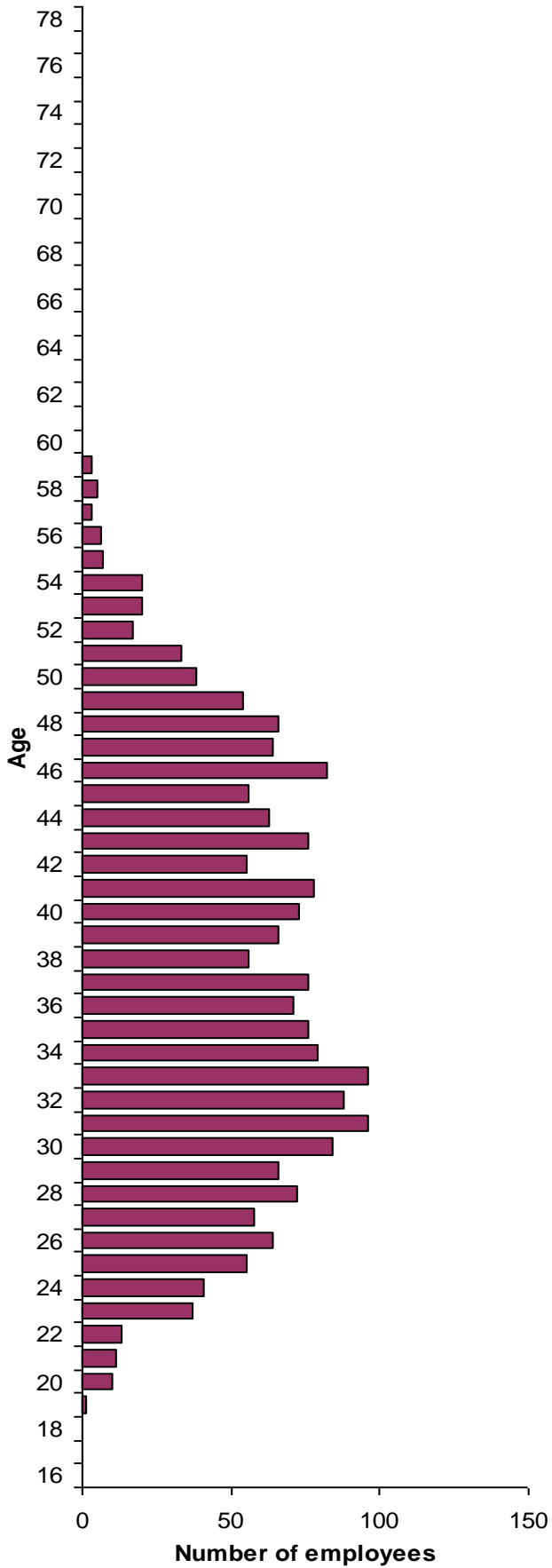


**% of Police Staff by Faith/Religion
31 December 2011**

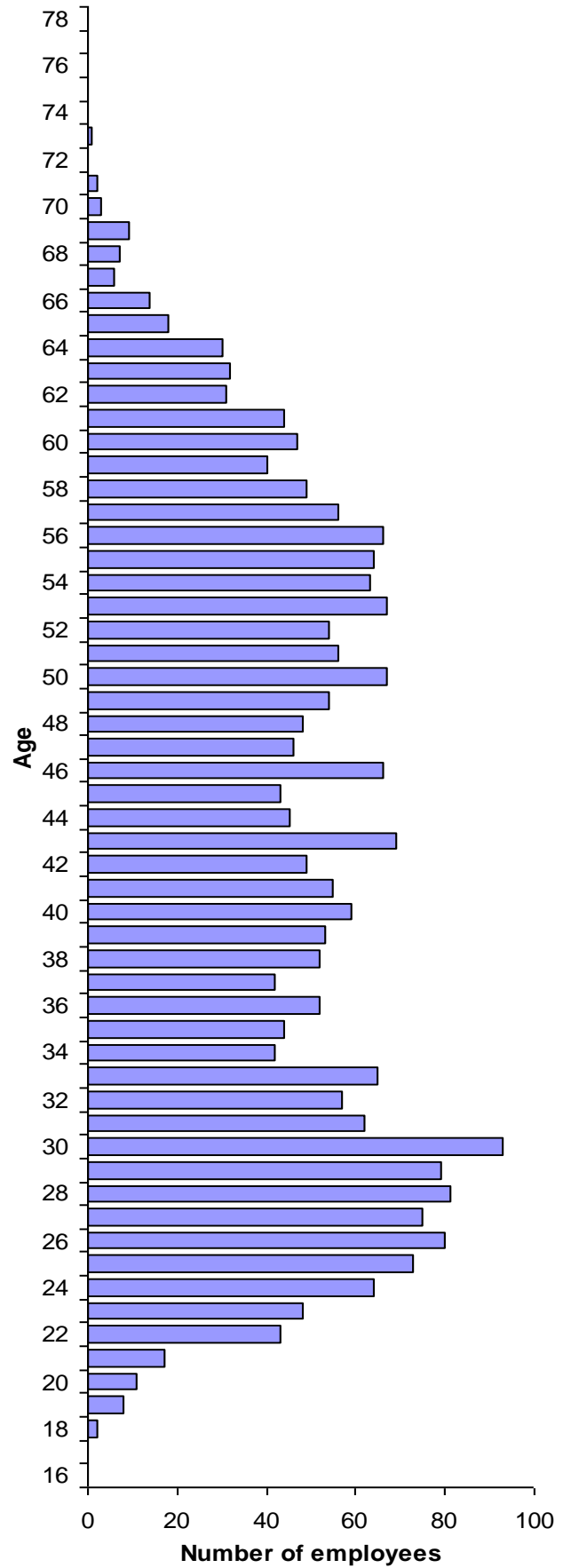


▪ AGE

Police Officers by Age
31 December 2011

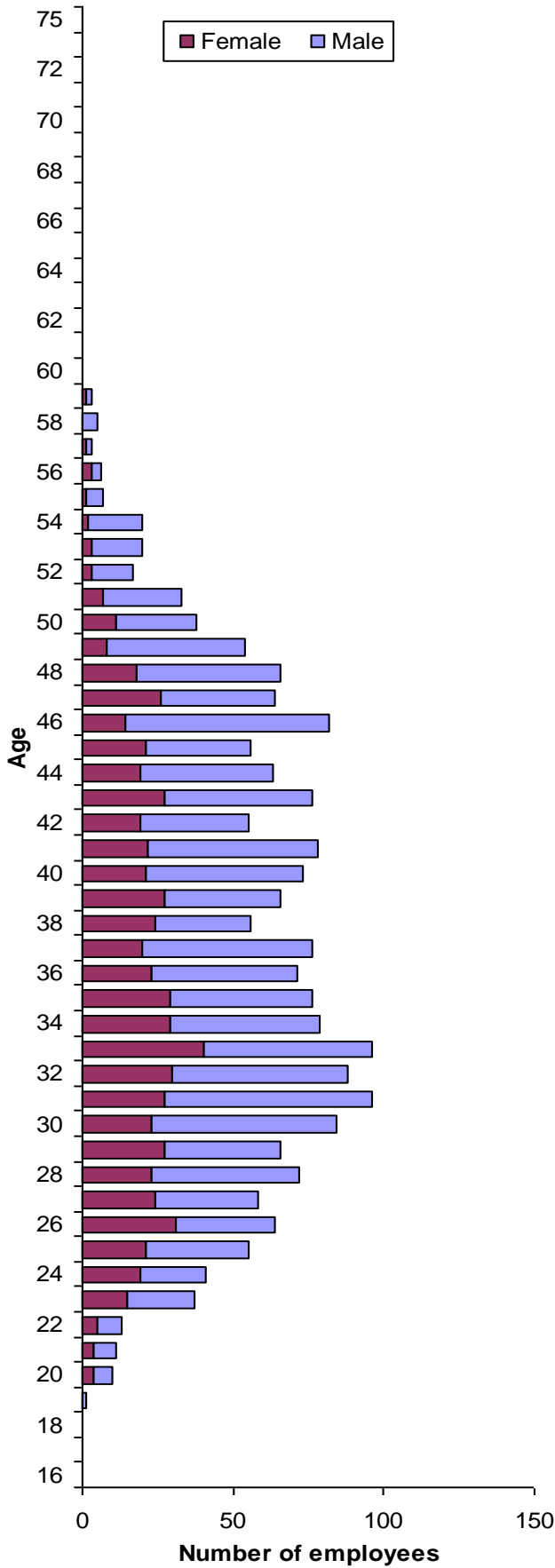


Police Staff by Age
31 December 2011

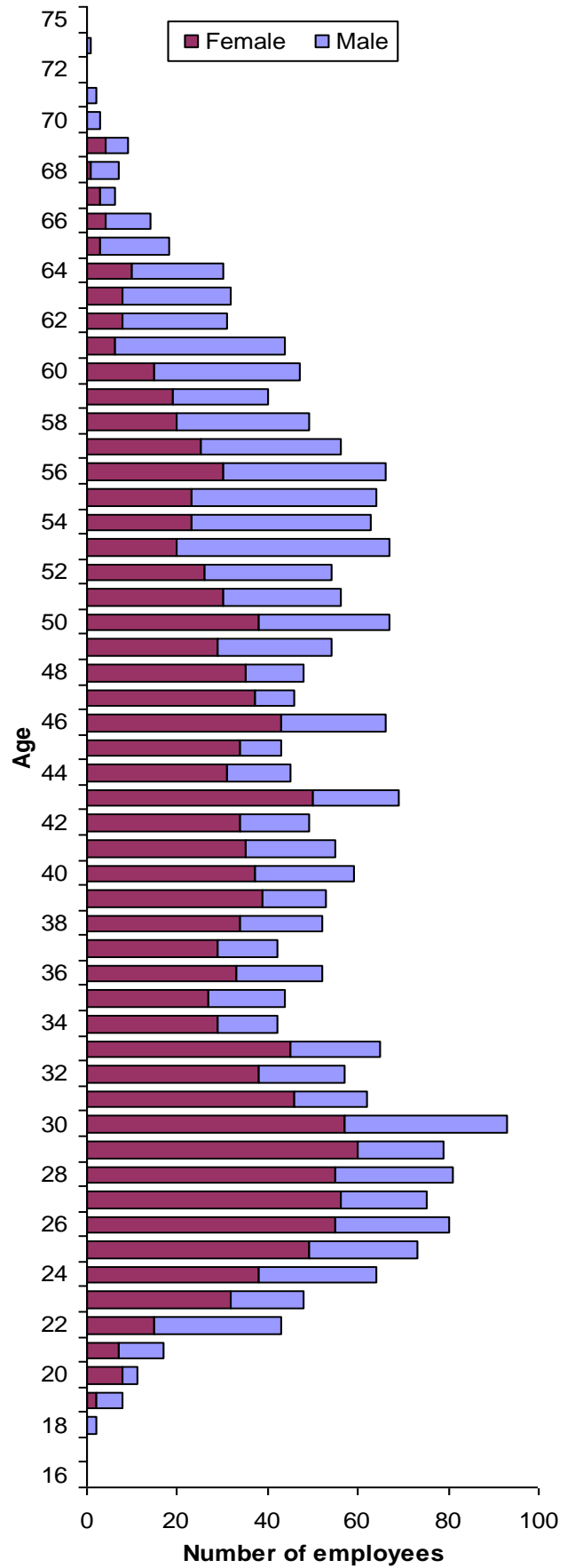


▪ **AGE AND GENDER BREAKDOWN**

Police Officers by Age and Gender
31 December 2011

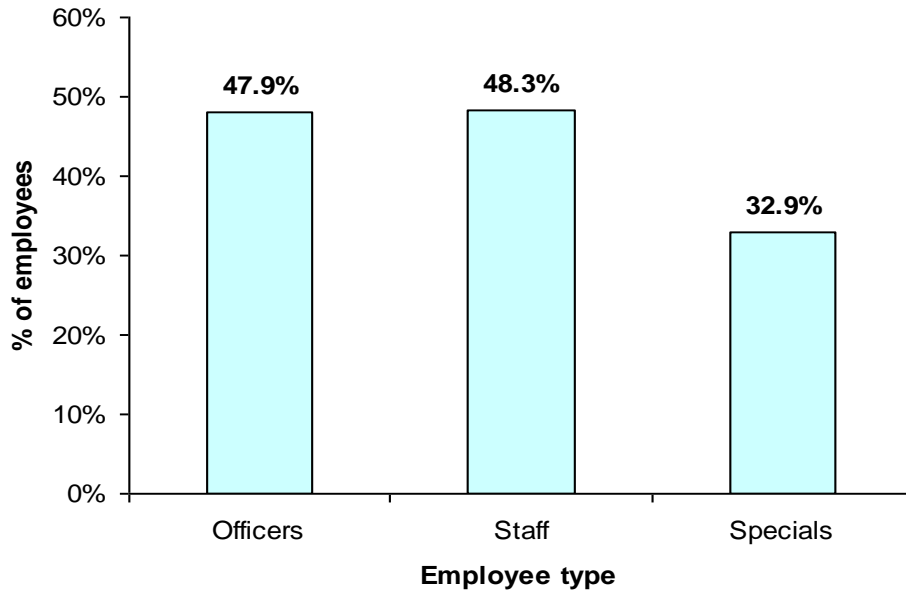


Police Staff by Age and Gender
31 December 2011



- **MARRIAGE AND CIVIL PARTNERSHIP**

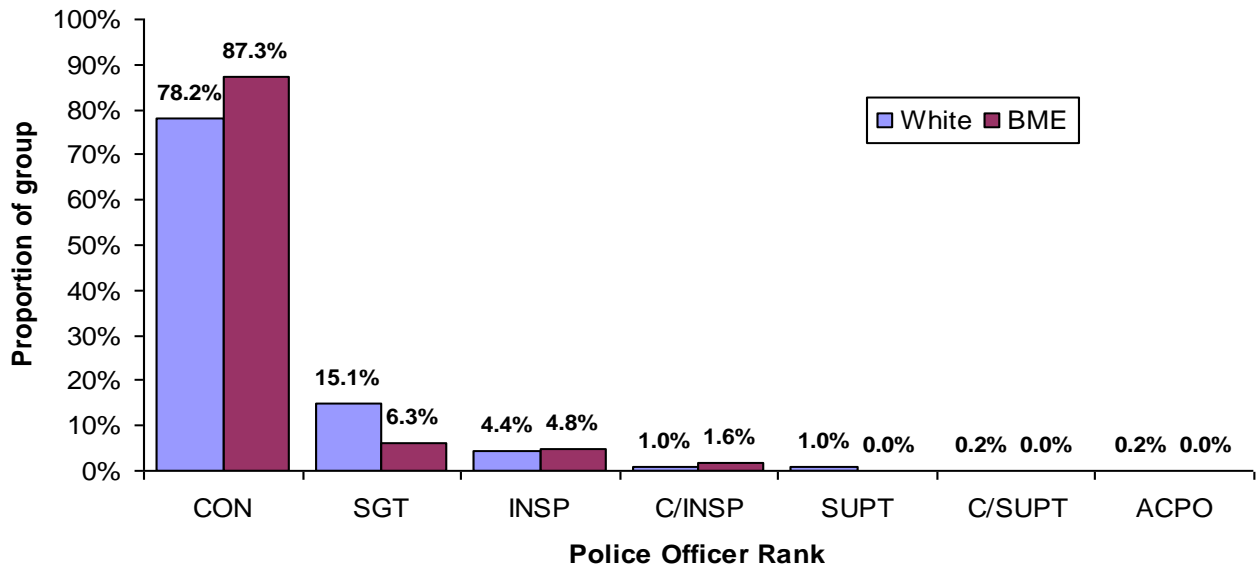
**% of employees who are Married or Civil Partnered
31 December 2011**



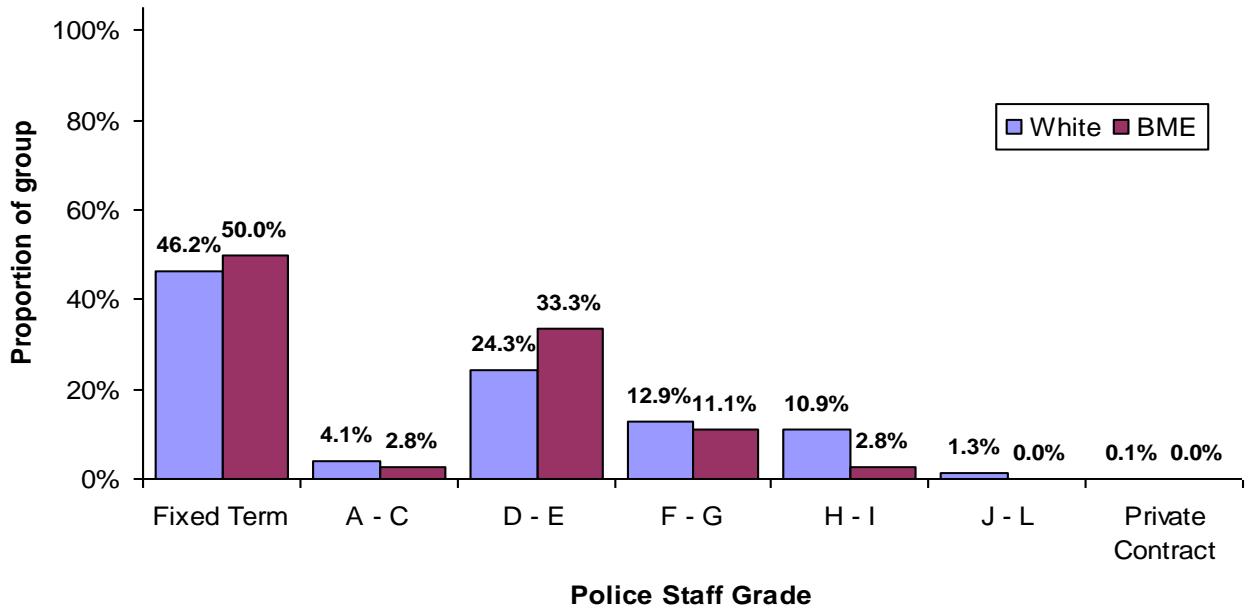
- **REPRESENTATION**

- **ETHNICITY**

**Proportion of White/BME Police Officers in specific ranks
31 December 2011**

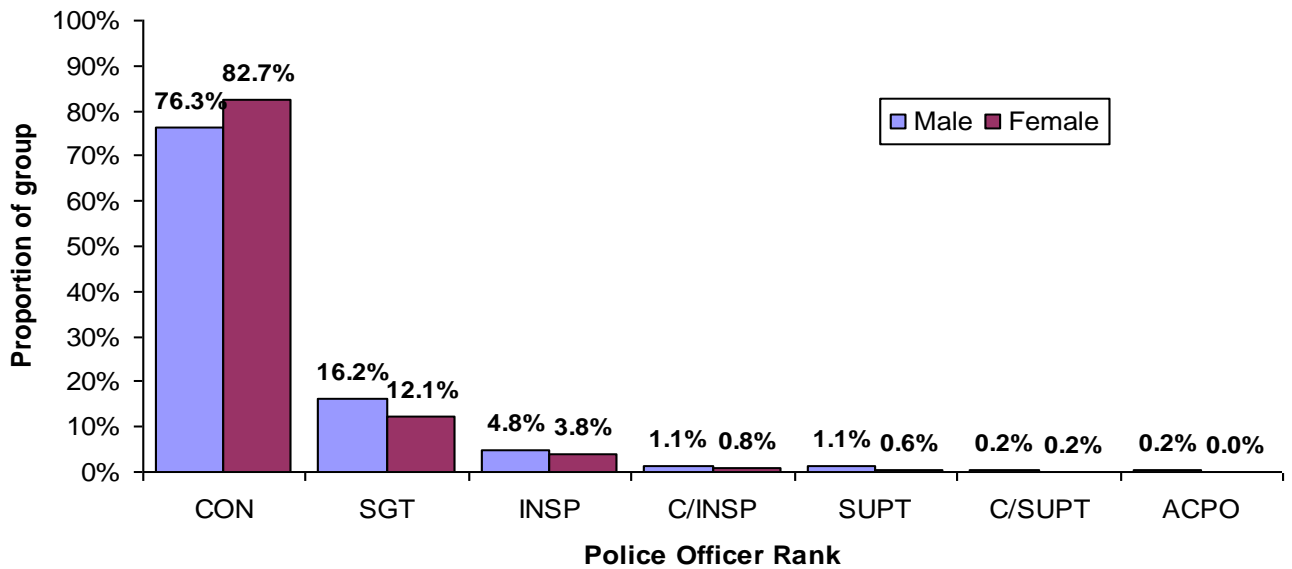


**Proportion of White/BME Police Staff in specific grades
31 December 2011**

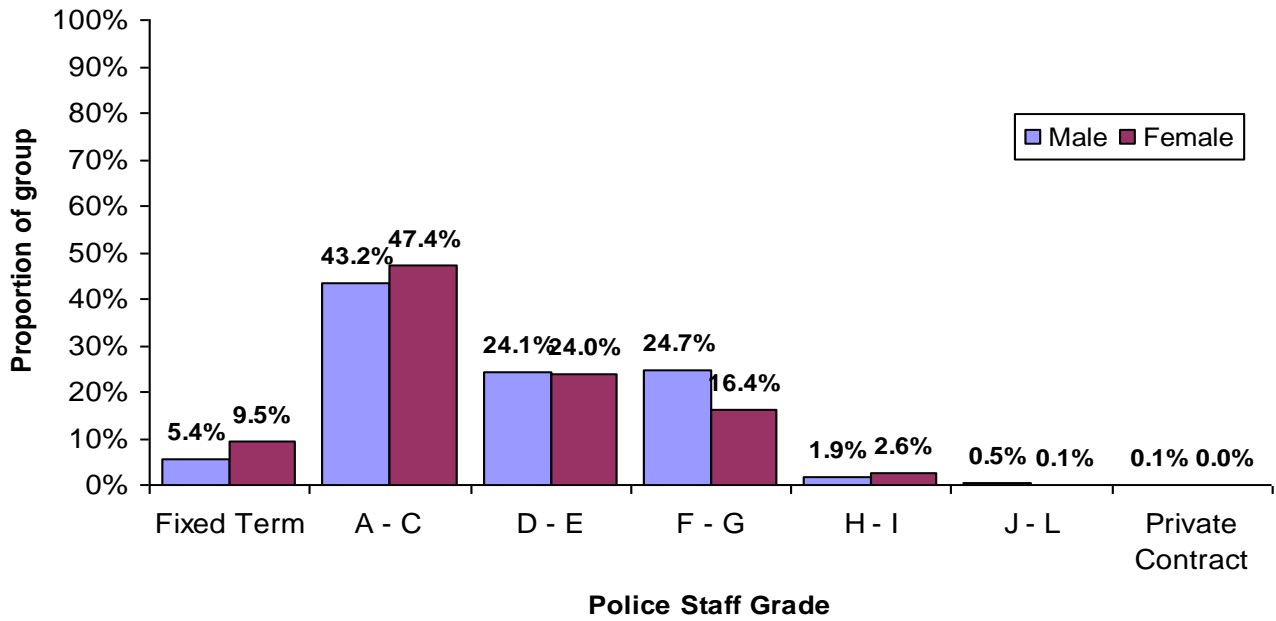


▪ **GENDER**

**Proportion of Male/Female Police Officers in specific ranks
31 December 2011**

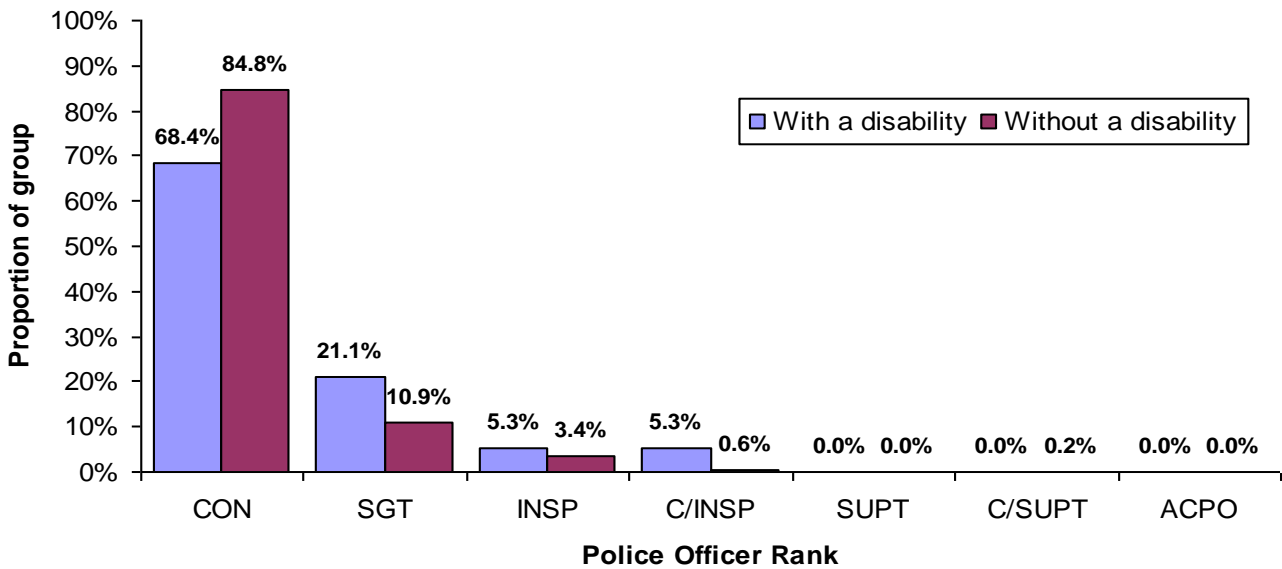


**Proportion of Male/Female Police Staff in specific grades
31 December 2011**

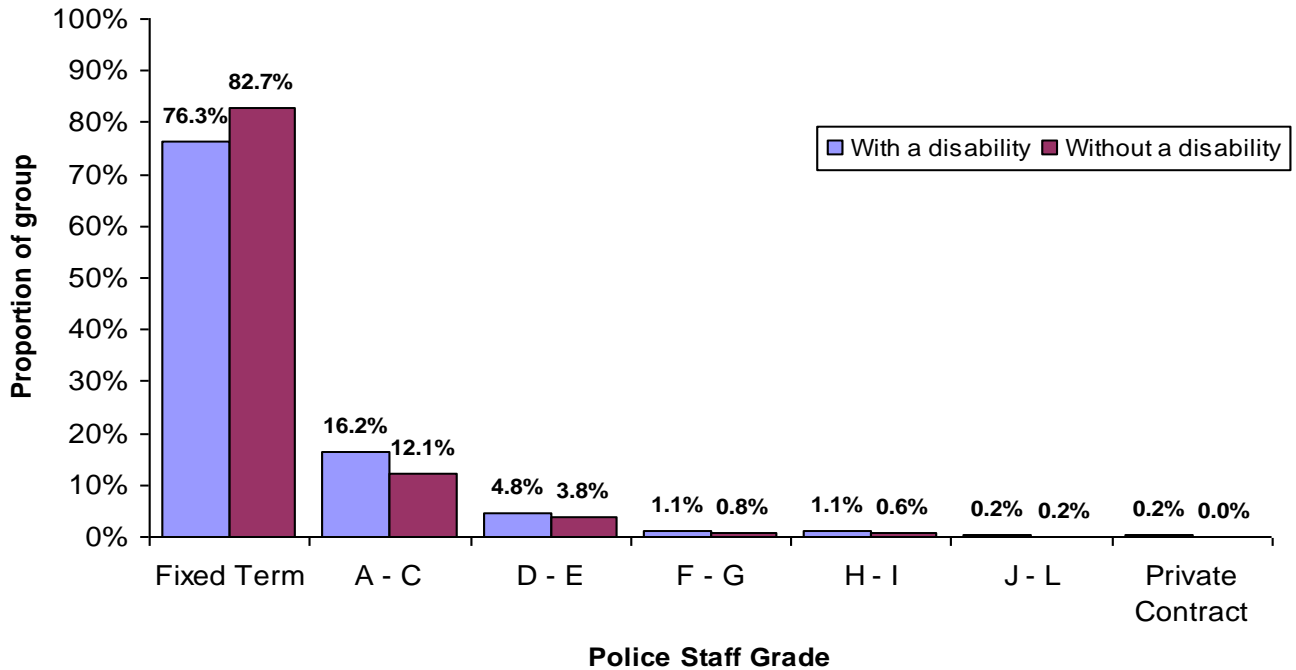


▪ **DISABILITY**

**Proportion of Police Officers with/without a disability in specific ranks
31 December 2011**



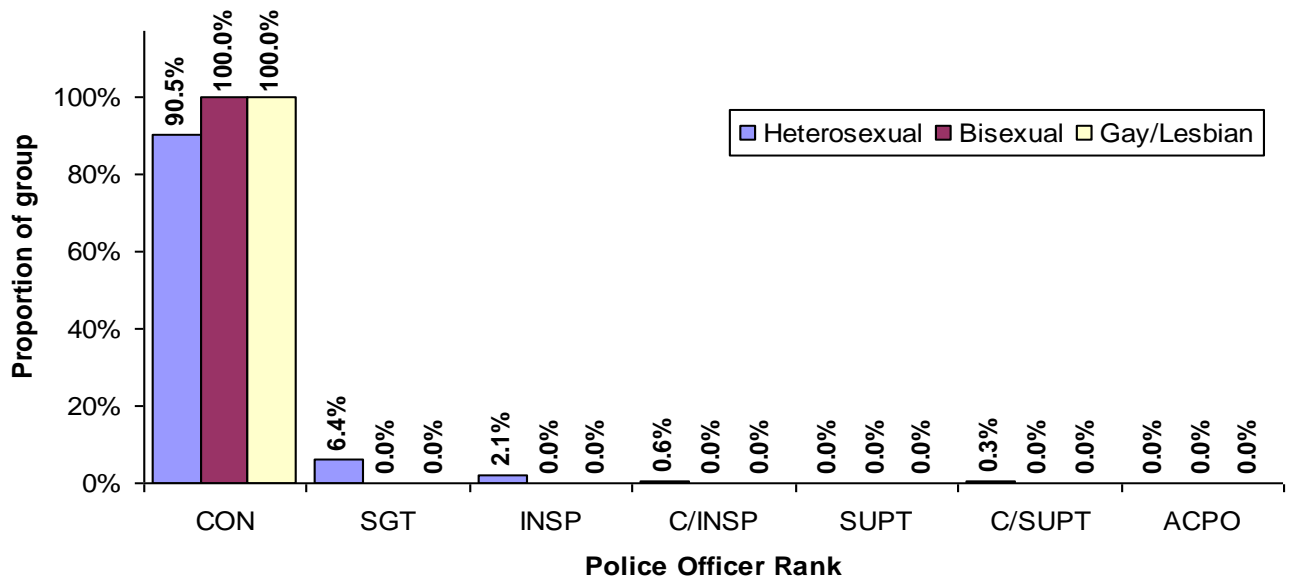
**Proportion of Police Staff with/without a disability in specific grades
31 December 2011**



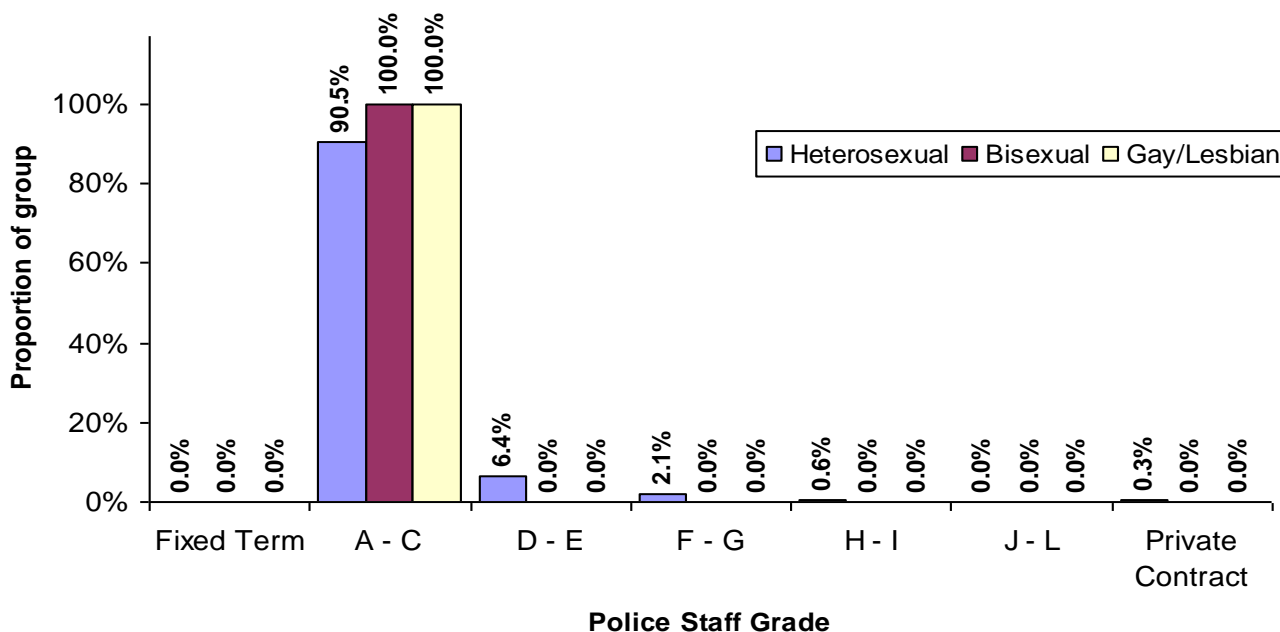
▪ **SEXUAL ORIENTATION**

Please note sexual orientation data is only available for approximately 20% of the total workforce. Therefore the percentages shown here may not be representative.

**Proportion of Bisexual / Heterosexual / Gay/Lesbian Police Officers in specific ranks
31 December 2011**

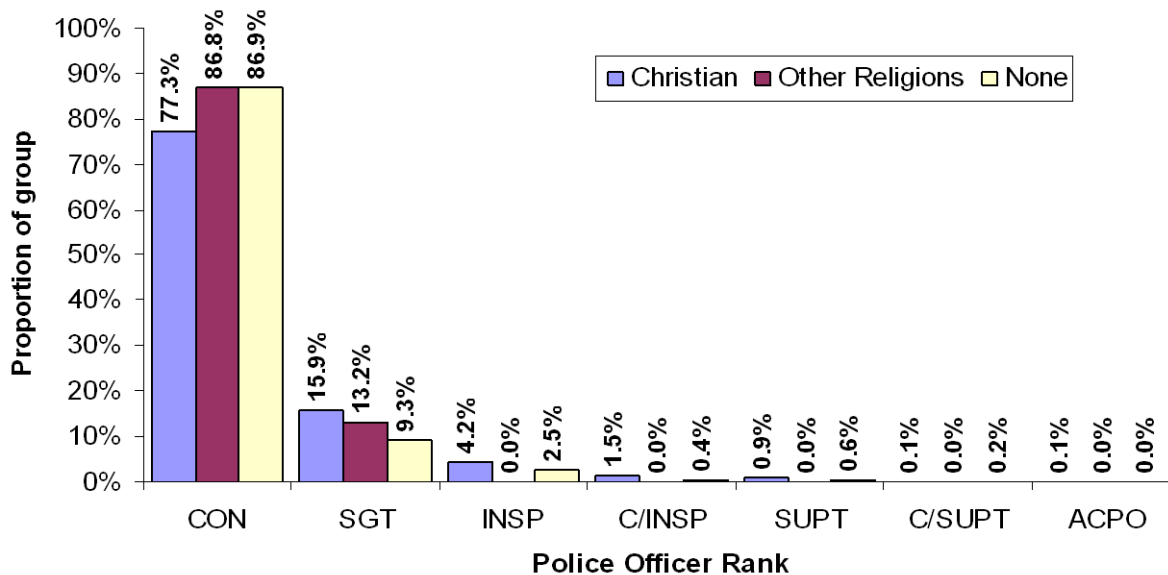


**Proportion of Bisexual / Heterosexual / Gay/Lesbian Police Staff in specific grades
31 December 2011**

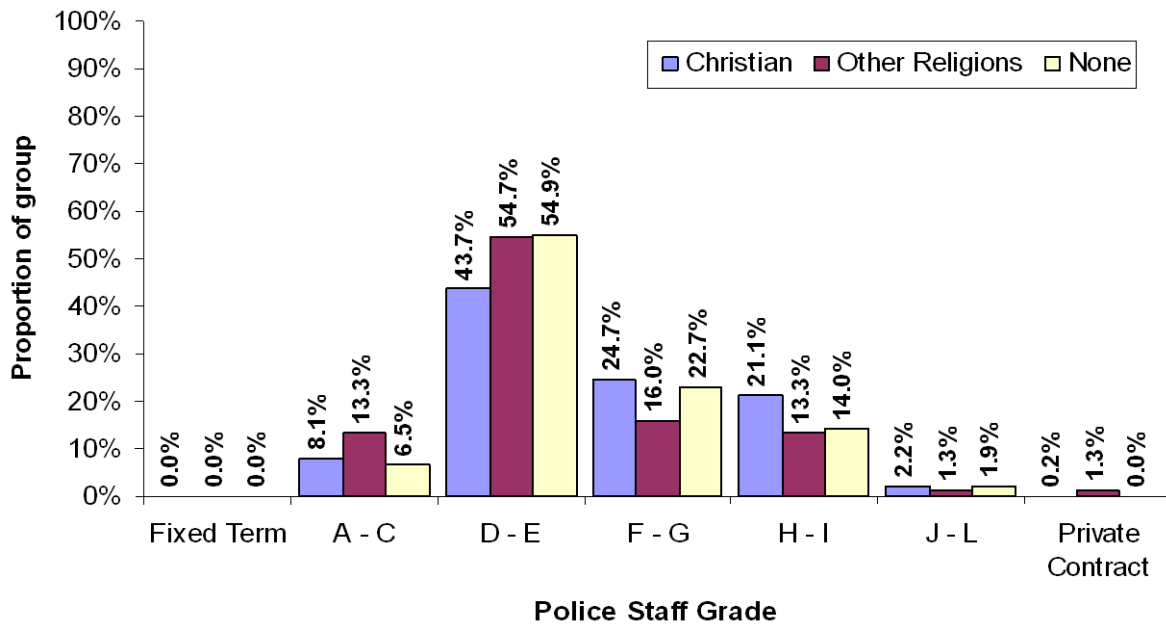


▪ **FAITH/RELIGION**

**Proportion of Christian/Other religions/No religion Police Officers in specific ranks
31 December 2011**

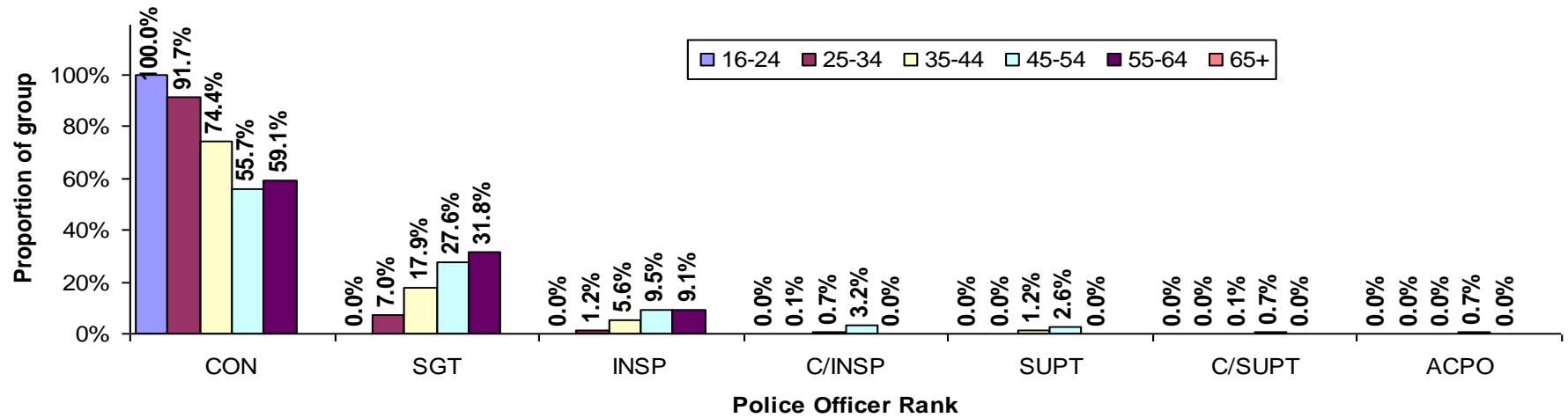


**Proportion of Christian/Other religions/No religion Police Staff in specific grades
31 December 2011**

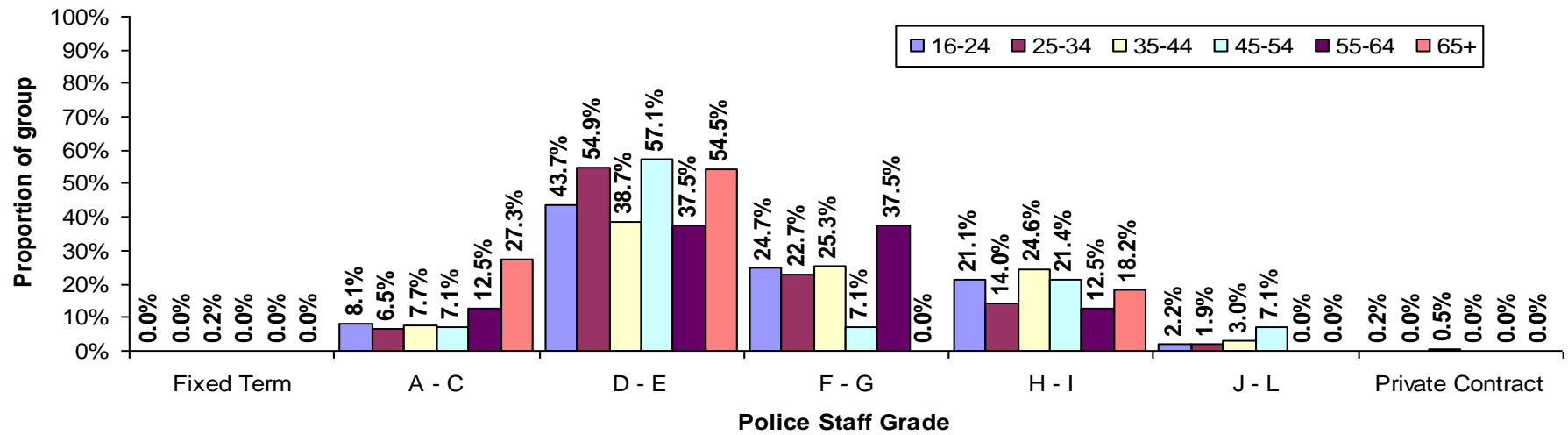


▪ AGE

Proportion of each age group's Police Officers in specific ranks
31 December 2011



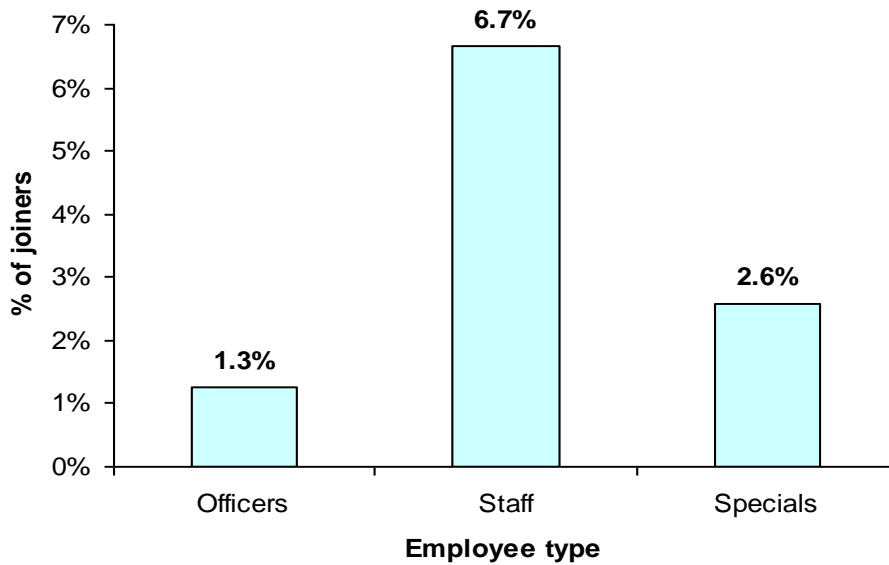
Proportion of each age group's Police Staff in specific grades
31 December 2011



RECRUITMENT

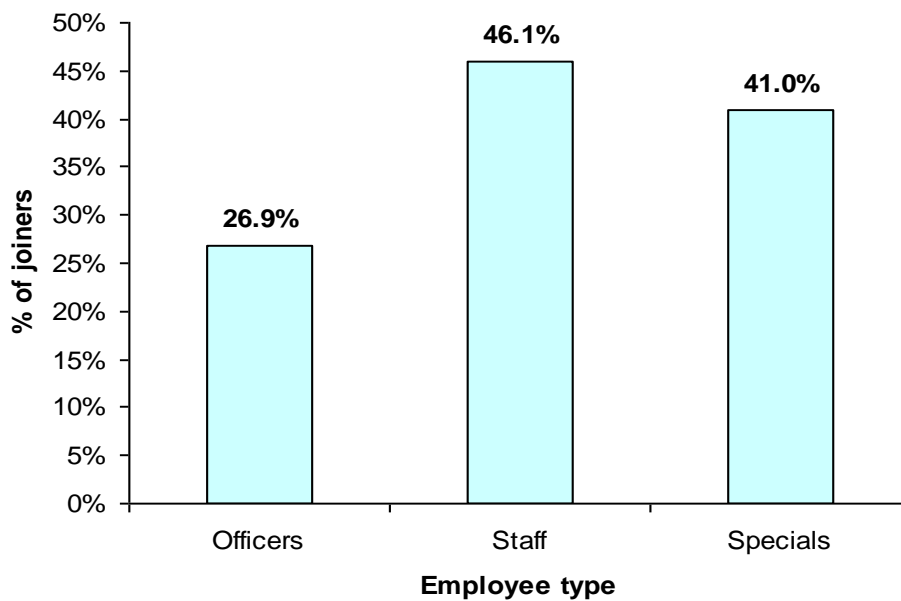
▪ ETHNICITY

**% of Joiners who are Black and Minority Ethnic (BME)
31 December 2011**



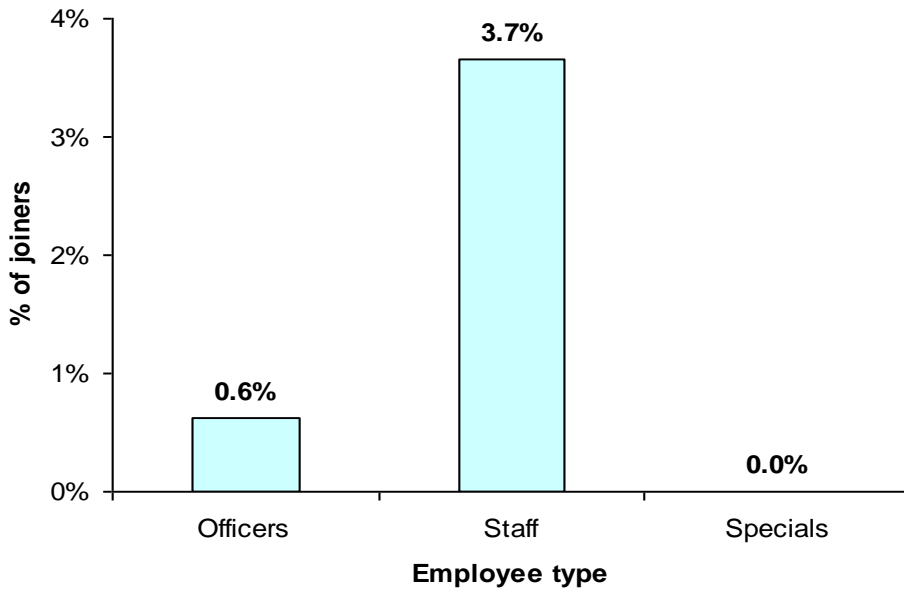
▪ GENDER

**% of Joiners who are Female
31 December 2011**



- **DISABILITY**

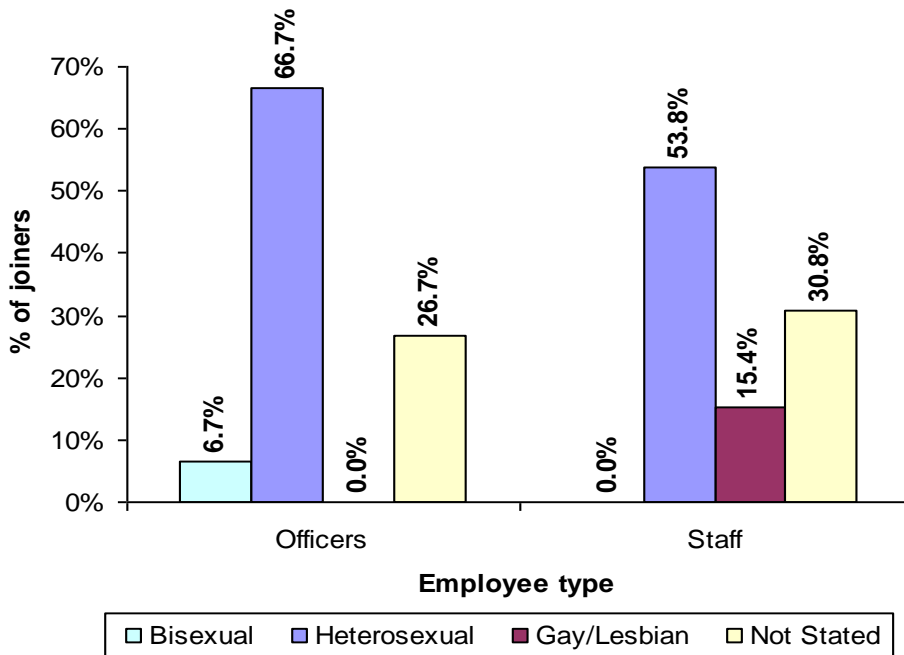
**% of Joiners who have a disability
31 December 2011**



- **SEXUAL ORIENTATION**

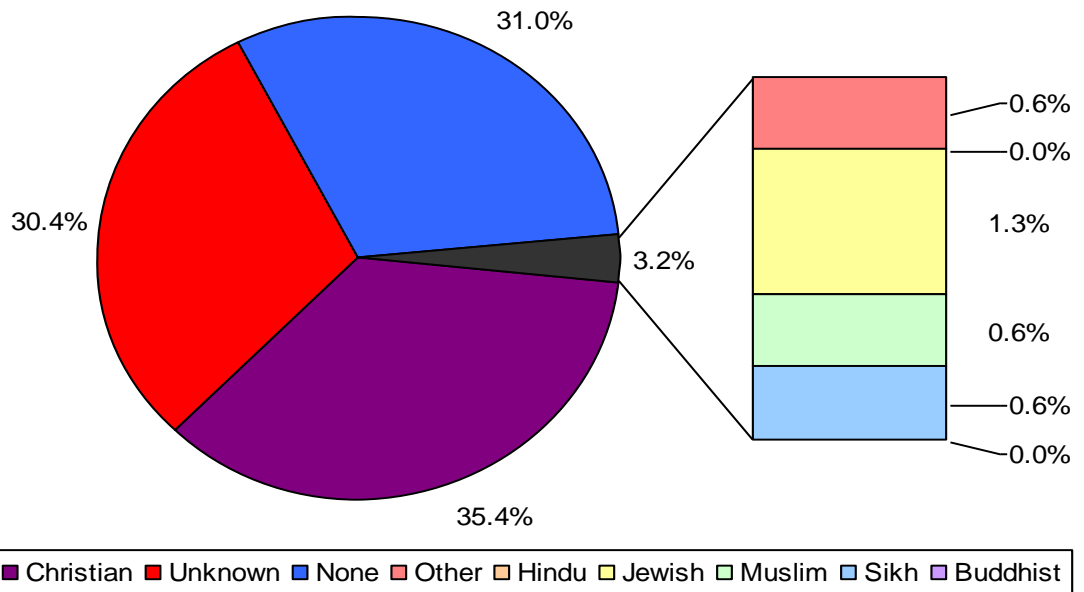
Please note sexual orientation data is only available for approximately 20% of the total workforce. Therefore the percentages shown here may not be representative.

**% of Joiners by Sexual Orientation
31 December 2011**

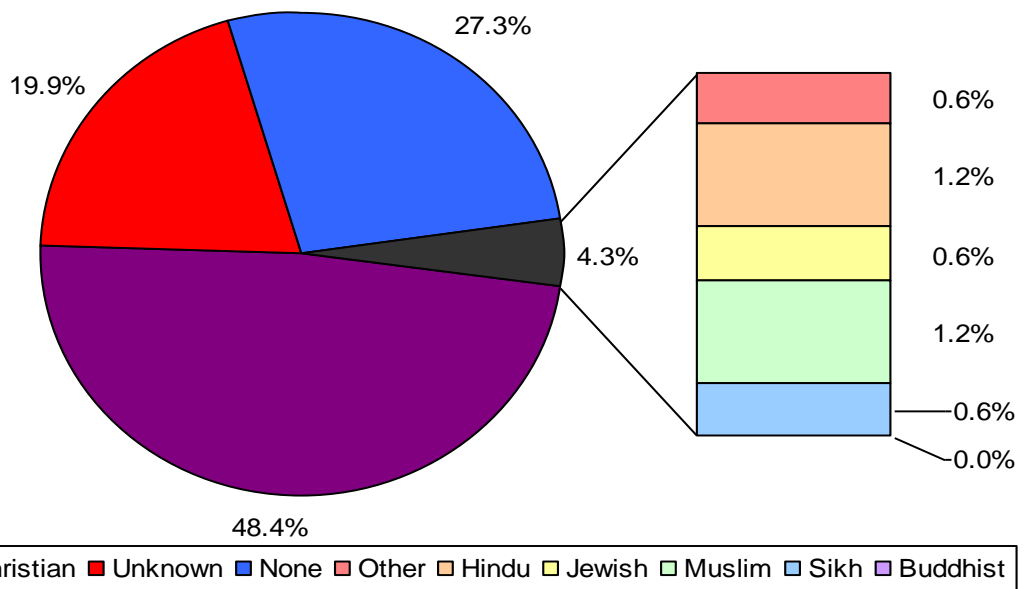


▪ **FAITH/RELIGION**

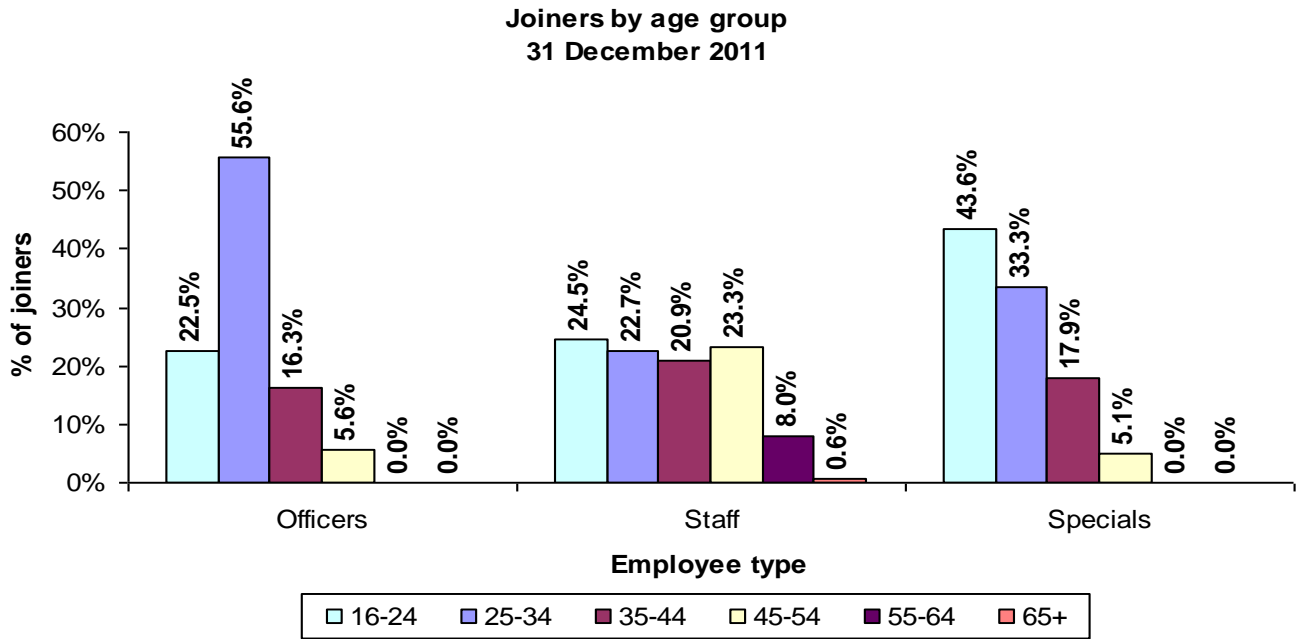
**% of Police Officer Joiners by Faith/Religion
31 December 2011**



**% of Police Staff Joiners by Faith/Religion
31 December 2011**

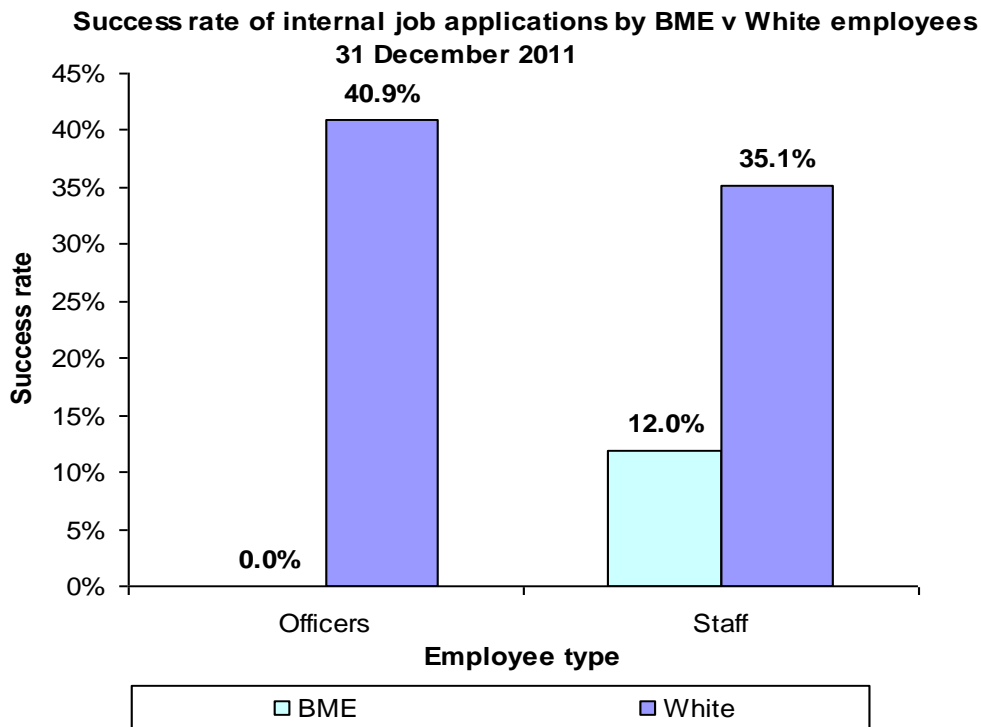


- **AGE**



- **INTERNAL JOB APPLICATIONS**

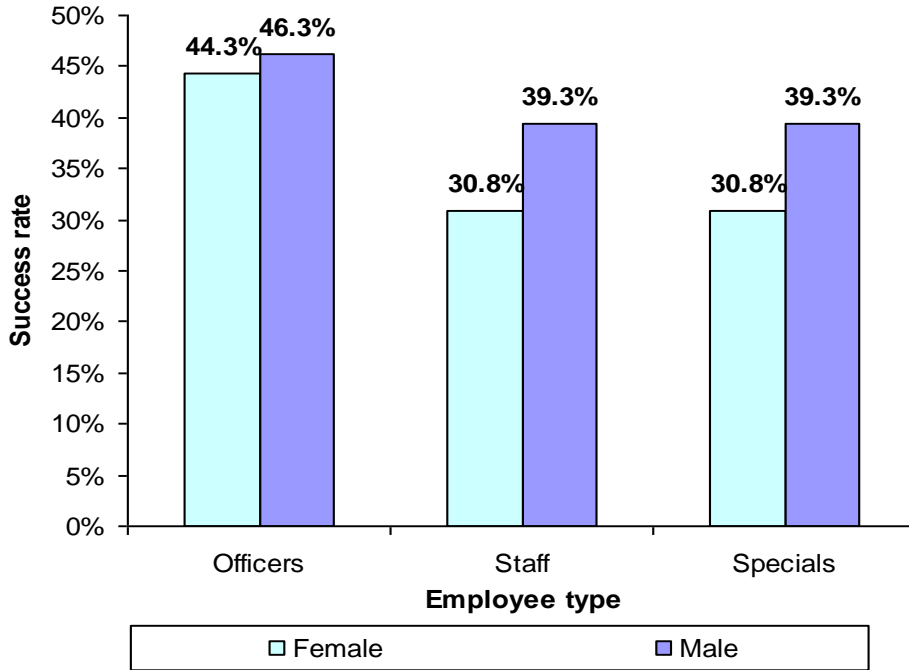
- **ETHNICITY**



Please note that no applications were received from BME officers during the period 1st April to 31st December 2011.

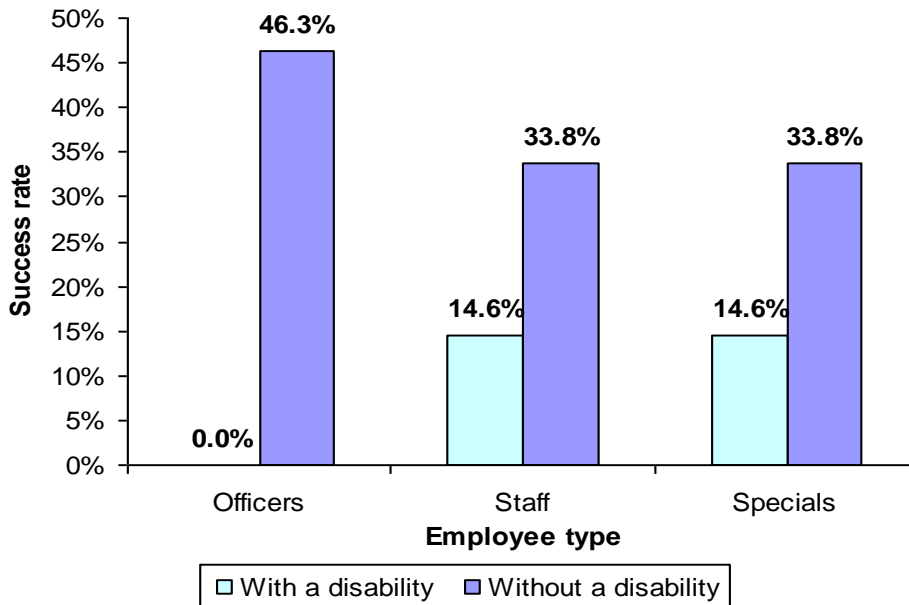
▪ **GENDER**

**Success rate of internal job applications by Female v Male employees
31 December 2011**



▪ **DISABILITY**

**Success rate of internal job applications for employees with a disability
31 December 2011**

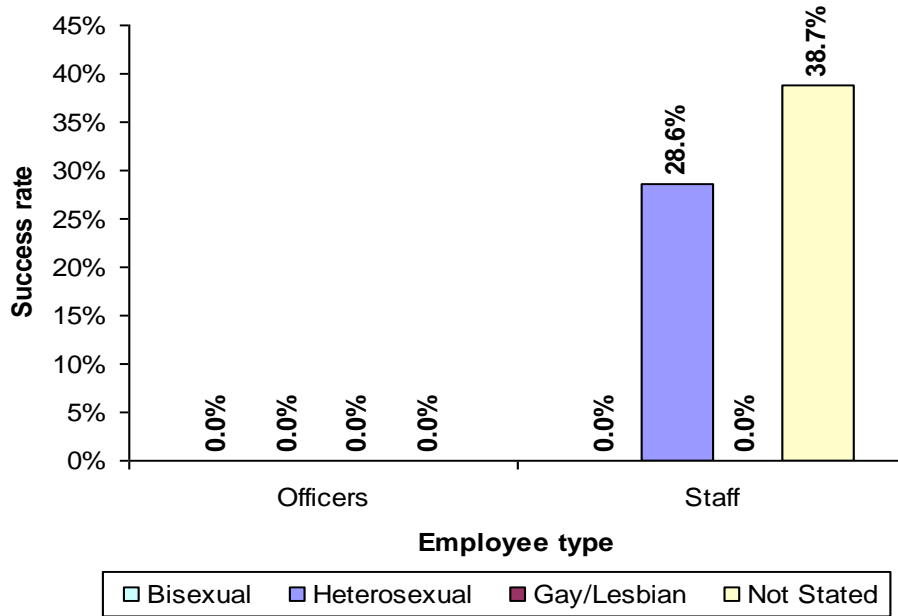


Please note that only 4 applications were received from officers with a disability, none of which were successful.

▪ **SEXUAL ORIENTATION**

Please note sexual orientation data is only available for approximately 20% of the total workforce. Therefore the rates shown below may not be representative.

**Success rate of internal job applications by sexual orientation
31 December 2011**

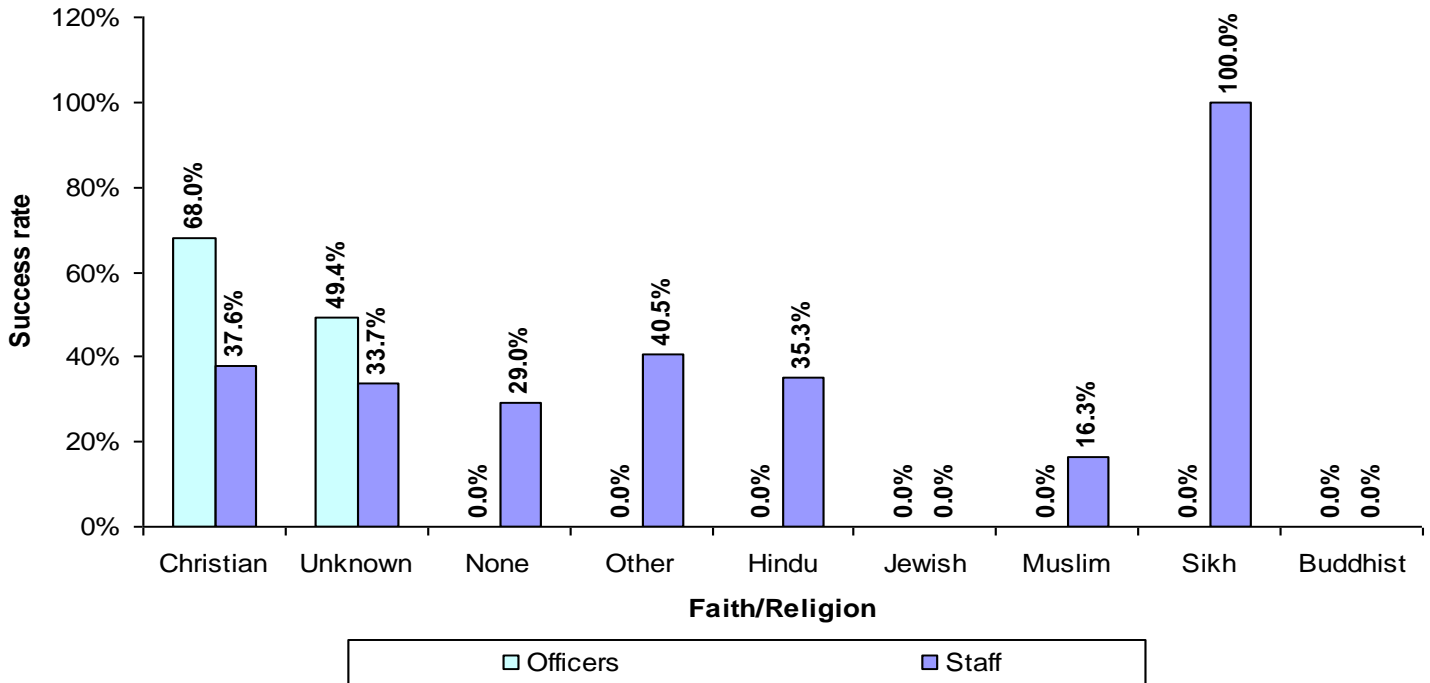


No applications were received from officers stating their sexual orientation as Bisexual or Gay/Lesbian. Only 3 applications were received from officers stating their sexual orientation as Heterosexual, none of which were successful.

No applications were received from staff stating their sexual orientation as Bisexual. Only 5 applications were received from staff stating their sexual orientation as Gay/Lesbian, none of which were successful.

▪ **FAITH/RELIGION**

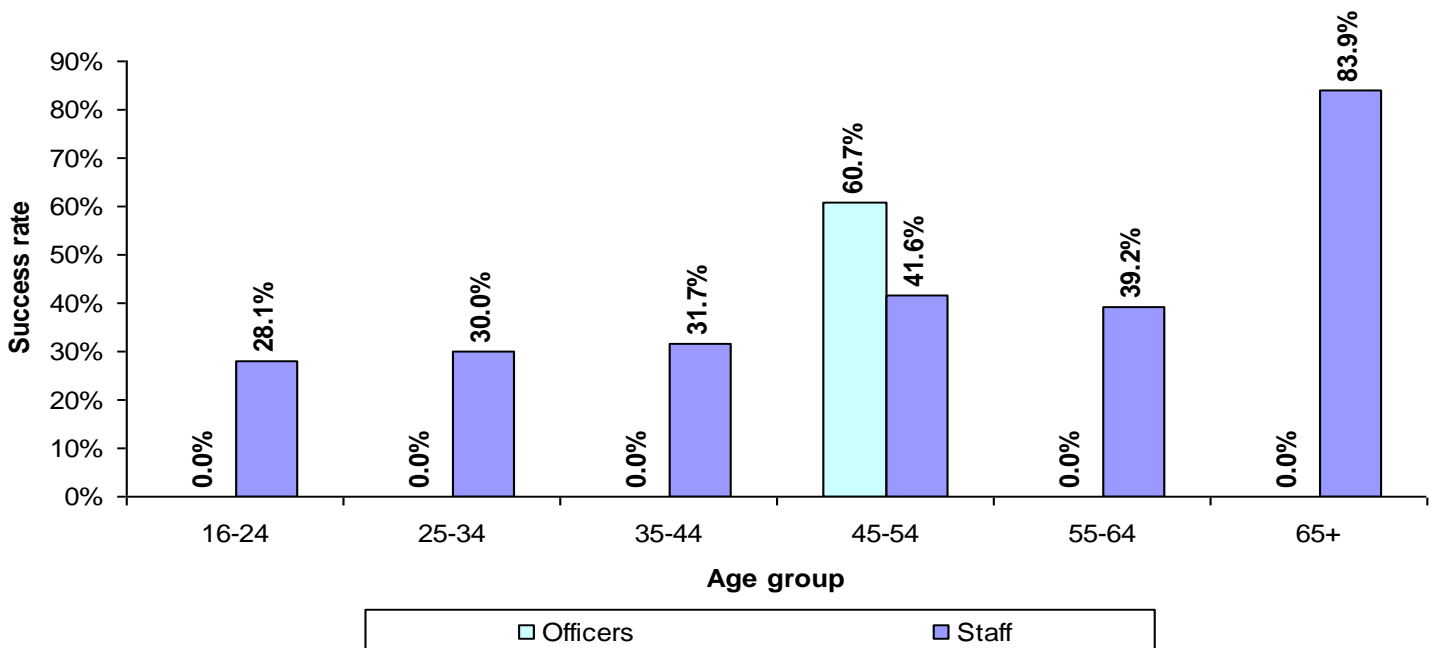
**Success rates of internal job applications by Faith/Religion
31 December 2011**



Please note no applications were received from officers stating their Faith/Religion as Hindu, Jewish, Muslim, Sikh, Buddhist or Other. No applications were received from staff stating their Faith/Religion as Jewish or Buddhist.

▪ **AGE**

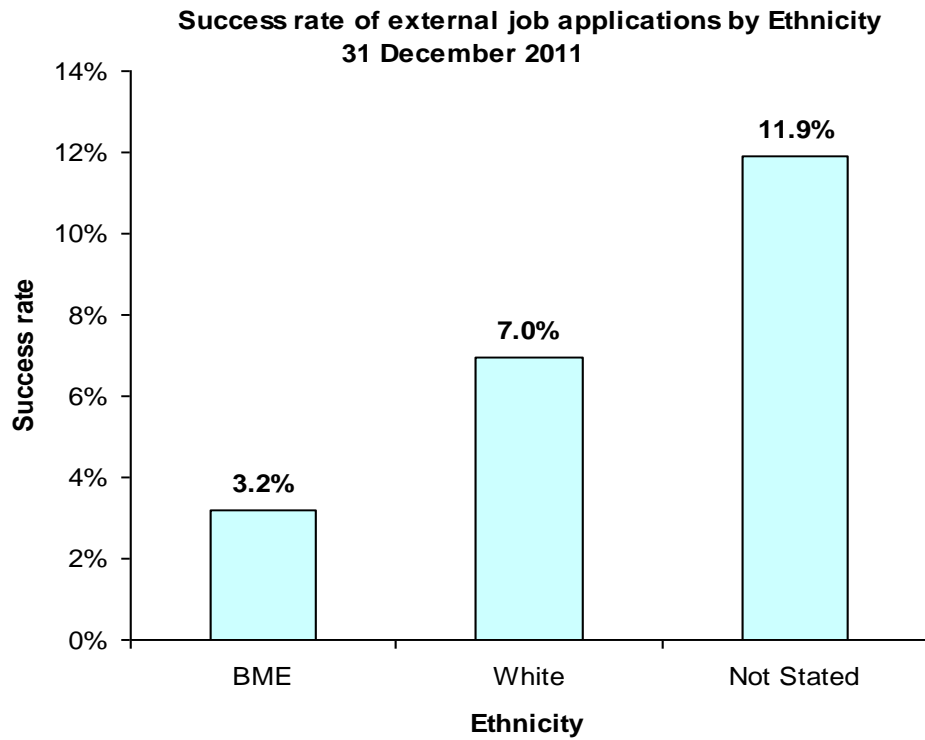
**Success rates of internal job applications by age group
31 December 2011**



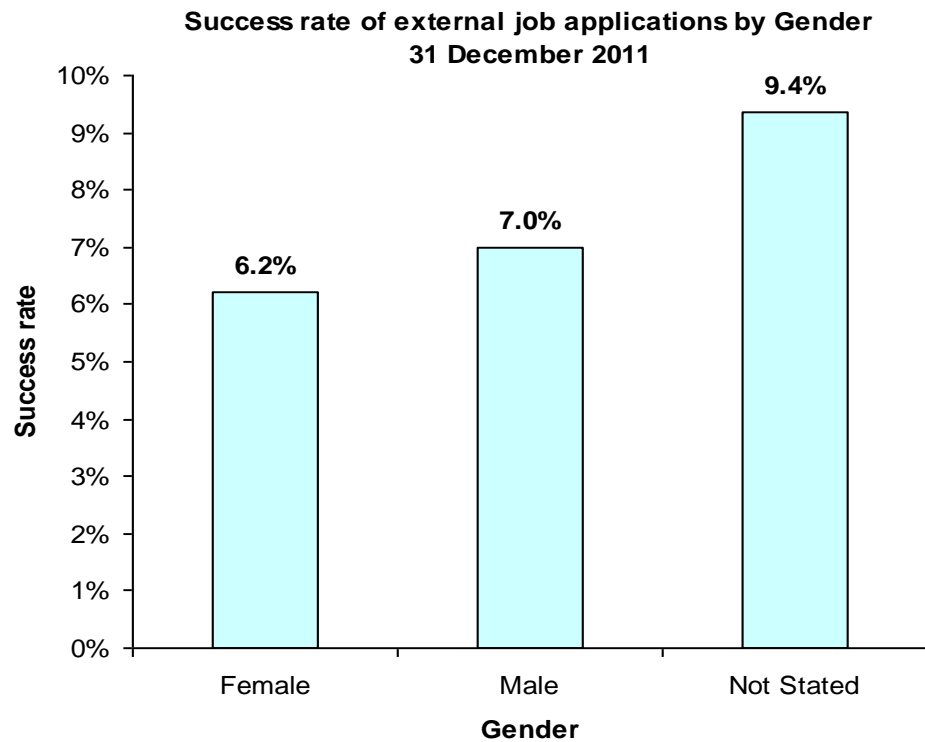
Please note no applications were received from officers aged 25-34 or 65+. Only one application was received from an officer aged 16-24, which was unsuccessful.

EXTERNAL JOB APPLICATIONS

ETHNICITY

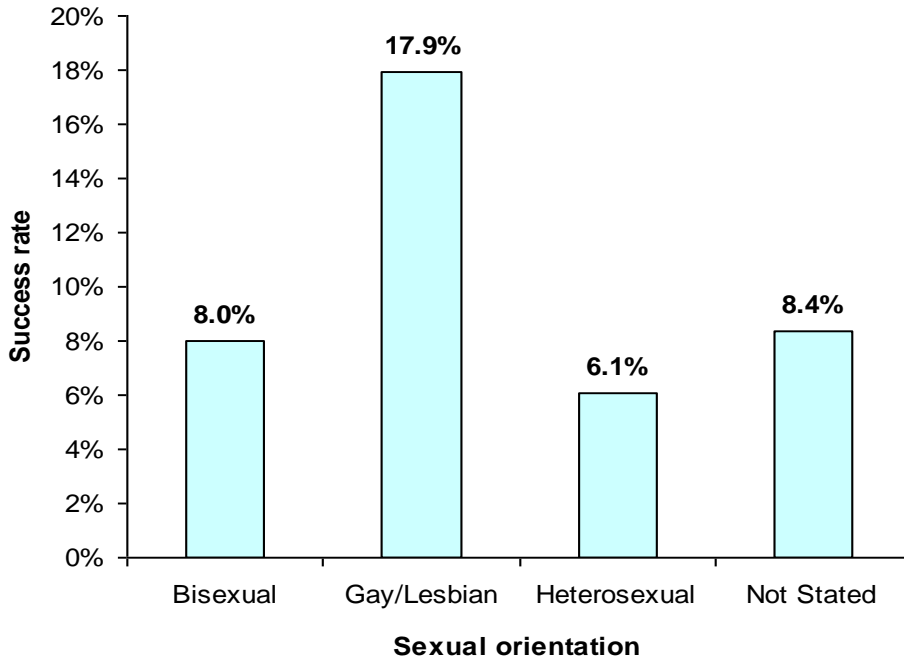


GENDER



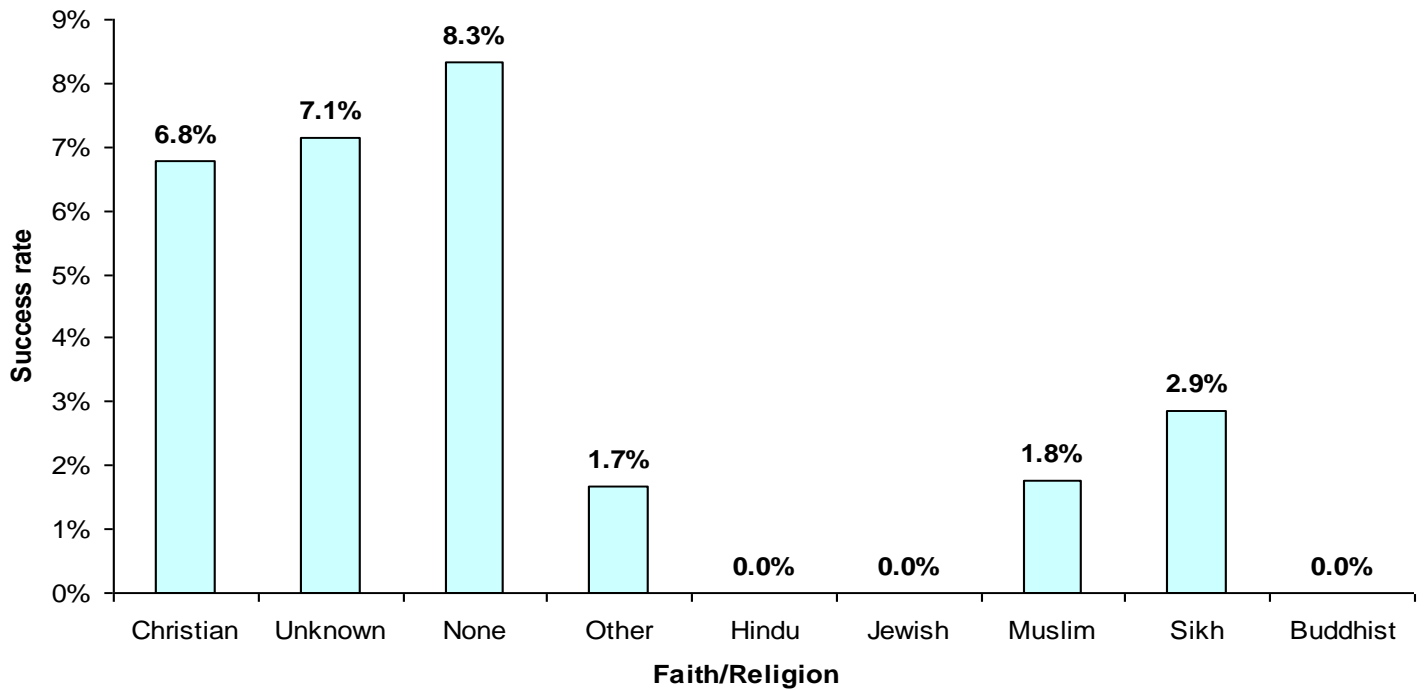
▪ **SEXUAL ORIENTATION**

**Success rate of external job applications by Sexual Orientation
31 December 2011**



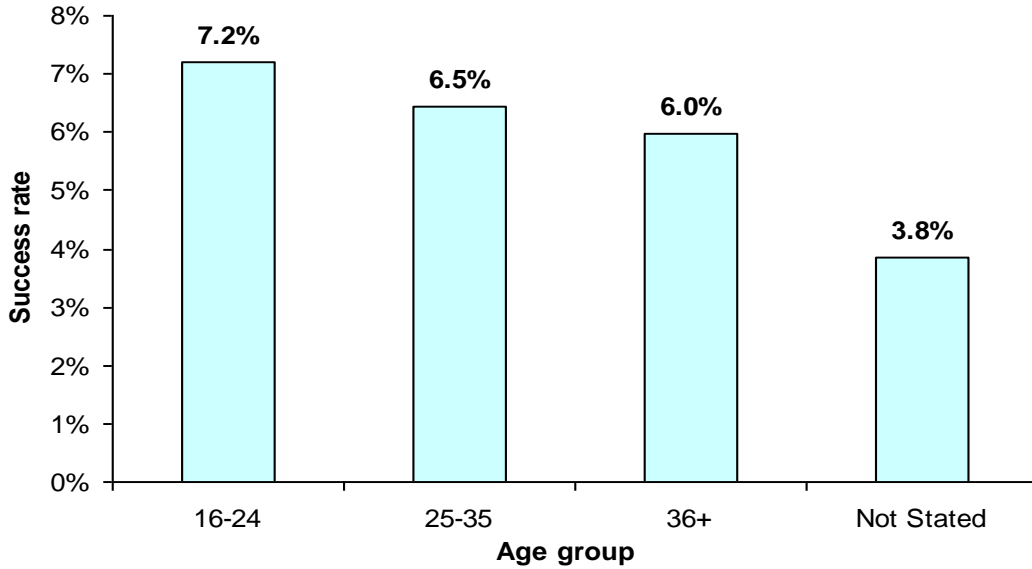
▪ **FAITH/RELIGION**

**Success rates of external job applications by Faith/Religion
31 December 2011**



- **AGE**

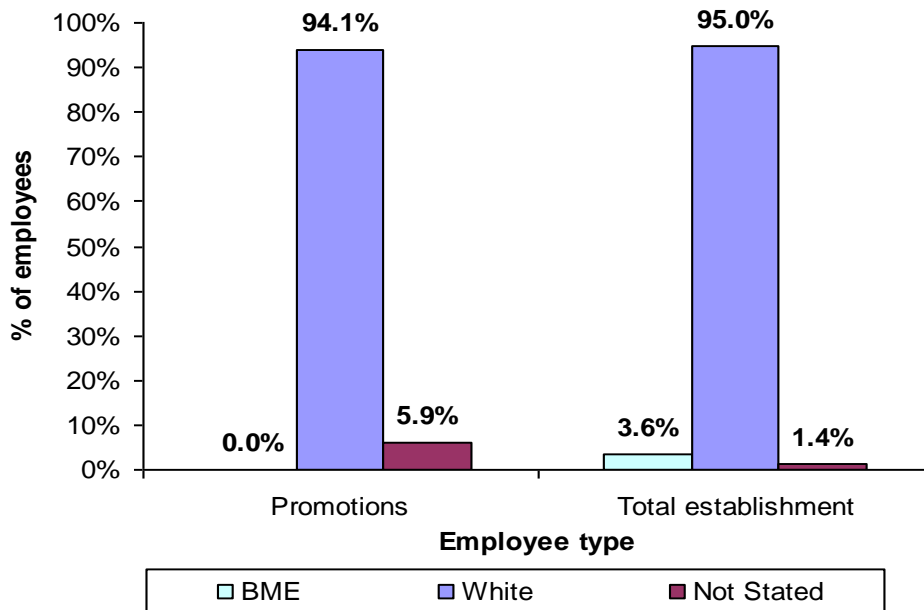
**Success rates of external job applications by Age Group
31 December 2011**



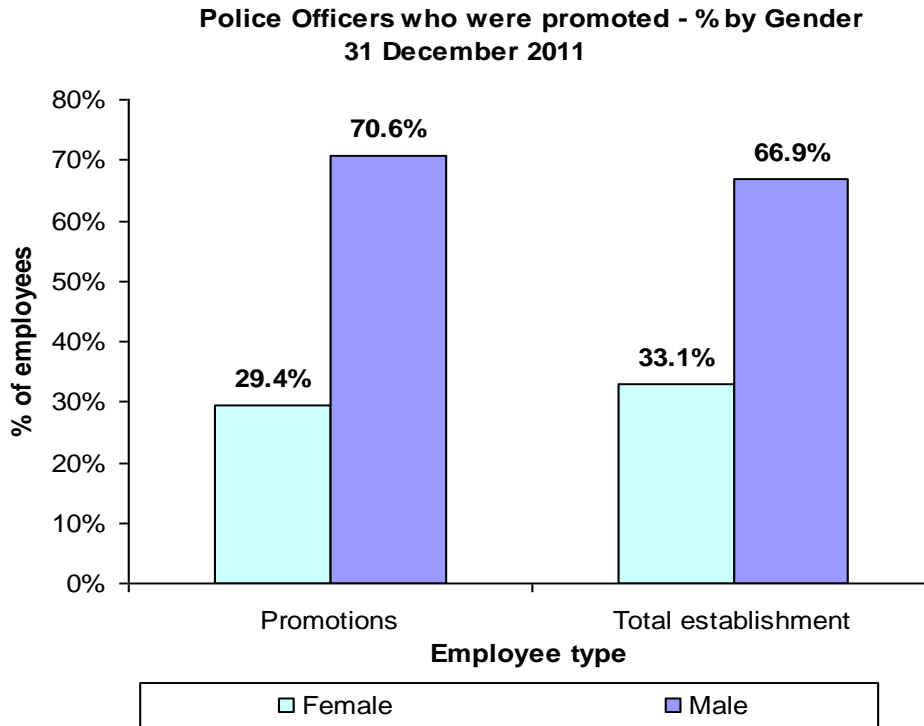
- **PROMOTIONS**

- **ETHNICITY**

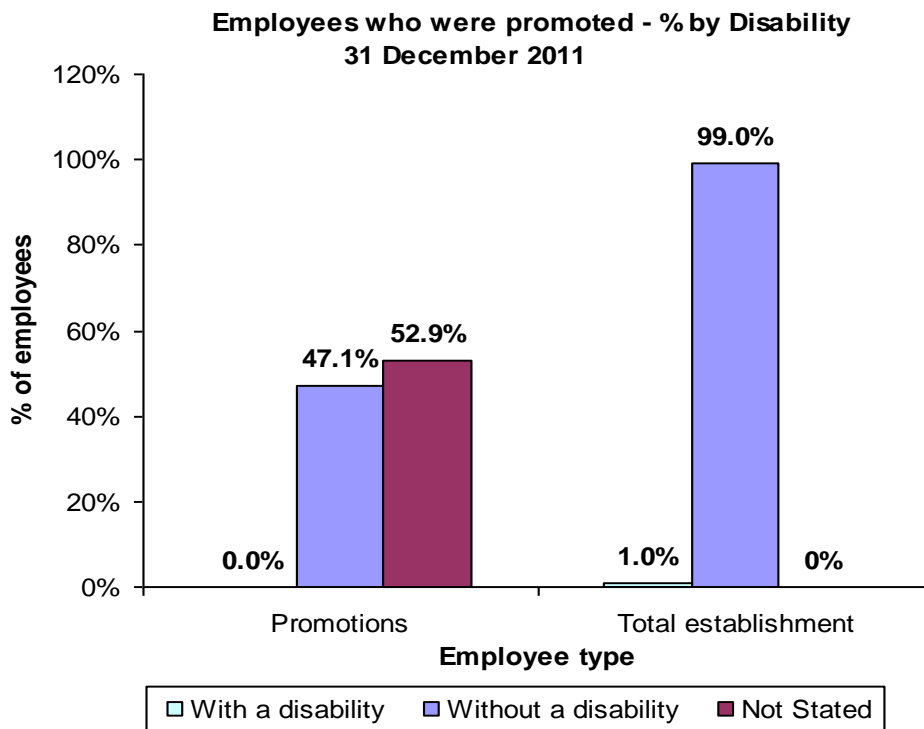
**Police Officers who were promoted - % by Ethnicity
31 December 2011**



▪ **GENDER**



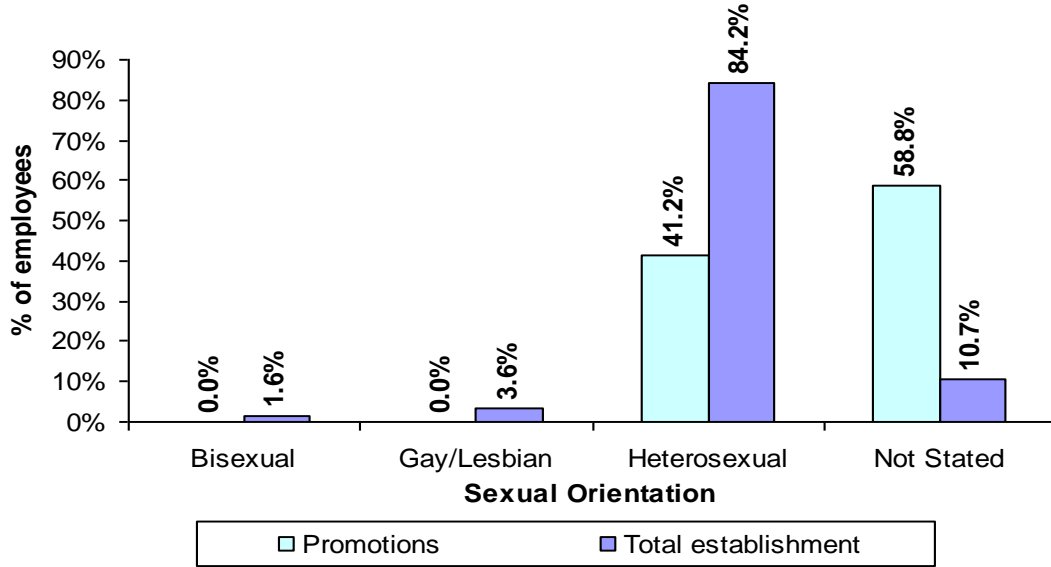
▪ **DISABILITY**



▪ **SEXUAL ORIENTATION**

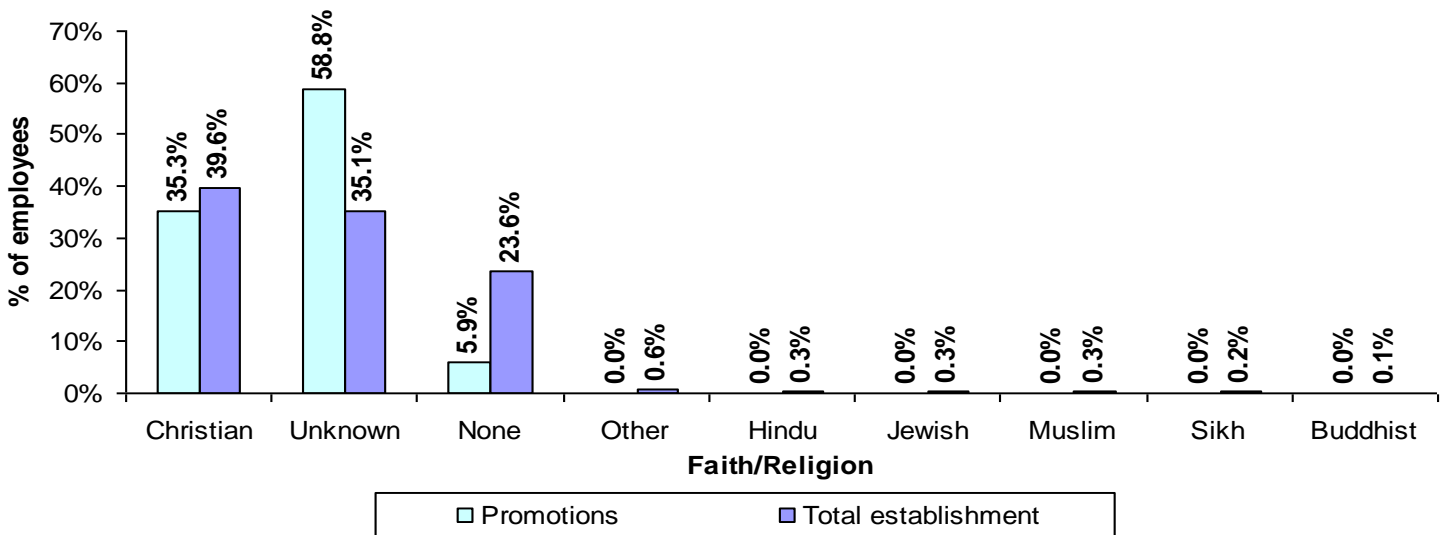
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**Police Officers who were promoted - % by Sexual Orientation
31 December 2011**



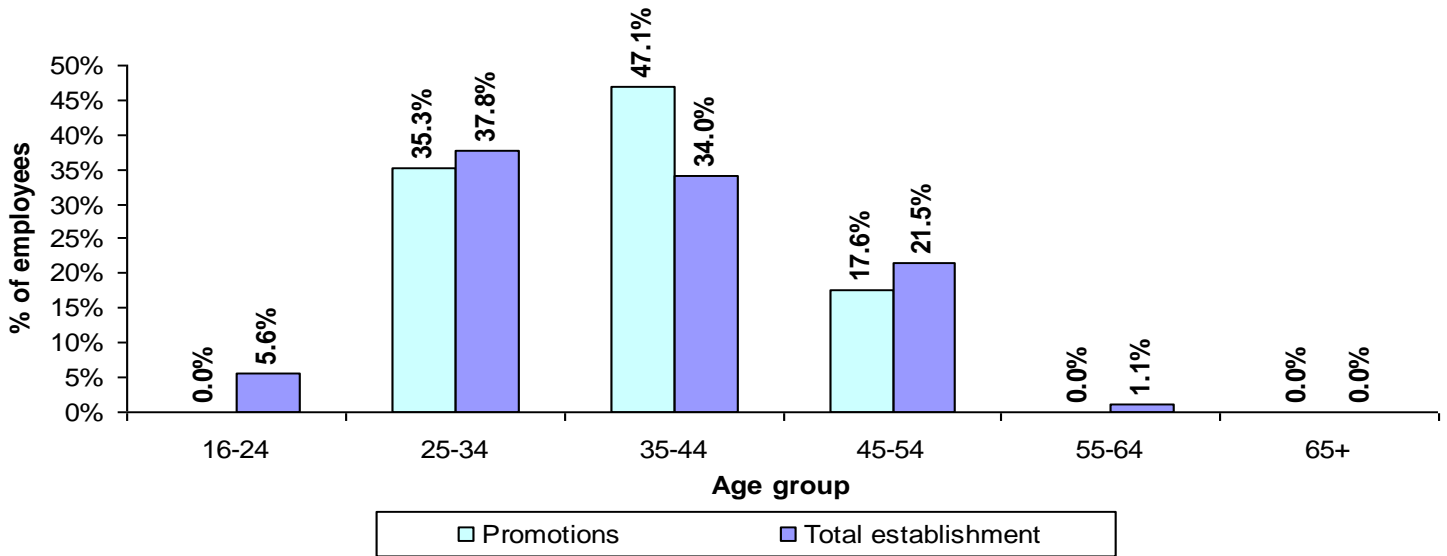
▪ **FAITH/RELIGION**

**Police Officers who were promoted - % by Faith/Religion
31 December 2011**



- **AGE**

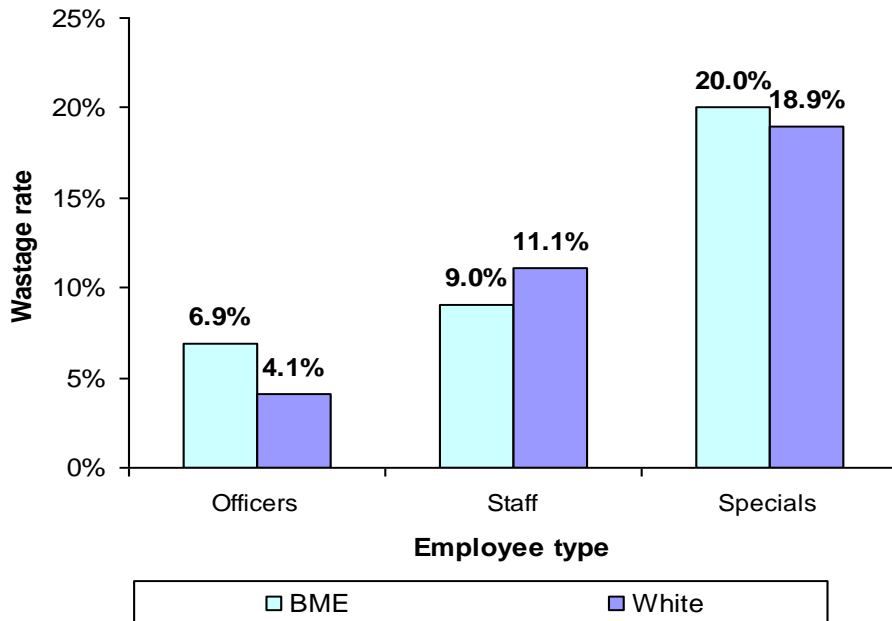
**Police Officers who were promoted - % by Age Group
31 December 2011**



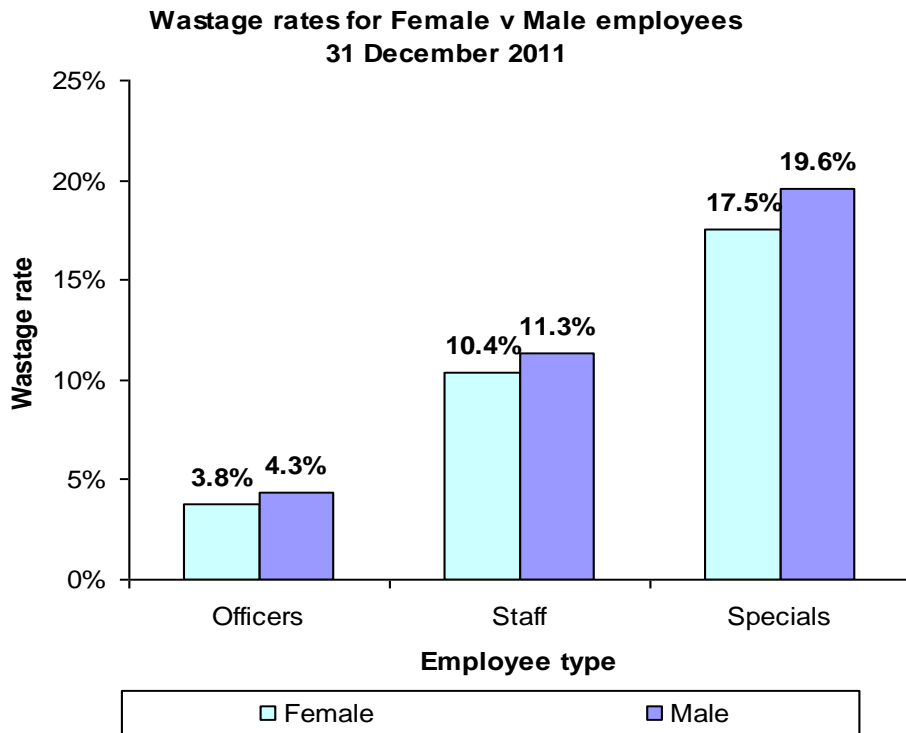
- **RETENTION**

- **ETHNICITY**

**Wastage rates for Black and Minority Ethnic (BME) v White employees
31 December 2011**

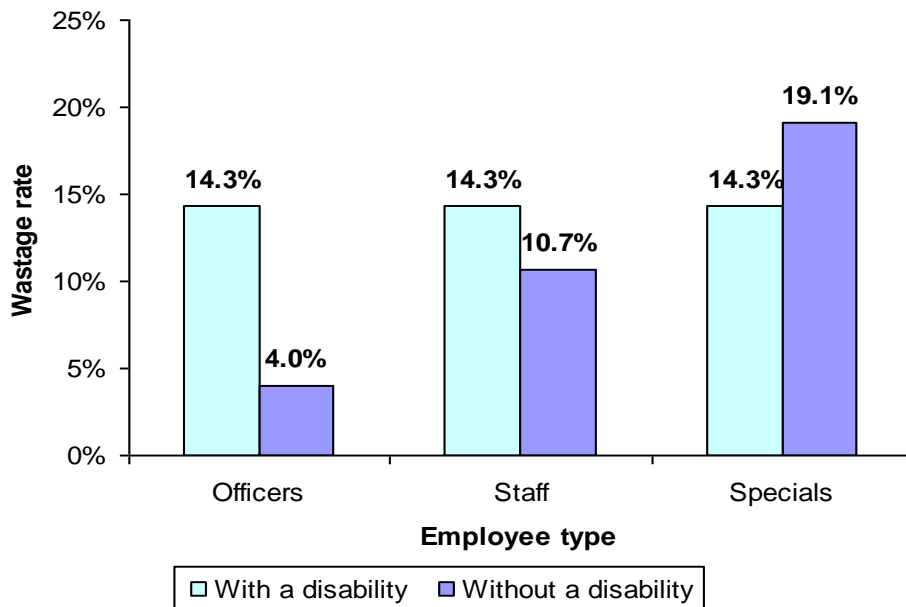


- **GENDER**



- **DISABILITY**

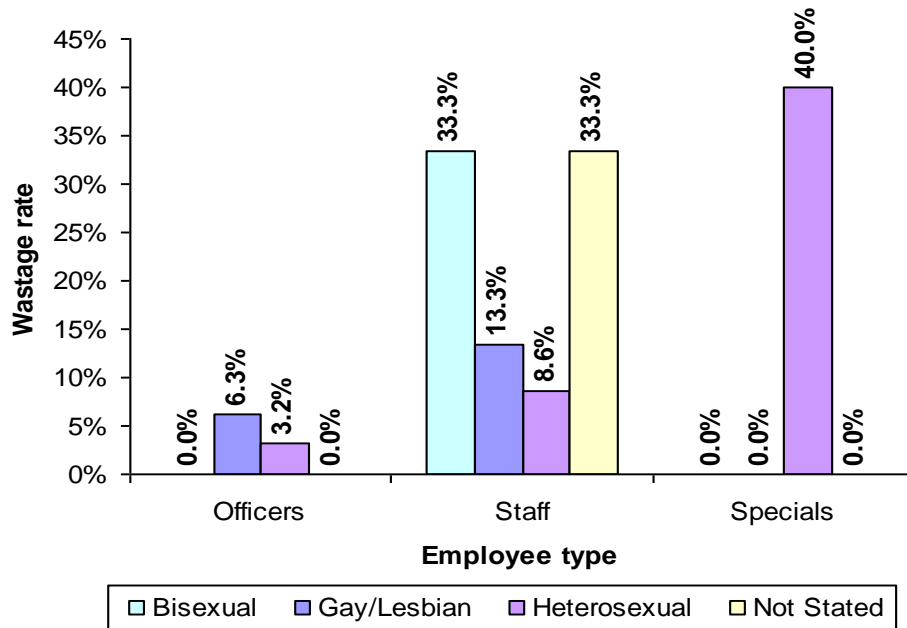
**Wastage rates for employees with a disability v without a disability
31 December 2011**



▪ **SEXUAL ORIENTATION**

Please note sexual orientation data is only available for approximately 20% of the total workforce. Therefore the percentages shown here may not be representative.

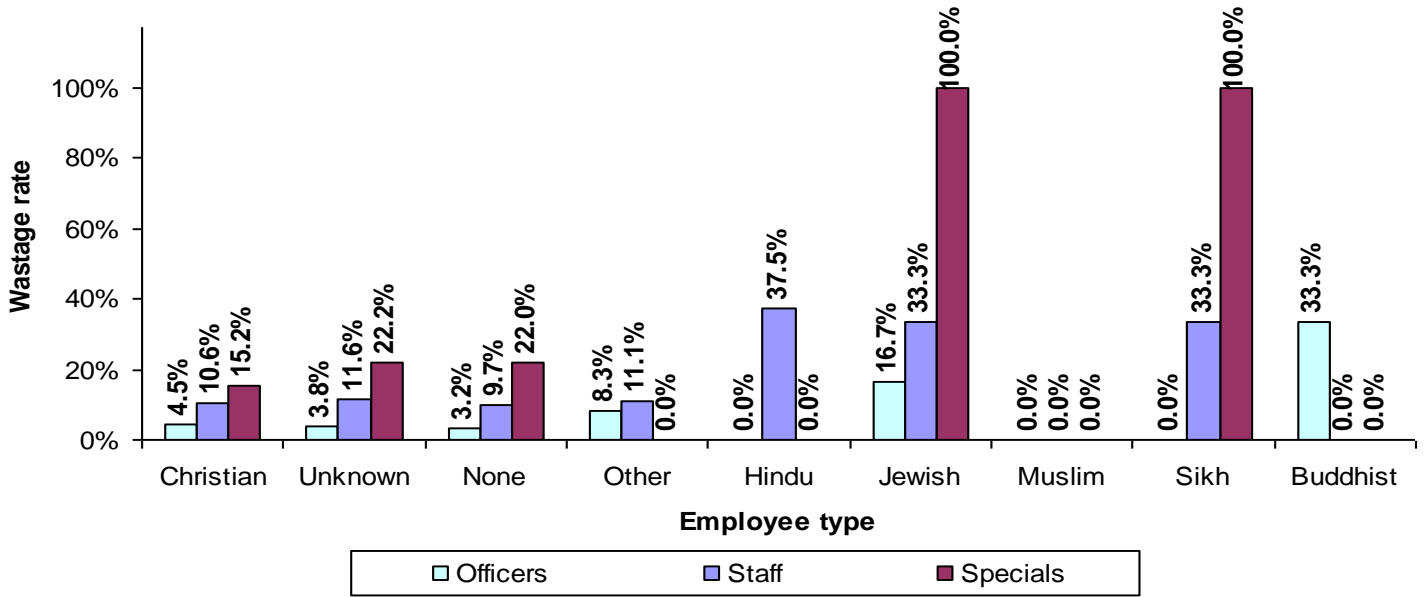
**Wastage rates by sexual orientation
31 December 2011**



	Leavers			Establishment		
	Officers	Staff	Specials	Officers	Staff	Specials
Bisexual	0	1	0	7	3	0
Gay/Lesbian	1	2	0	16	15	0
Heterosexual	12	36	2	379	417	5
Not Stated	3	6	3	48	82	11

▪ **FAITH/RELIGION**

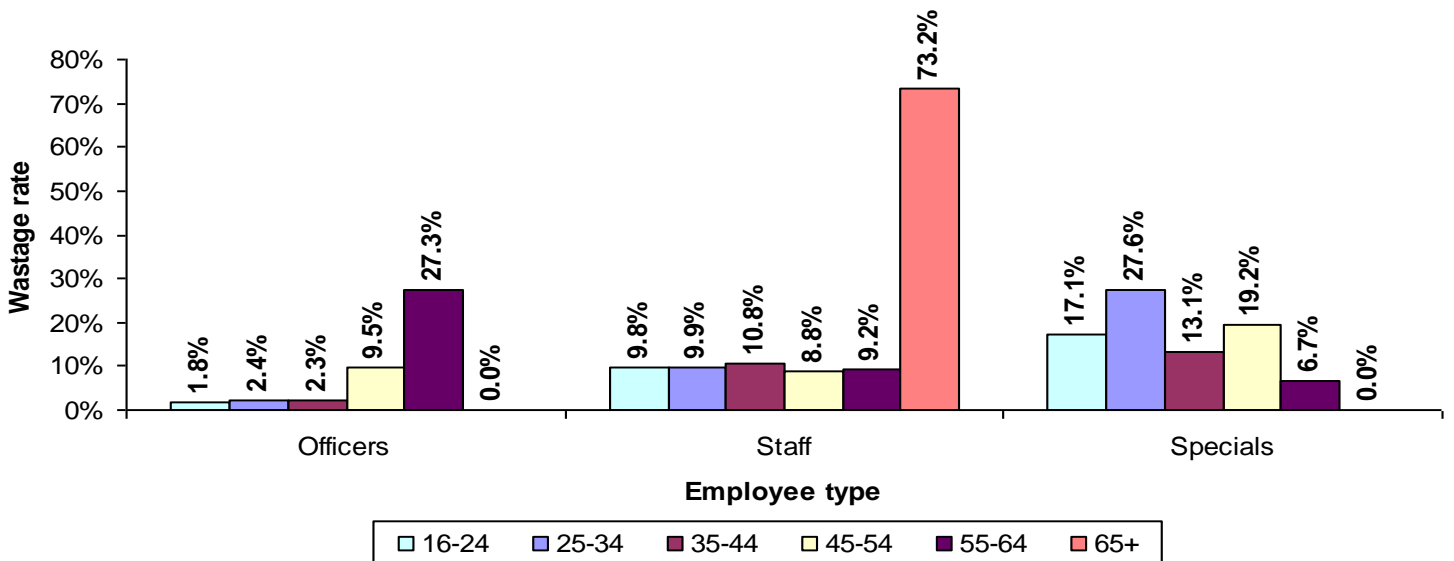
Wastage rates by Faith/Religion
31 December 2011



	Leavers			Establishment		
	Officers	Staff	Specials	Officers	Staff	Specials
Christian	36	119	30	792	1126	197
Unknown	27	67	8	703	578	36
None	15	57	20	472	586	91
Other	1	4	0	12	36	1
Hindu	0	3	0	6	8	2
Jewish	1	1	1	6	3	1
Muslim	0	0	0	6	14	1
Sikh	0	1	1	5	3	1
Buddhist	1	0	0	3	11	2

▪ **AGE**

Wastage rates by age group
31 December 2011



▪ **REASONS FOR TERMINATION**

31 December 2011

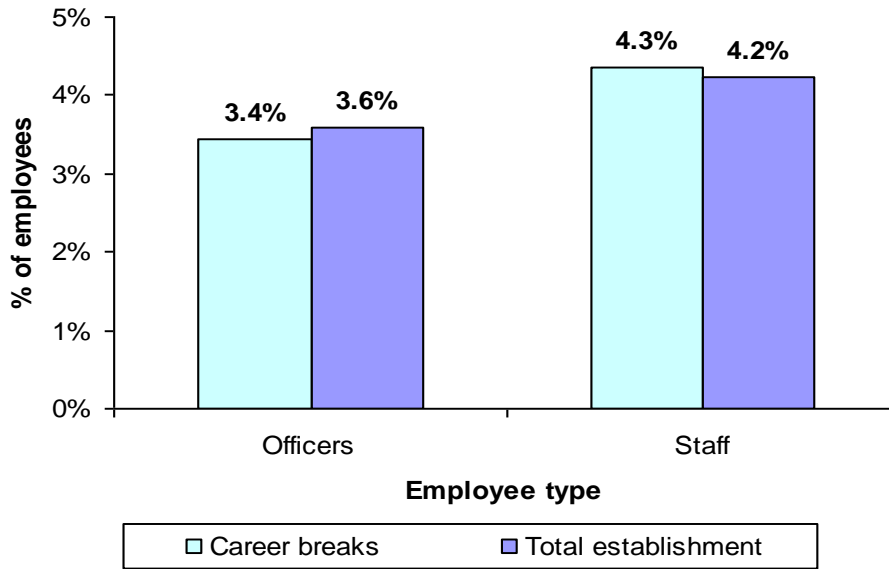
Leaving reason	Officers	Staff	Specials
30+ Scheme	3.6%	0.0%	0.0%
Contract Terminated	0.0%	2.0%	0.0%
Deceased	0.0%	0.0%	0.0%
Died (off duty)	1.2%	0.4%	0.0%
Discharged Discipline	2.4%	2.4%	0.0%
Discharged Reg 13	2.4%	0.0%	0.0%
End Fixed Term Contract	0.0%	1.6%	0.0%
End of Temporary Contract	0.0%	0.4%	0.0%
Non Starter	0.0%	0.4%	0.0%
Redundancy	0.0%	22.0%	0.0%
Resigned - Alternative Employment	6.0%	22.0%	0.0%
Resigned - Alternative to Discipline	0.0%	2.0%	0.0%
Resigned - Domestic Reasons	3.6%	4.7%	52.4%
Resigned - Education	1.2%	1.2%	0.0%
Resigned - Ill Health	1.2%	0.8%	3.2%
Resigned - Job Disatisfaction	1.2%	2.0%	1.6%
Resigned - Maternity	0.0%	0.4%	0.0%
Resigned - Other	14.5%	12.9%	15.9%
Resigned - To become Police Officer (Other Force)	0.0%	0.4%	1.6%
Resigned - To become Police Officer (Surrey)	0.0%	9.4%	19.0%
Resigned - Unsited	7.2%	0.4%	1.6%
Retired - Age Grounds	1.2%	11.4%	0.0%
Retired - Early	2.4%	1.2%	0.0%
Retired - Ill Health	10.8%	2.0%	0.0%
Retired - Police Pension	36.1%	0.0%	0.0%
Transfer to other Force	4.8%	0.0%	3.2%
Unsatisfactory Probation (Civilian)	0.0%	0.4%	0.0%
Unsatisfactory Probation (Police)	0.0%	0.0%	0.0%
Unknown	0.0%	0.0%	1.6%

FLEXIBLE WORKING

CAREER BREAKS

▪ ETHNICITY

**% of employees on Career Breaks who are Black and Minority Ethnic (BME)
31 December 2011**



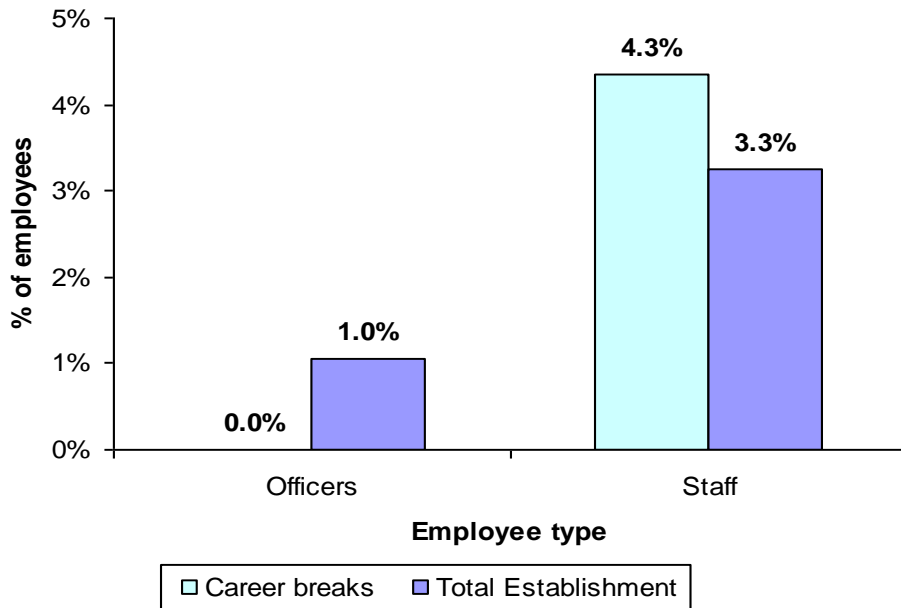
▪ GENDER

**% of employees on Career Breaks who are Female
31 December 2011**



▪ **DISABILITY**

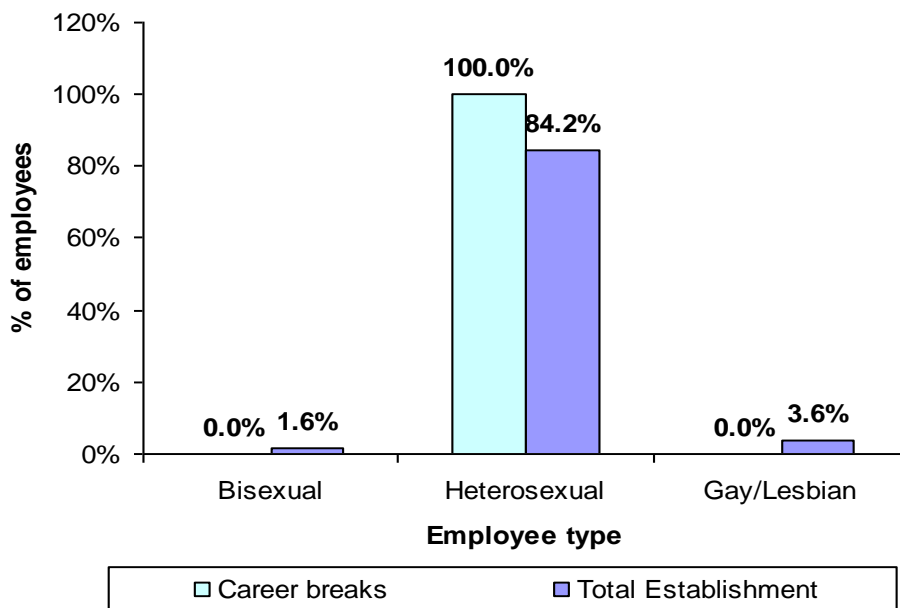
**% of employees on Career Breaks who have a disability
31 December 2011**



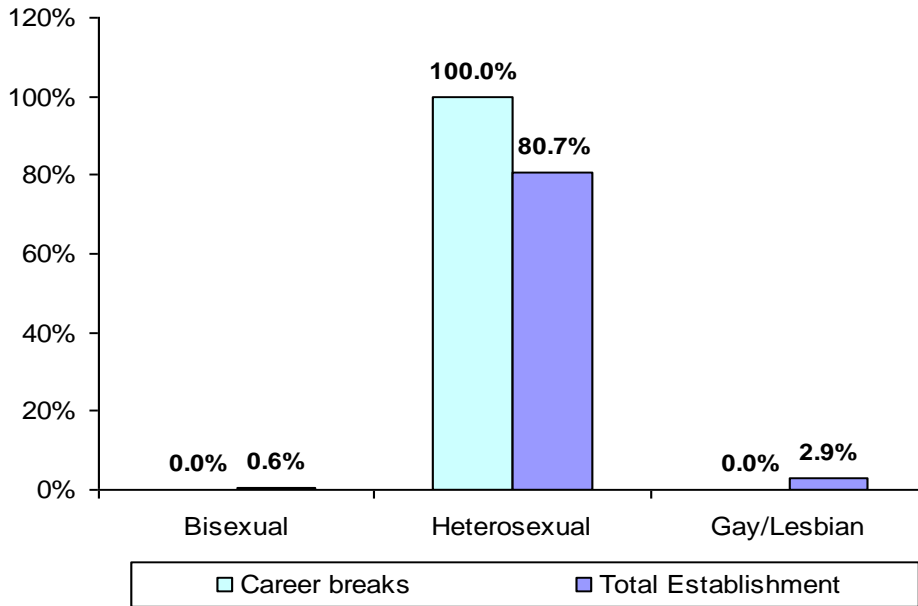
▪ **SEXUAL ORIENTATION**

Please note sexual orientation data is only available for approximately 20% of the total workforce. Therefore the percentages shown here may not be representative.

**Police Officers on Career Breaks - percentage by sexual orientation
31 December 2011**

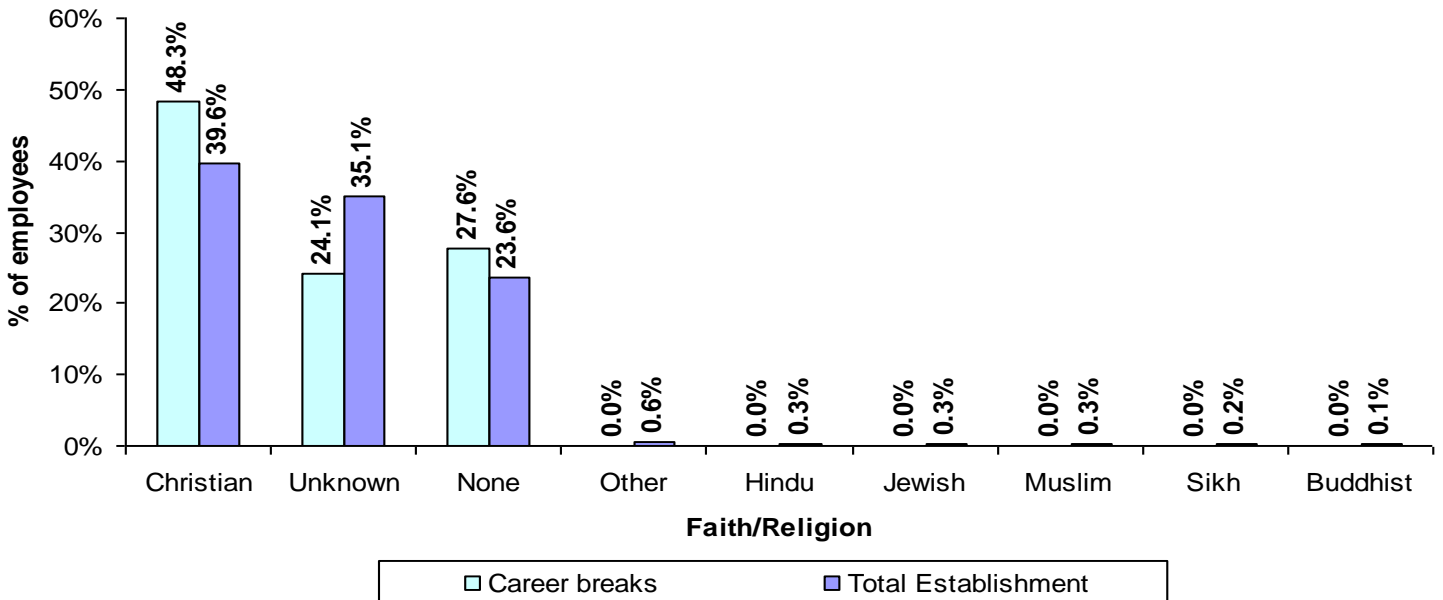


**Police Staff on Career Breaks - percentage by sexual orientation
31 December 2011**

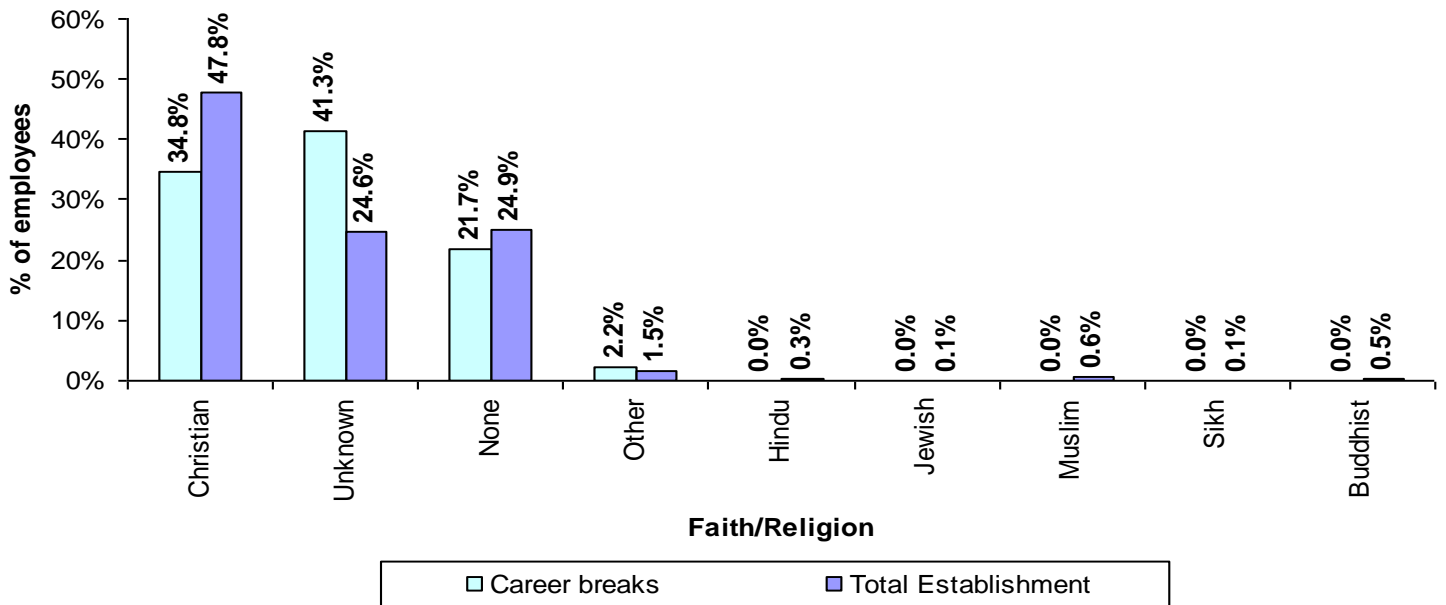


▪ FAITH/RELIGION

**Police Officers on Career Breaks - percentage by Faith/Religion
31 December 2011**

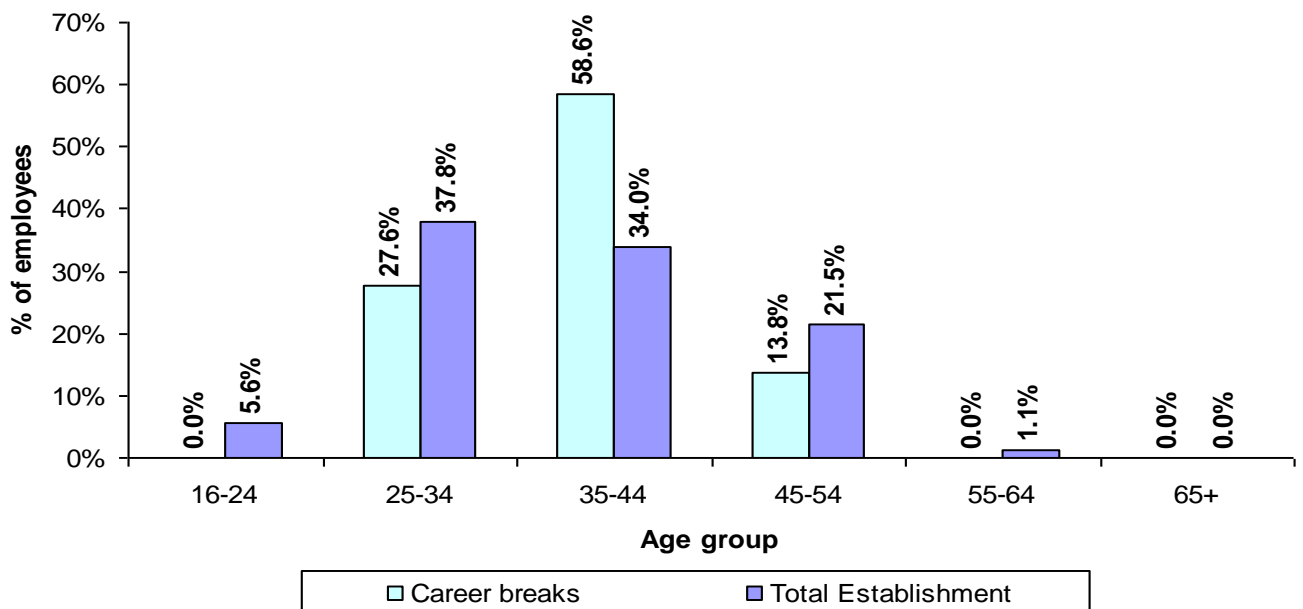


**Police Staff on Career Breaks - percentage by Faith/Religion
31 December 2011**

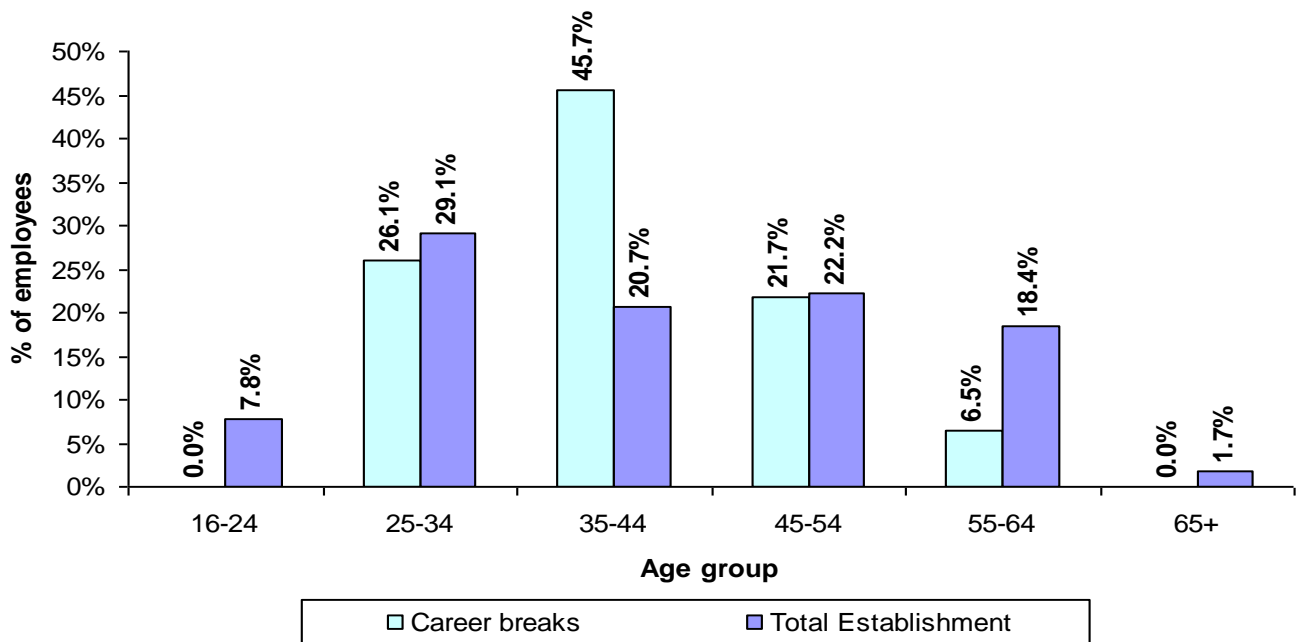


▪ **AGE**

**Police Officers on Career Breaks - percentage by age group
31 December 2011**



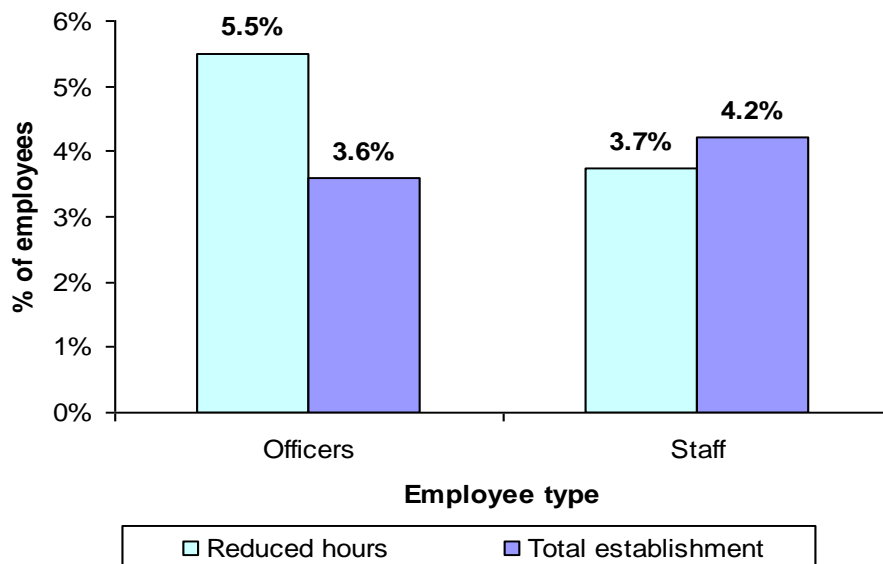
**Police Staff on Career Breaks - percentage by age group
31 December 2011**



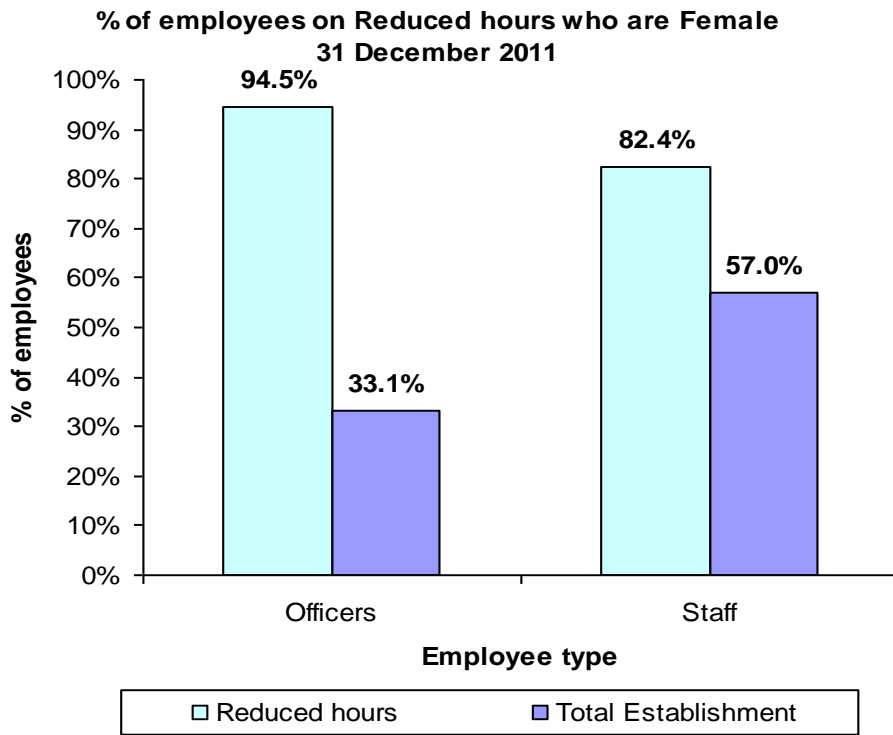
PART-TIME WORKING

▪ **ETHNICITY**

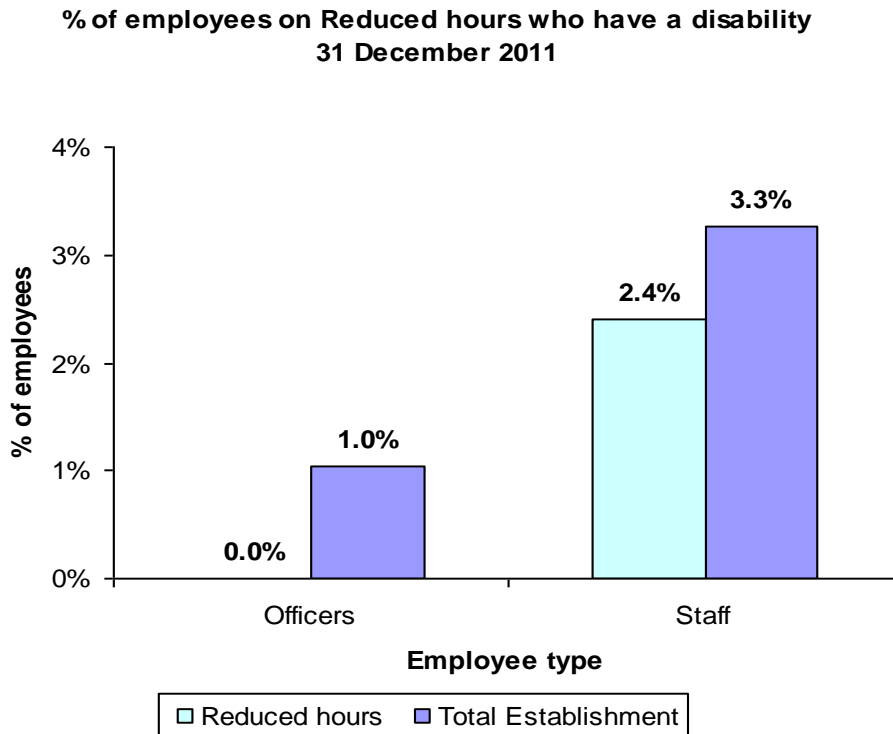
**% of employees on Reduced hours who are Black and Minority Ethnic
31 December 2011**



▪ **GENDER**



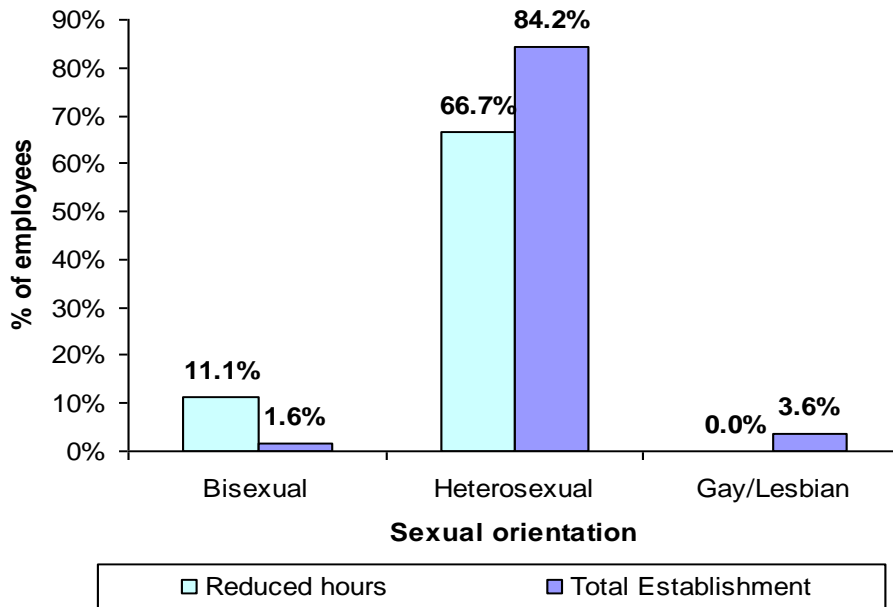
▪ **DISABILITY**



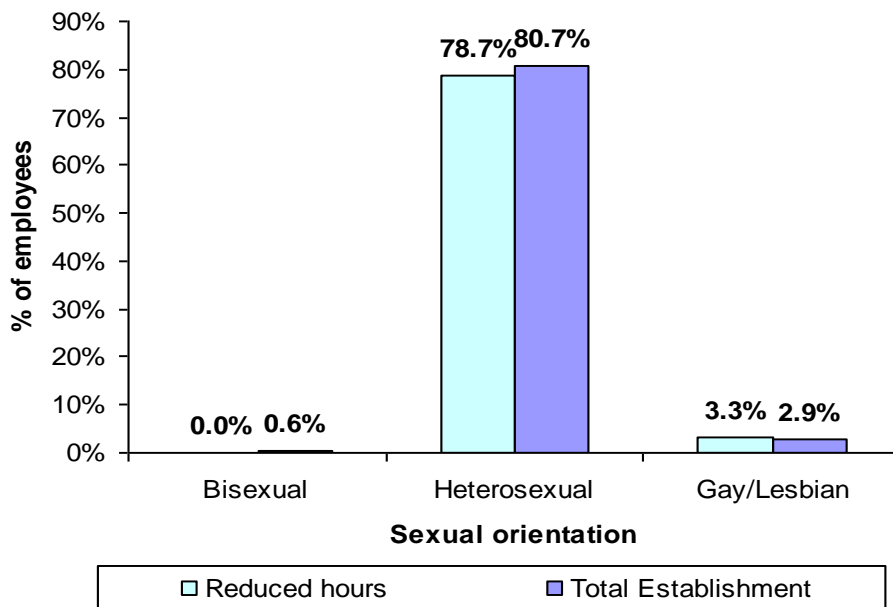
▪ **SEXUAL ORIENTATION**

Please note sexual orientation data is only available for approximately 20% of the total workforce. Therefore the percentages shown here may not be representative.

**Police Officers on Reduced hours - percentage by sexual orientation
31 December 2011**

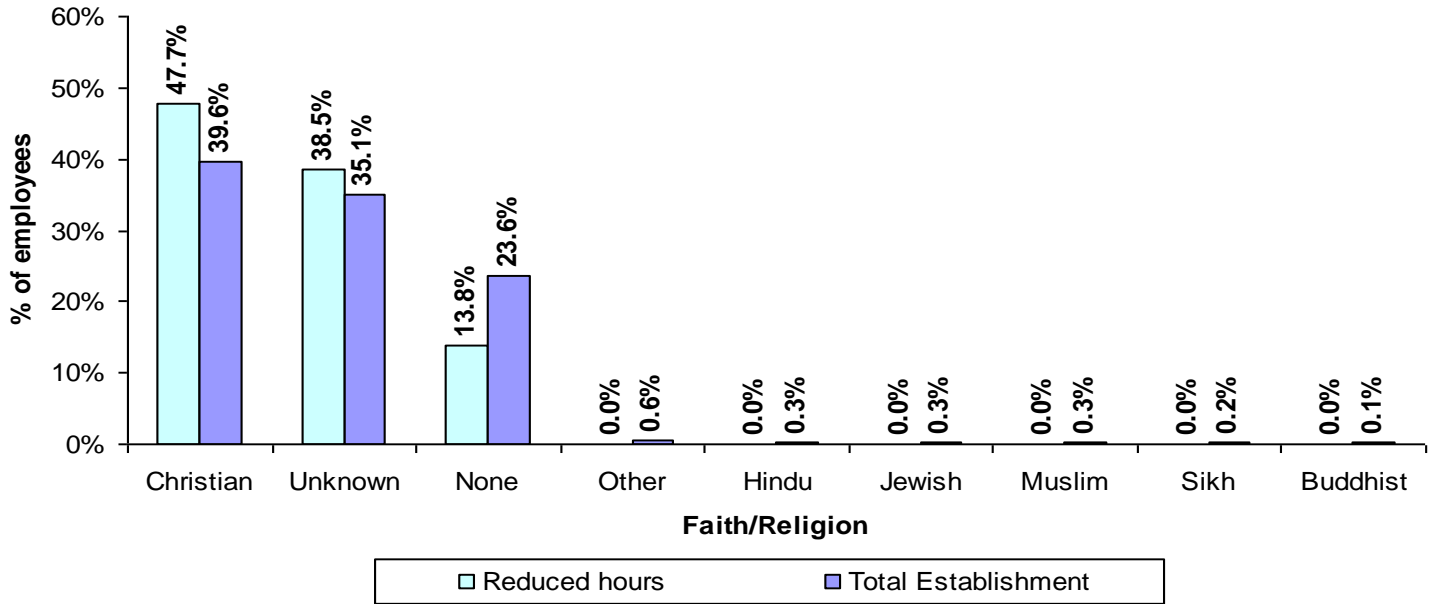


**Police Staff on Reduced hours - percentage by sexual orientation
31 December 2011**

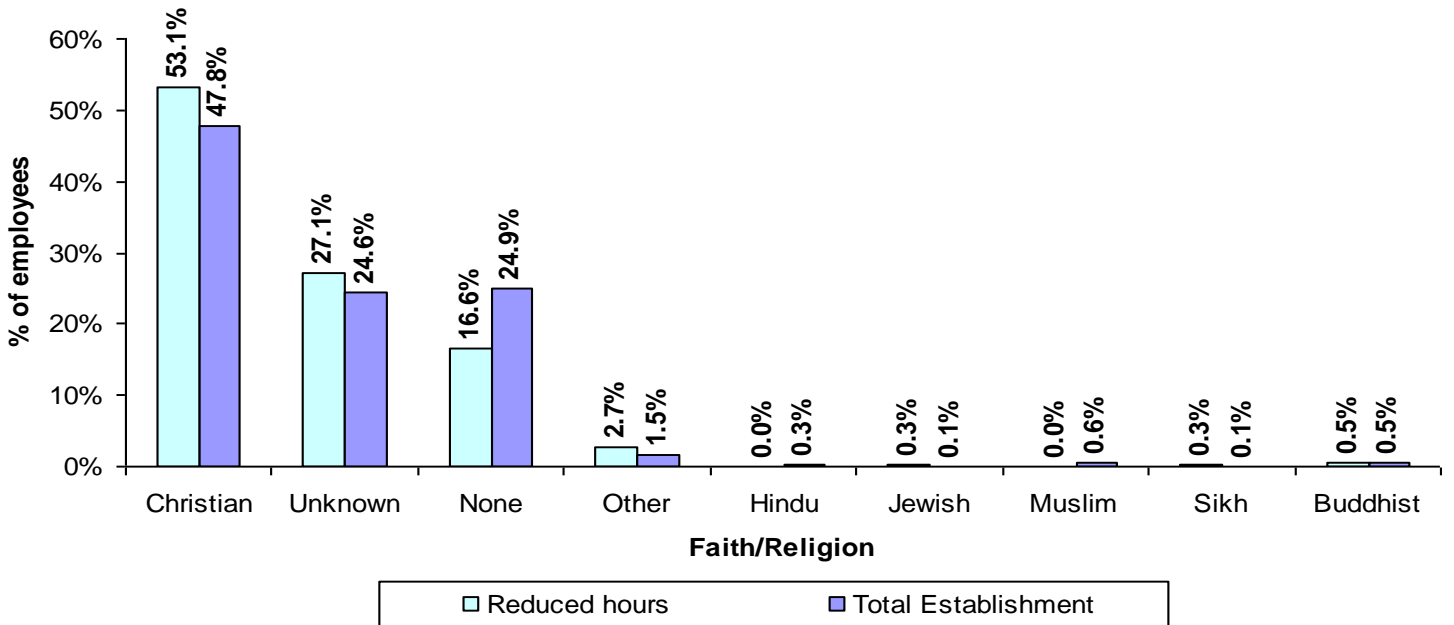


▪ **FAITH/RELIGION**

**Police Officers on Reduced hours - percentage by Faith/Religion
31 December 2011**

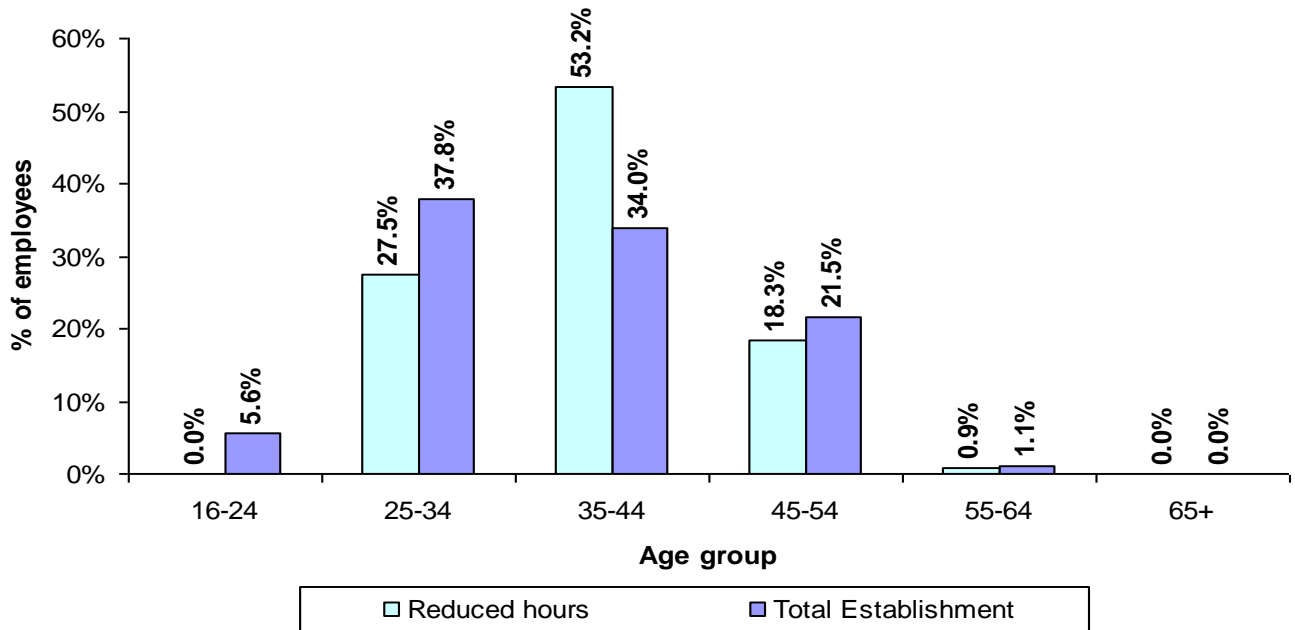


**Police Staff on Reduced hours - percentage by Faith/Religion
31 December 2011**

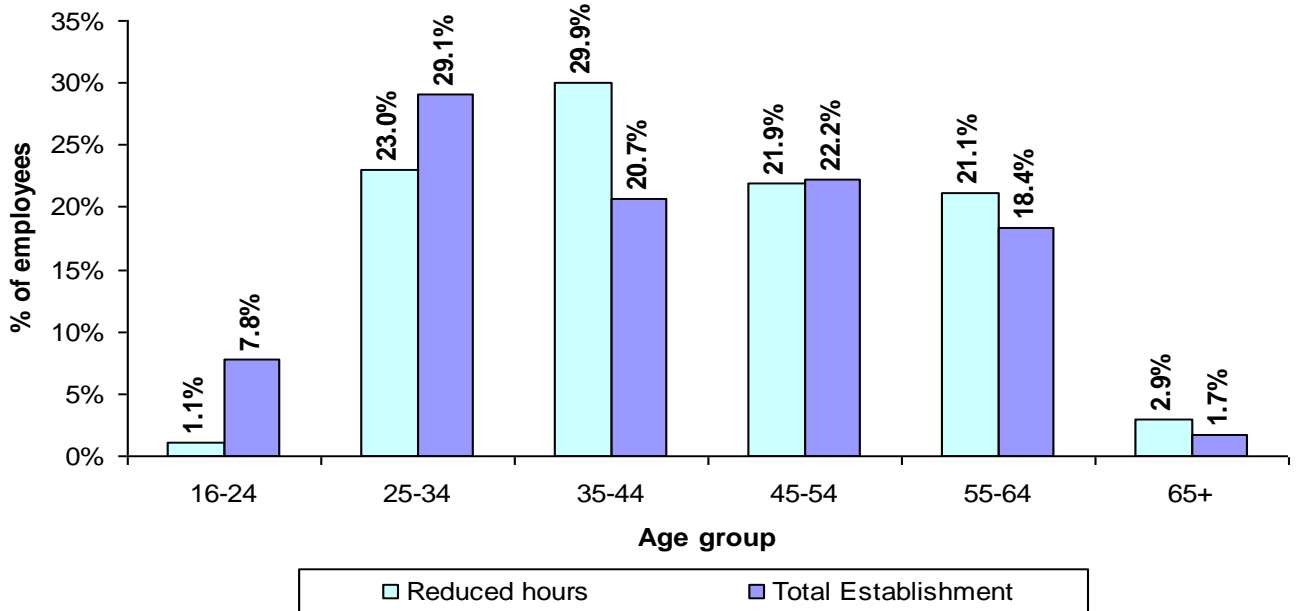


▪ **AGE**

**Police Officers on Reduced hours - percentage by age group
31 December 2011**



**Police Staff on Reduced hours - percentage by age group
31 December 2011**

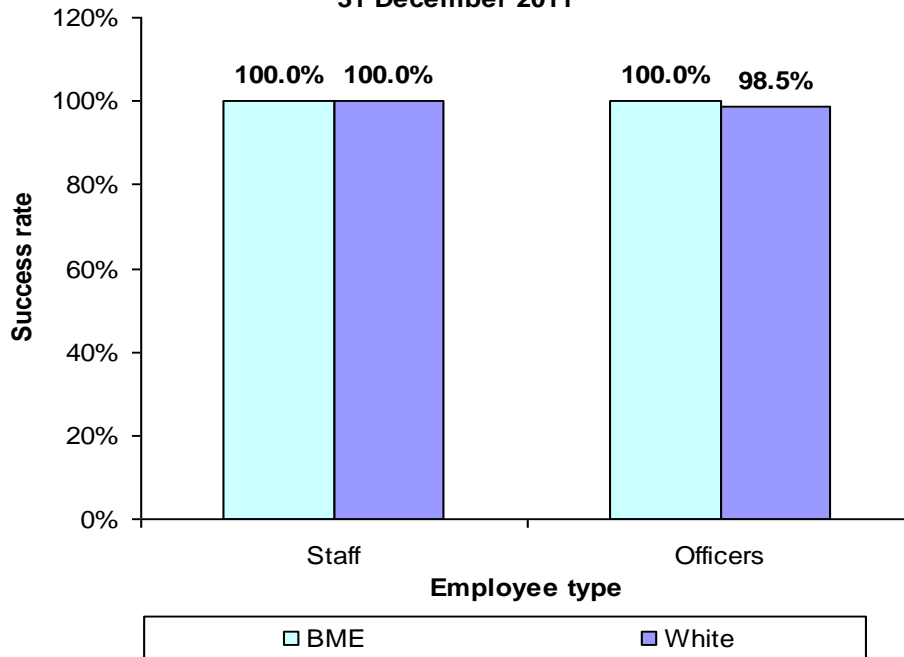


APPLICATIONS FOR FLEXIBLE WORKING

Please note that some flexible working arrangements are agreed informally with line managers. Therefore data shown below may not include all flexible working arrangements within Surrey Police. It is also noted that individuals may be having informal discussions with their line manager prior to submitting a flexible working application, and so only submit an application once it has been verbally approved. Specials have not been included as no specials submitted a flexible working application during the period.

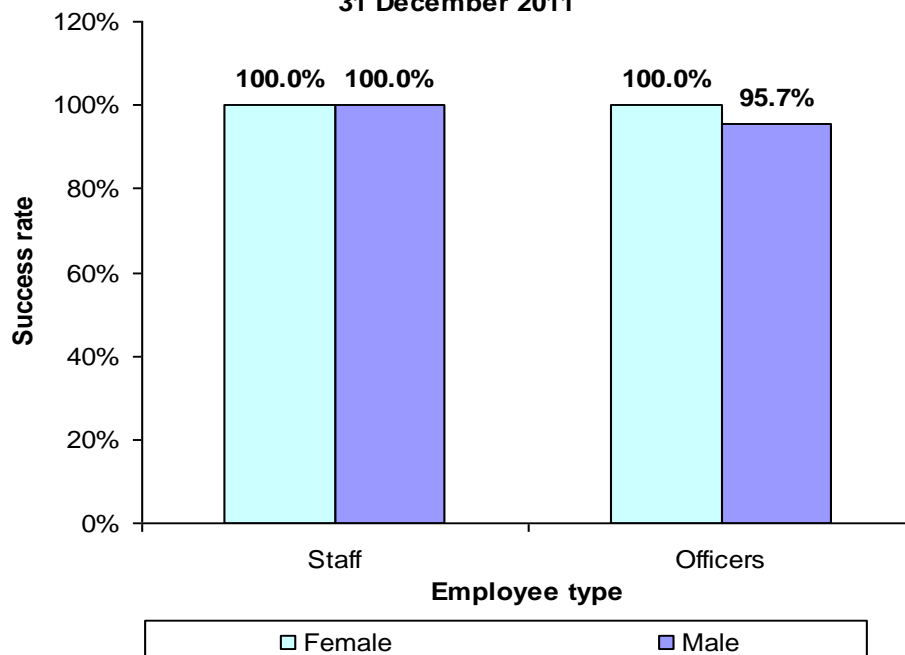
ETHNICITY

Success rate of applications for Flexible Working for BME v White employees
31 December 2011



GENDER

Success rate of applications for Flexible Working for Female v Male employees
31 December 2011



▪ **DISABILITY**

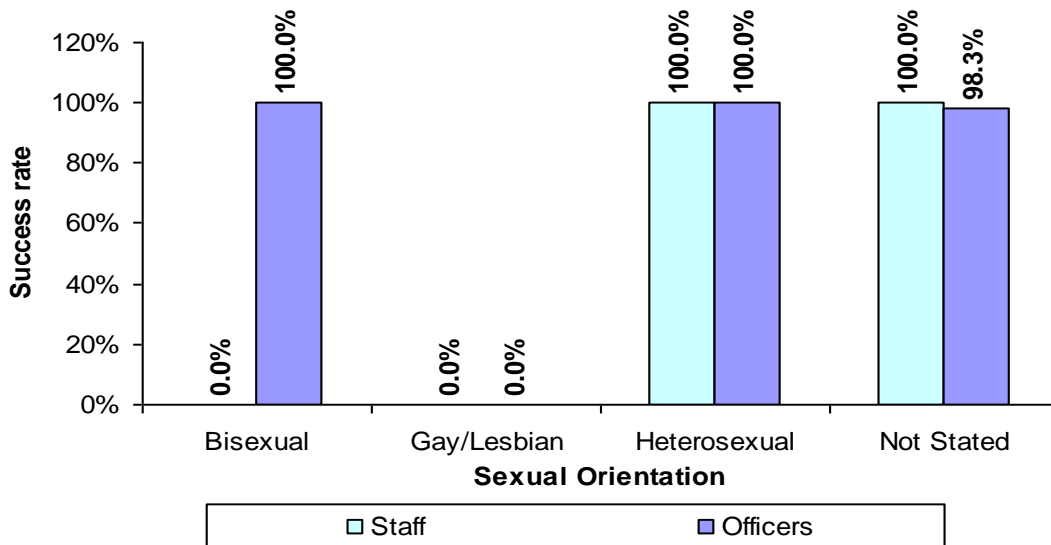
**Success rate of applications for Flexible Working for employees with a disability v employees without a disability
31 December 2011**



▪ **SEXUAL ORIENTATION**

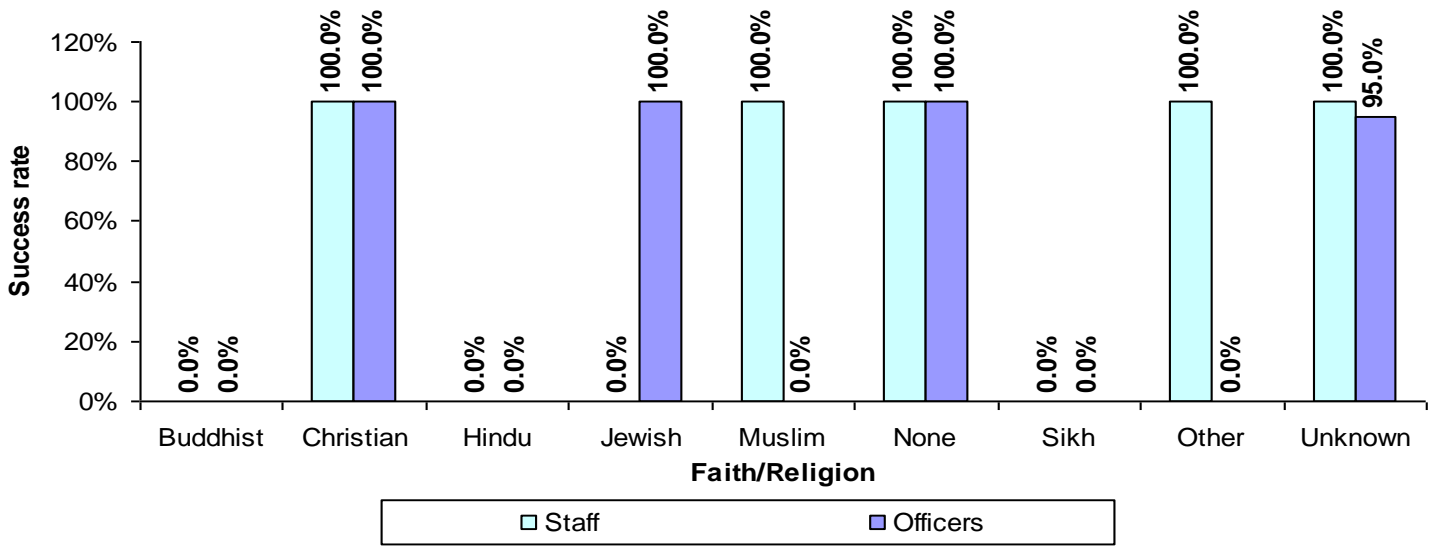
Please note sexual orientation data is only available for approximately 20% of the total workforce. Therefore the percentages shown here may not be representative.

**Success rate of applications for Flexible Working by Sexual Orientation
31 December 2011**



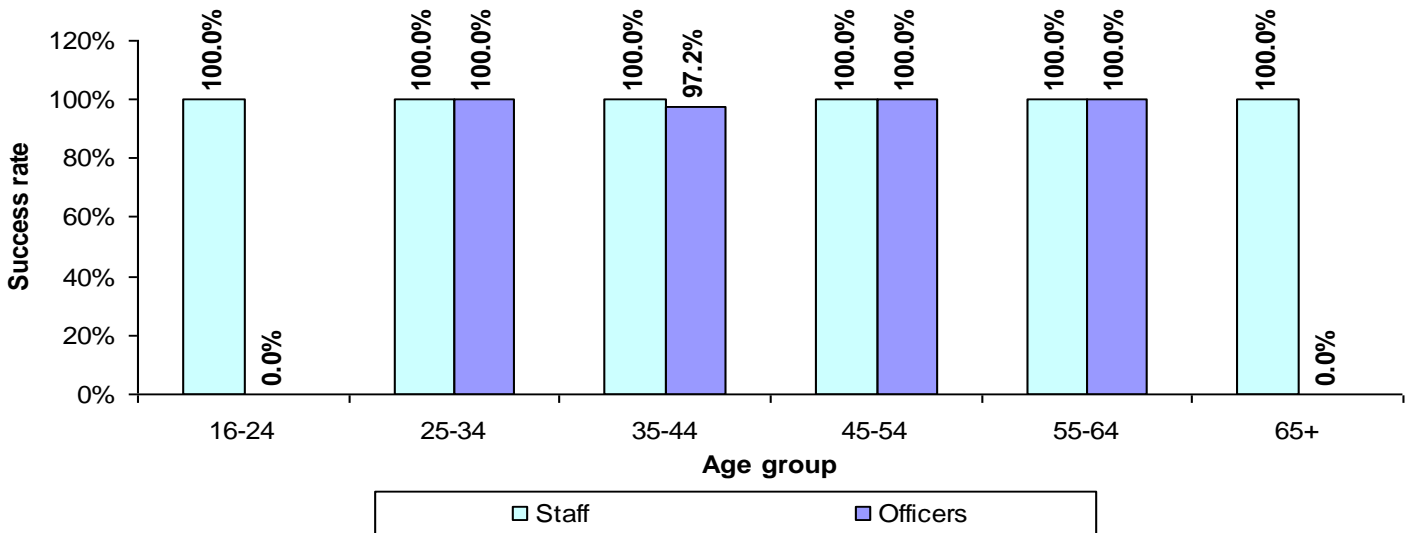
▪ **FAITH/RELIGION**

**Success rate of applications for Flexible Working by Faith/Religion
31 December 2011**



▪ **AGE**

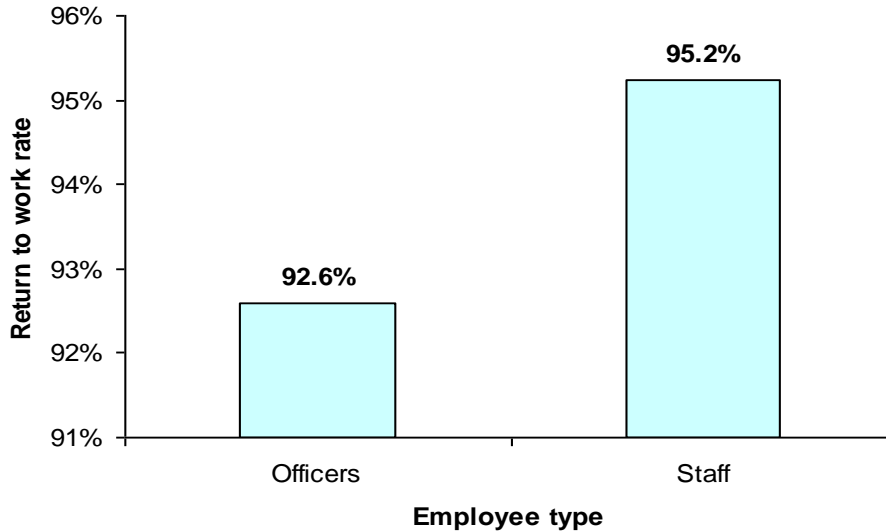
**Success rate of applications for Flexible Working by Age Group
31 December 2011**



MATERNITY

▪ RETURN TO WORK RATES FOLLOWING MATERNITY LEAVE

Return to work rates from Maternity Leave
31 December 2011

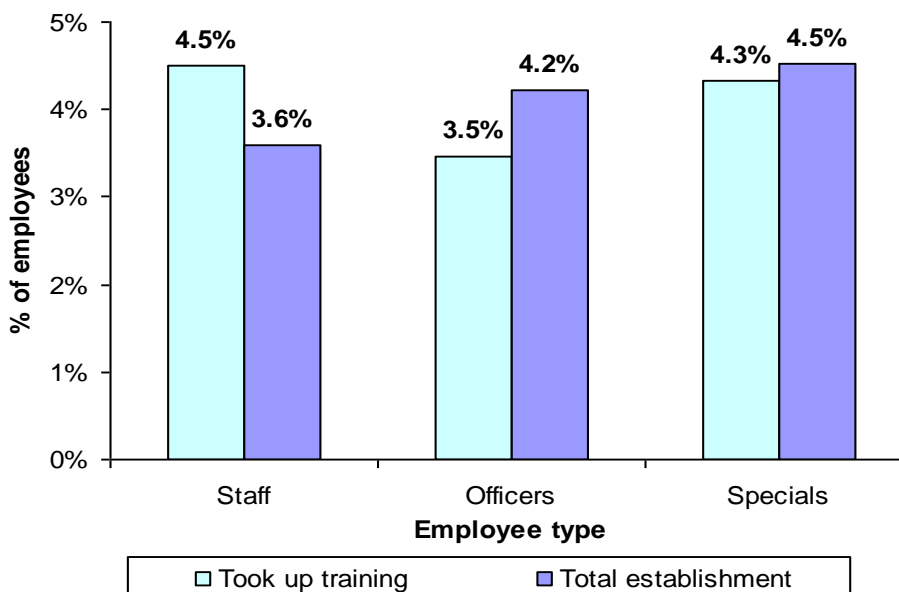


TAKE UP OF TRAINING OPPORTUNITIES

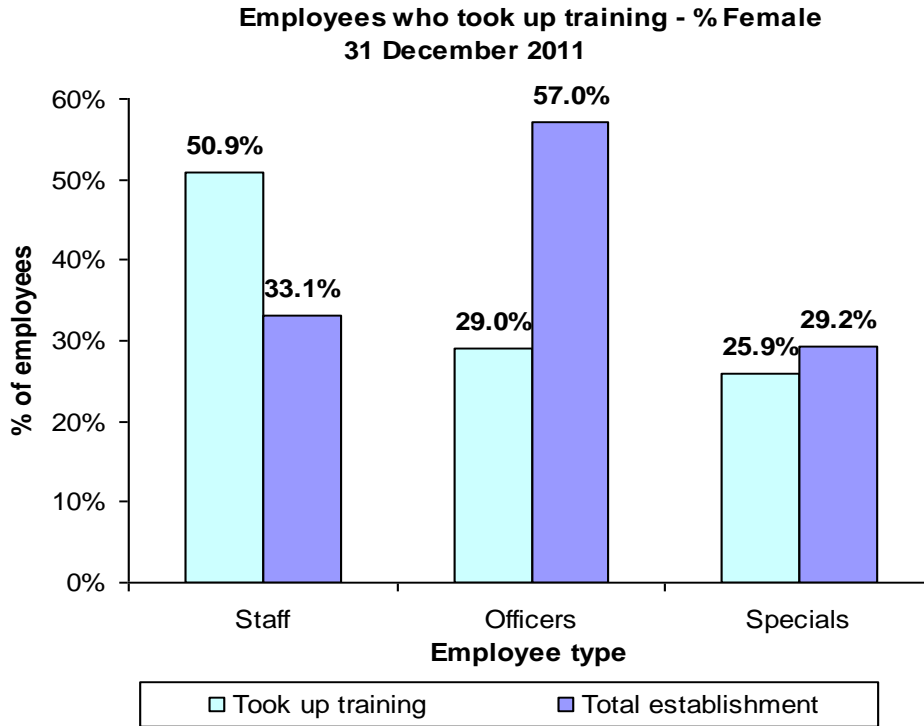
Please note that data shown below only includes courses recorded on Surrey Police's Training Administration System (TAS). Therefore external courses or other courses not held in TAS will not be included. It is not possible to distinguish between secondary skills or specialist training.

▪ ETHNICITY

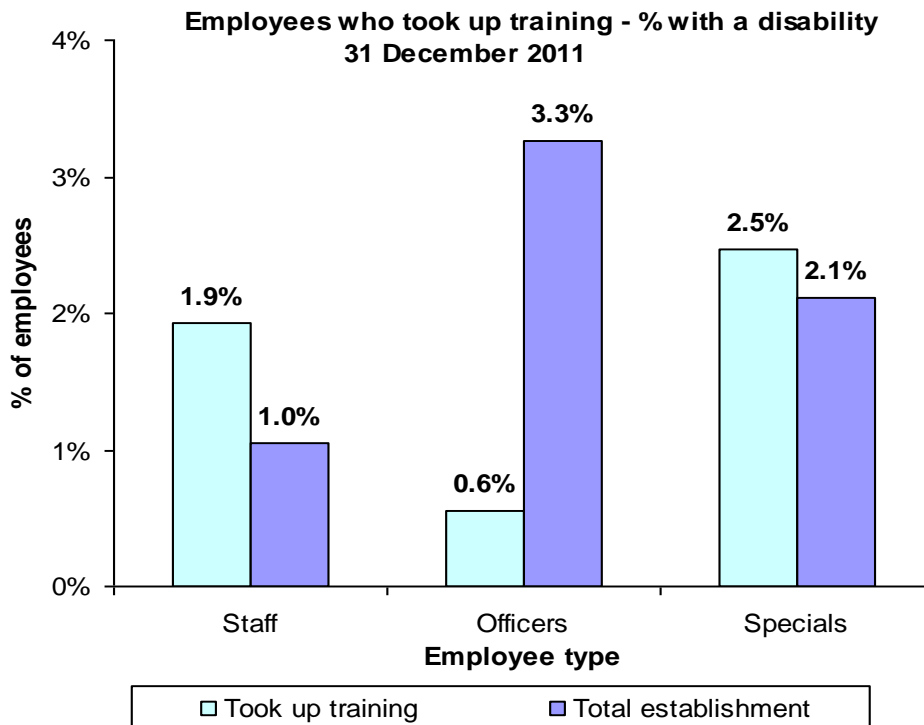
Employees who took up training - % BME
31 December 2011



▪ **GENDER**



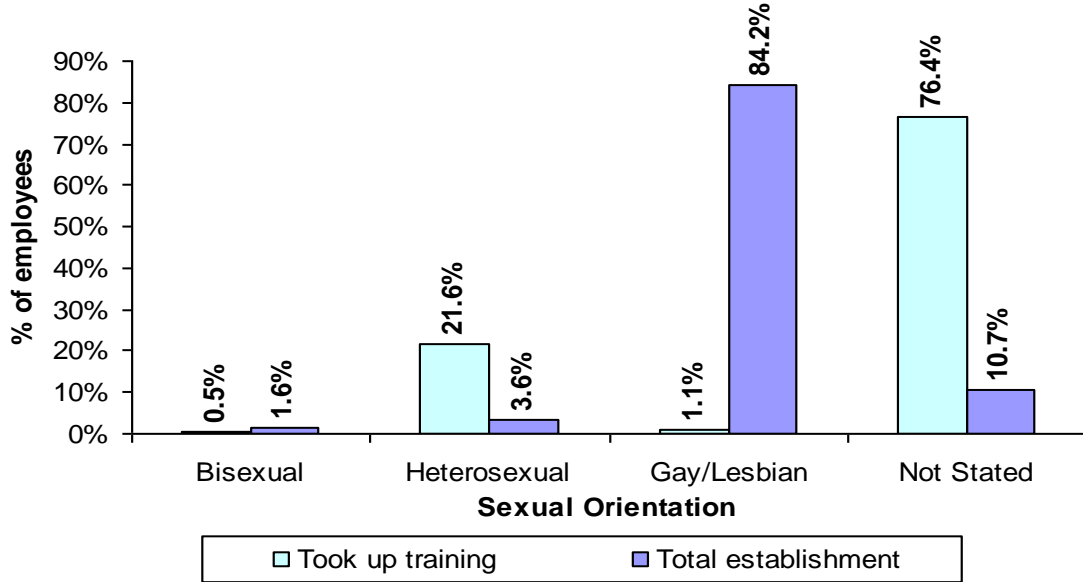
▪ **DISABILITY**



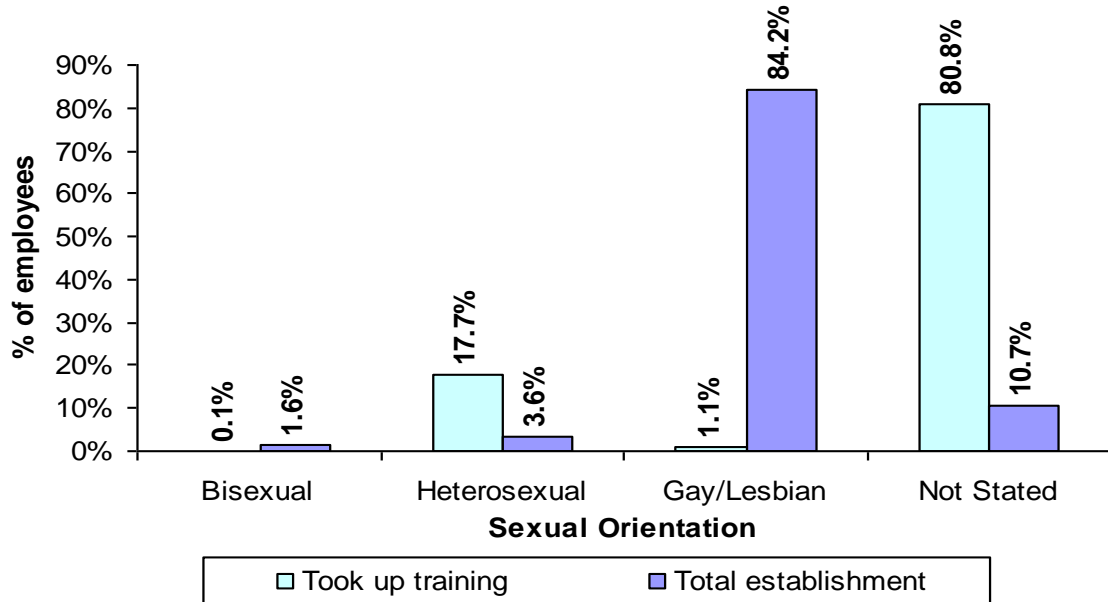
▪ **SEXUAL ORIENTATION**

Please note sexual orientation data is only available for approximately 20% of the total workforce. Therefore the percentages shown here may not be representative.

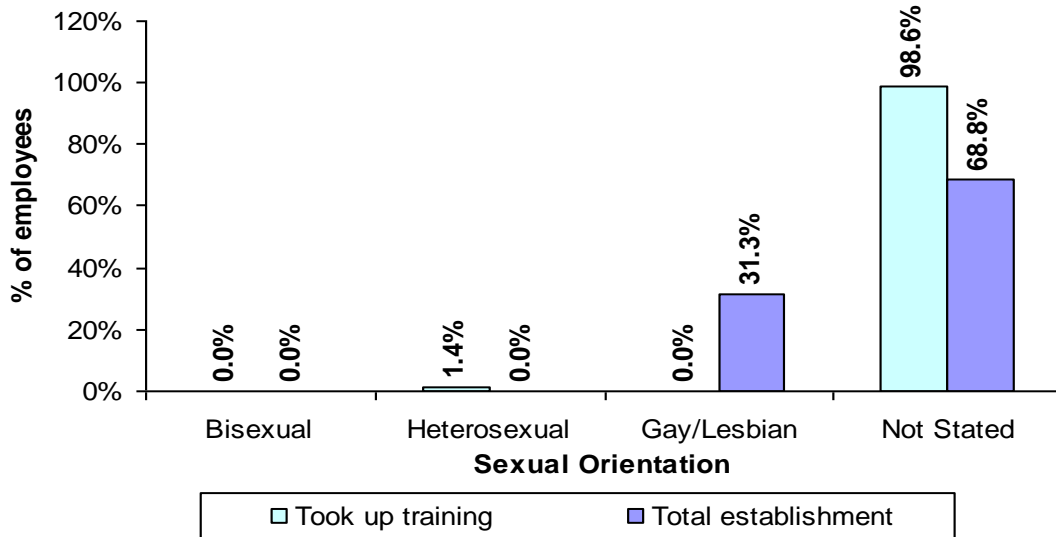
**Police Officers who took up training - % by Sexual Orientation
31 December 2011**



**Police Staff who took up training - % by Sexual Orientation
31 December 2011**

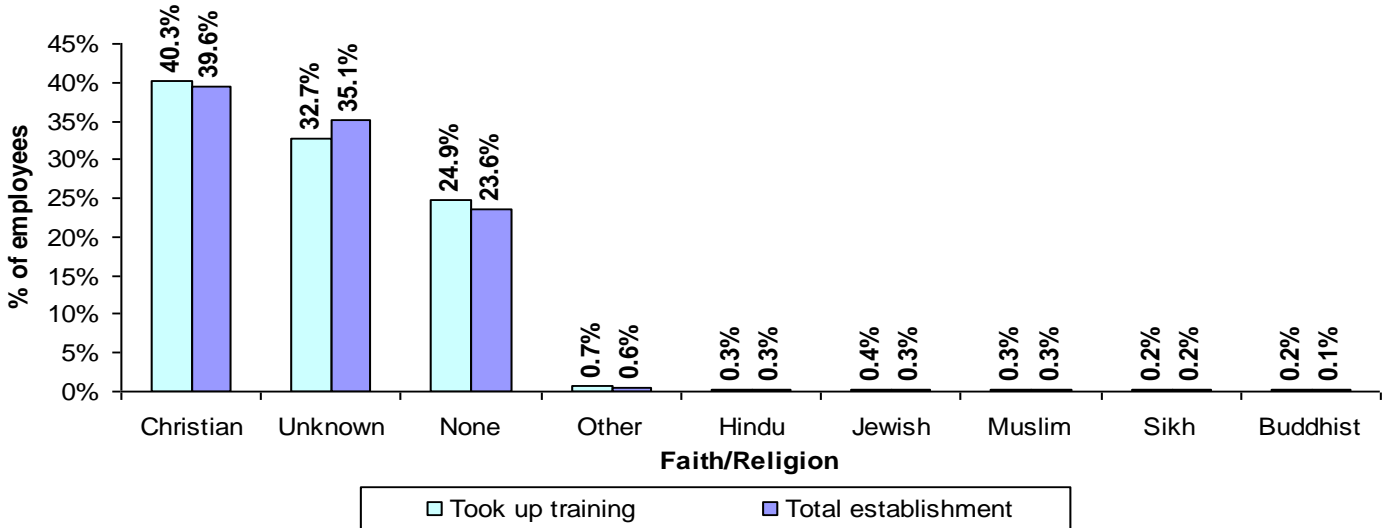


**Specials who took up training - % by Sexual Orientation
31 December 2011**

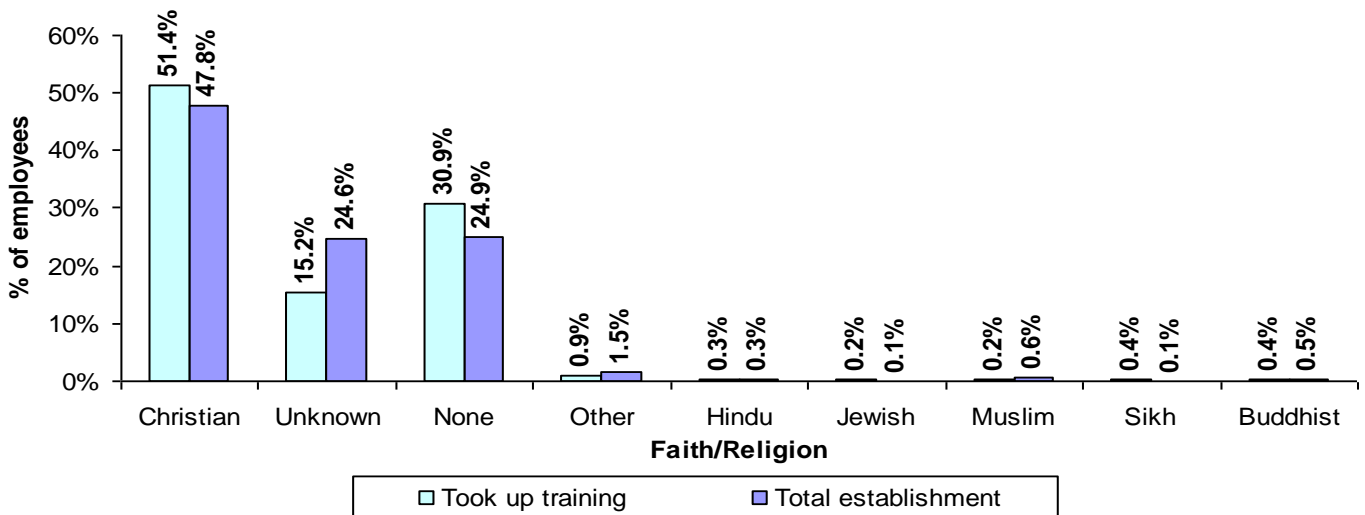


FAITH/RELIGION

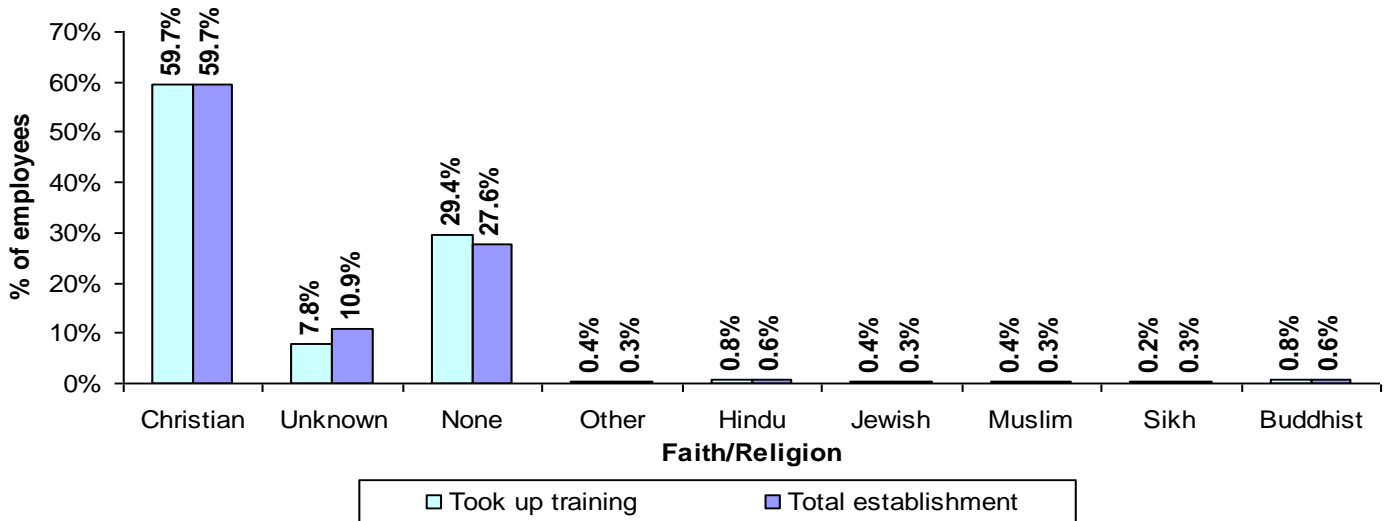
**Police Officers who took up training - % by Faith/Religion
31 December 2011**



**Police Staff who took up training - % by Faith/Religion
31 December 2011**

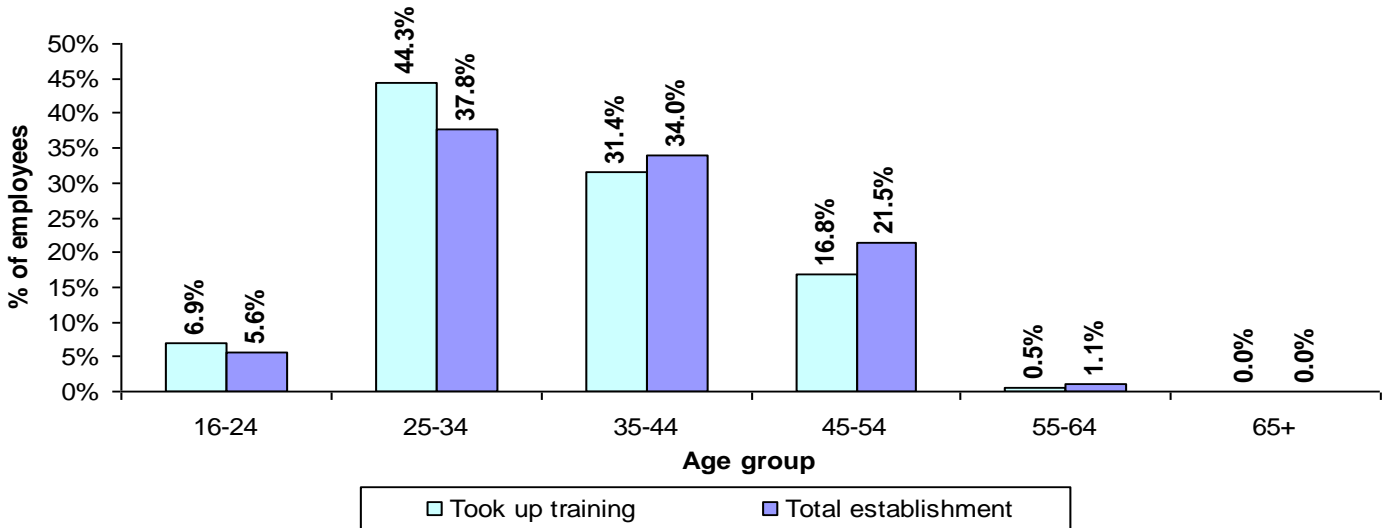


**Specials who took up training - % by Faith/Religion
31 December 2011**

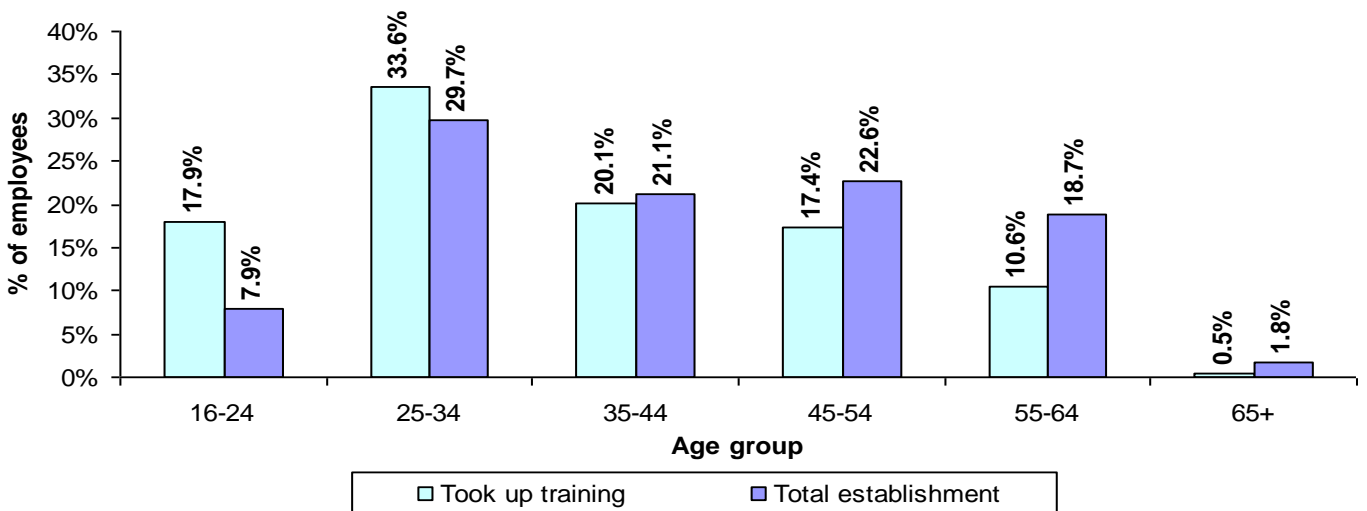


▪ **AGE**

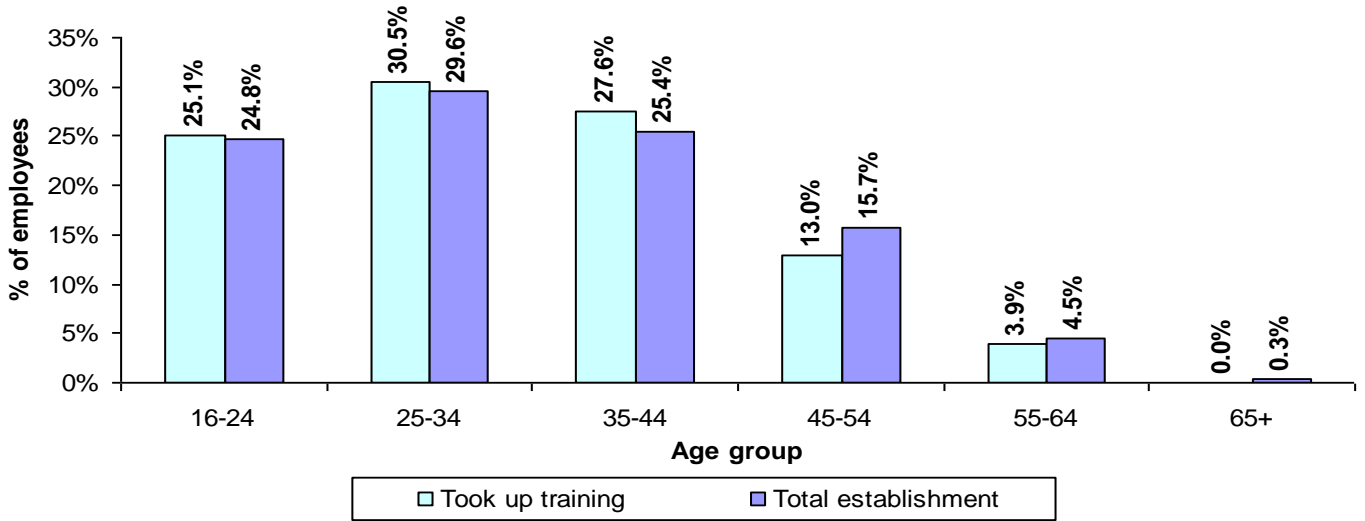
**Police Officers who took up training - % by Age Group
31 December 2011**



**Police Staff who took up training - % by Age Group
31 December 2011**



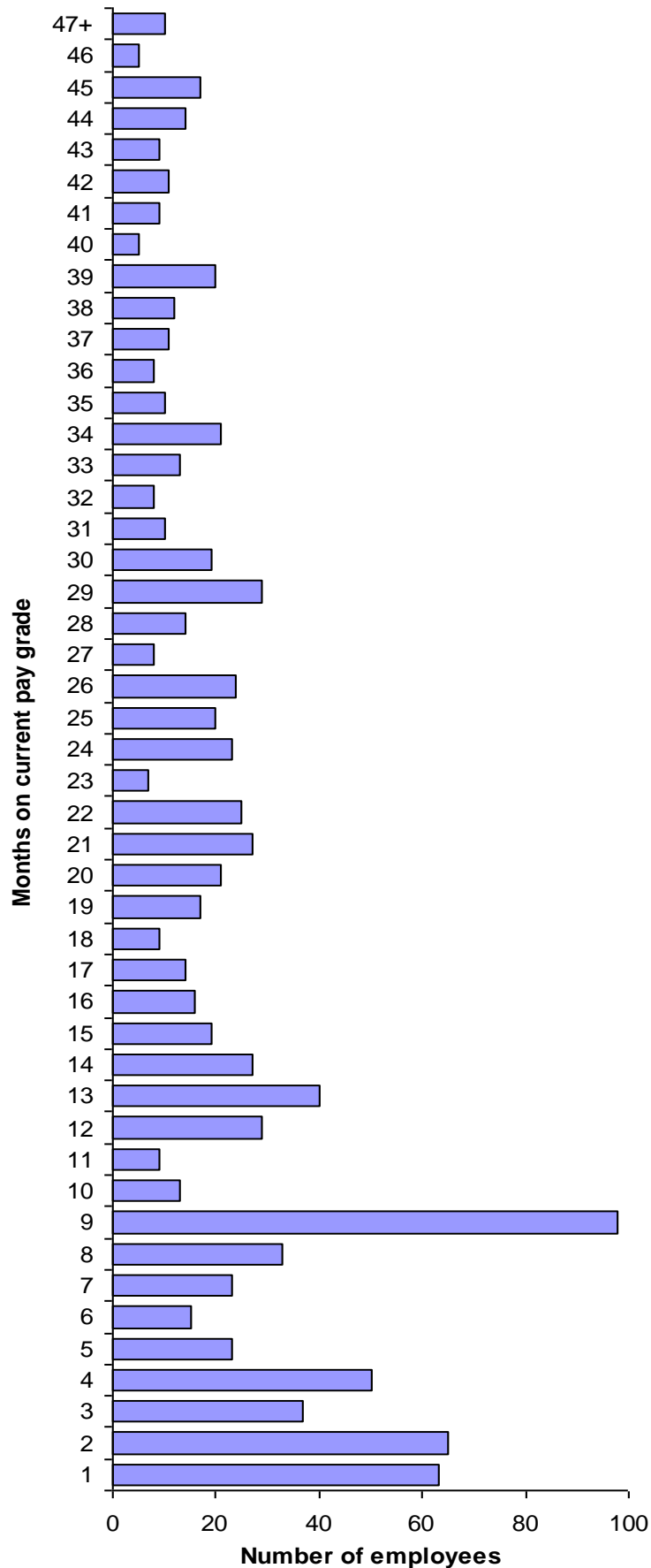
**Specials who took up training - % by Age Group
31 December 2011**



PAY

▪ **LENGTH OF TIME ON CURRENT PAY GRADE**

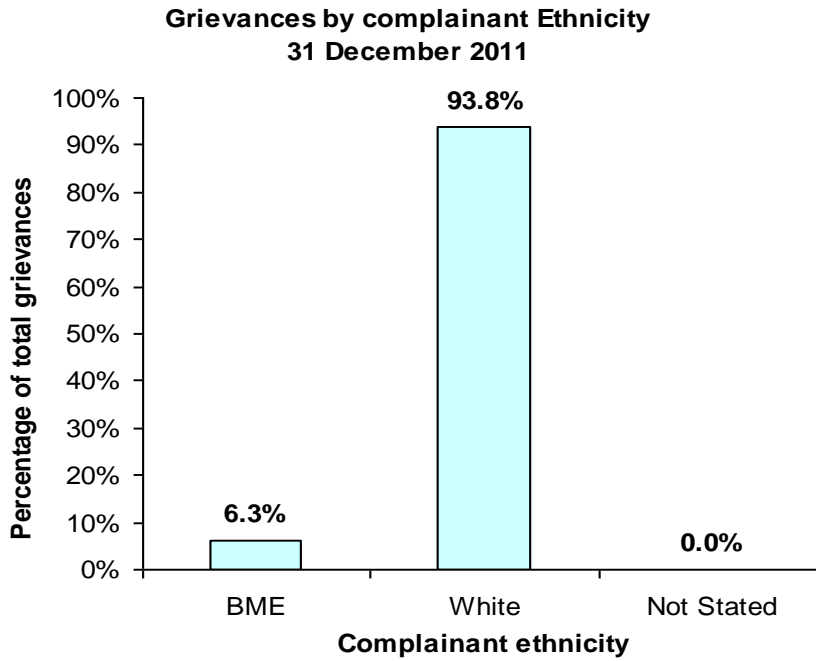
**Length of time on current pay grade - Police Staff
31 December 2011**



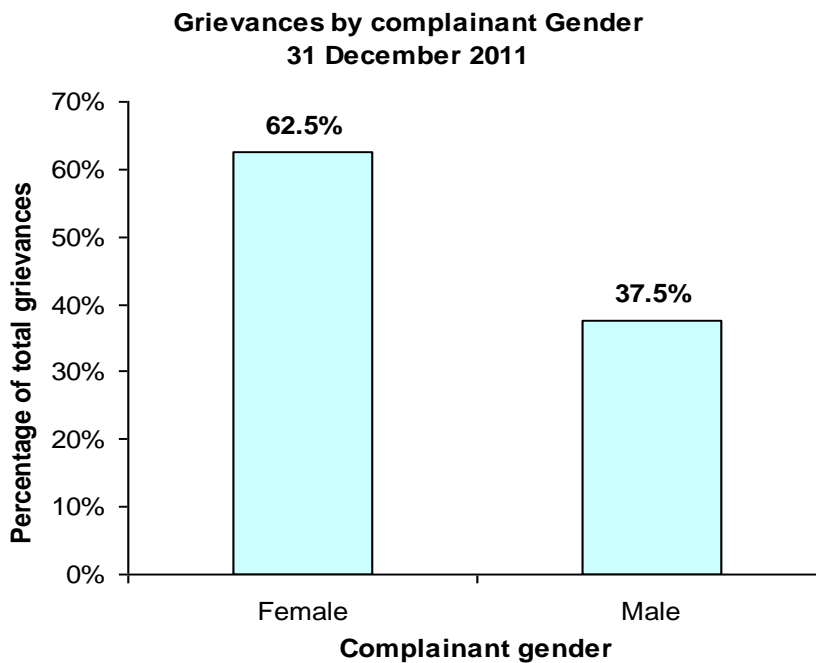
PROFESSIONAL STANDARDS

GRIEVANCES

ETHNICITY

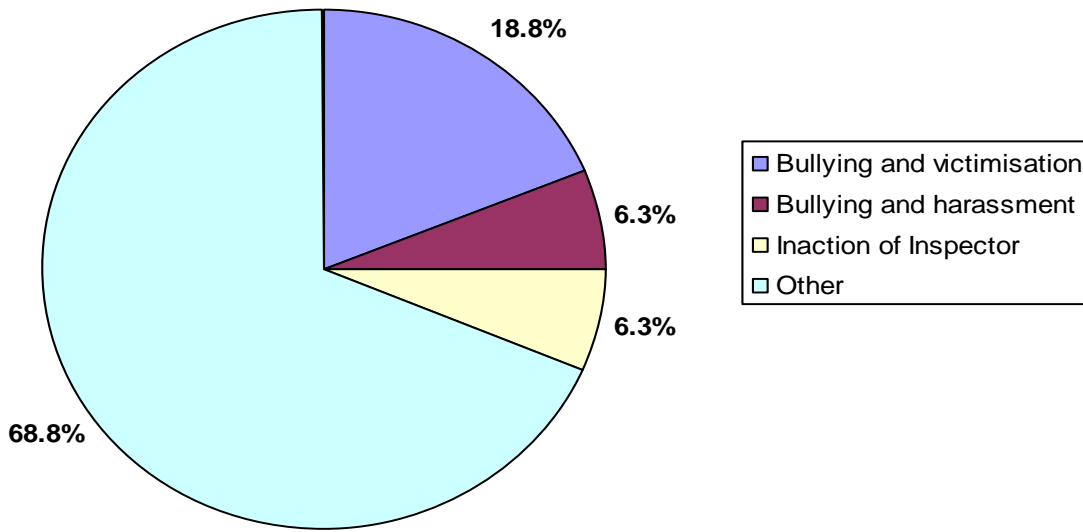


GENDER



- **NATURE OF GRIEVANCES**

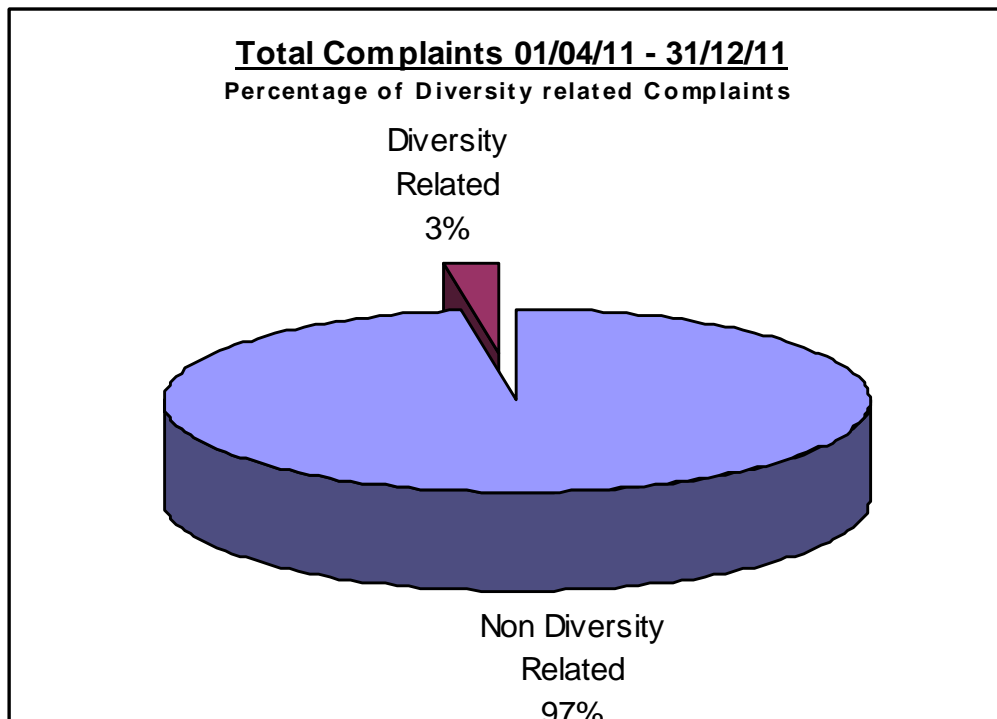
**Grievances by Nature of Grievance
31 December 2011**



- **COMPLAINTS**

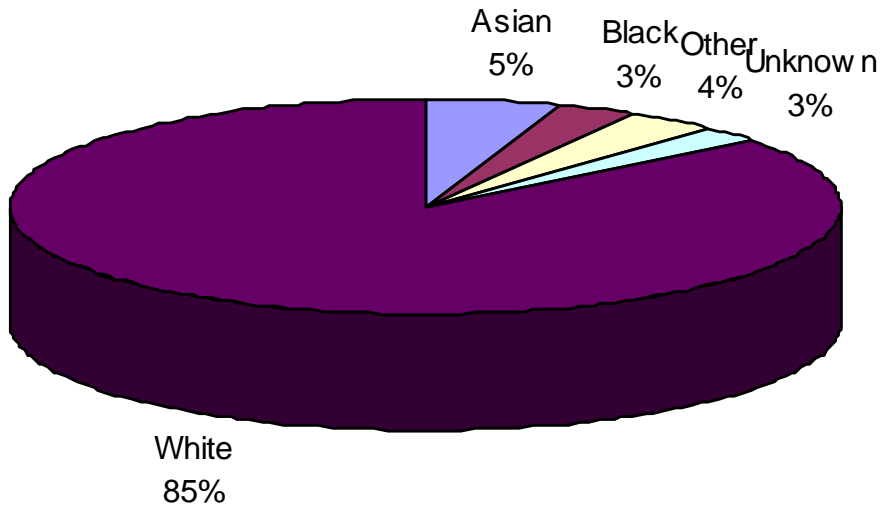
- **COMPLAINTS RELATING TO DIVERSITY**

A total of 510 complaints were recorded during the period 1st April to 31st December 2011. Of these only 13 are related to issues of Ethnicity, Gender or Disability.

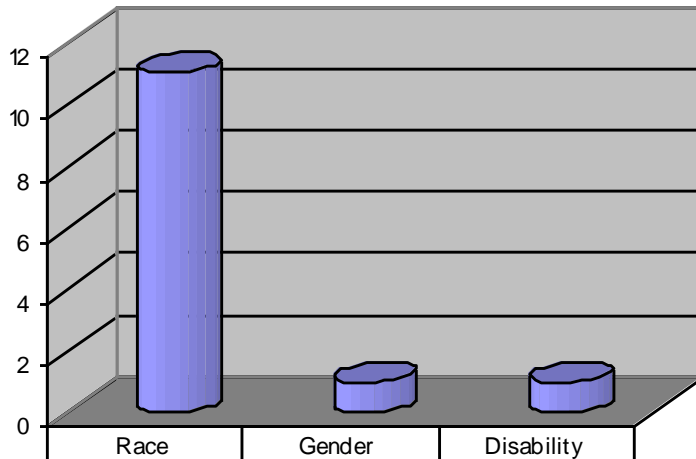


Ethnicity of Complainants

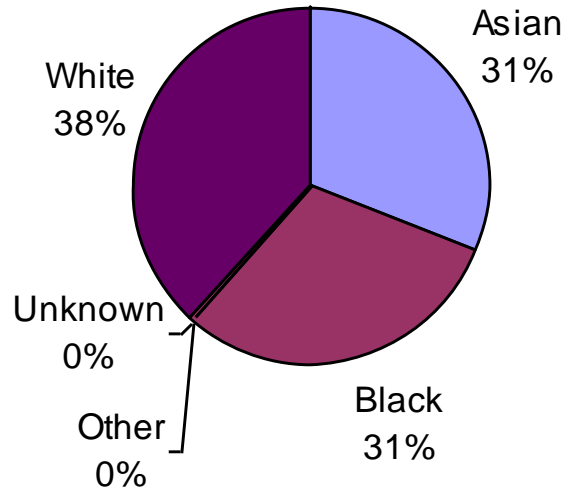
from complaints between 01/04/11 - 31/12/11



Diversity Related Complaint Types



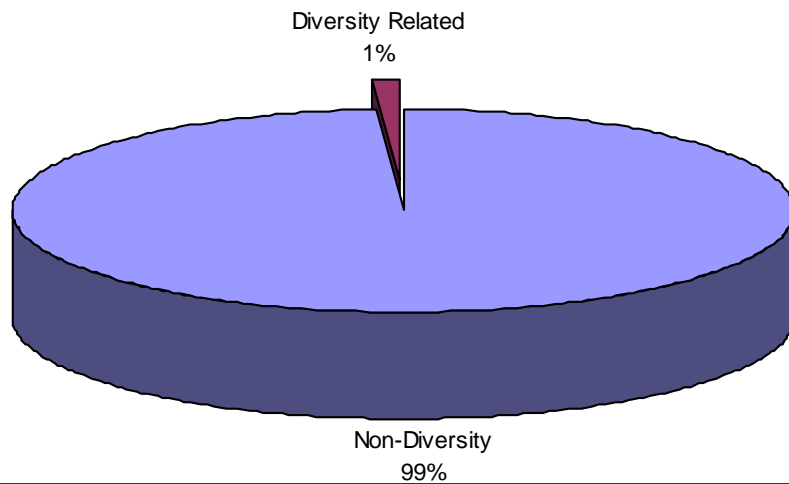
Ethnicity of Complainants in Diversity related cases
between 01/04/11 - 31/12/11

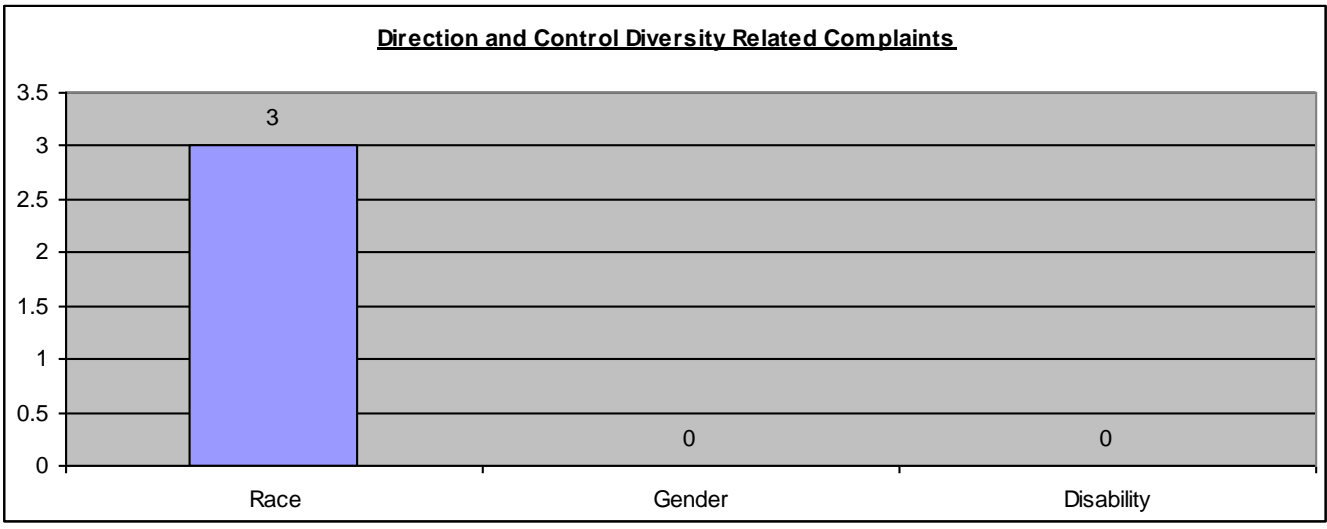


▪ **COMPLAINTS AGAINST POLICY AND PROCEDURE**

A total of 268 complaints against Policy and Procedure were recorded during the period 1st April to 31st December 2011. Of these only 3 are related to issues of Ethnicity, Gender or Disability.

Direction and Control Complaints (Policy and Procedure)
Between 01/04/11 - 31/12/11

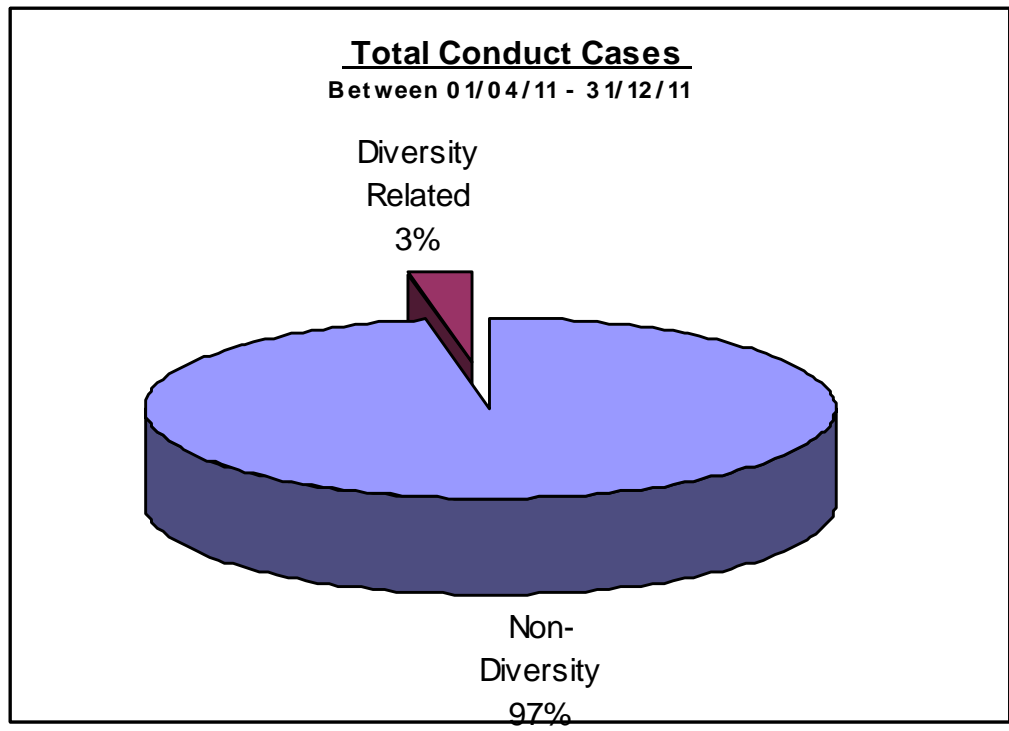




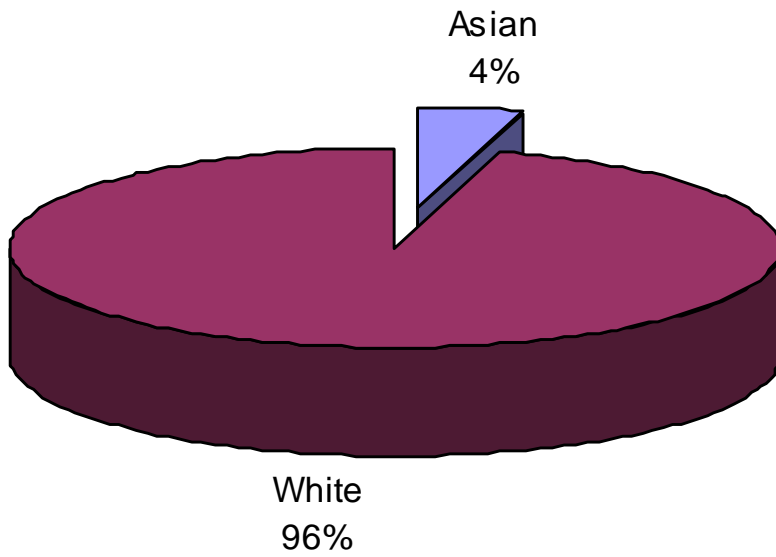
MISCONDUCTS

MISCONDUCT CASES RELATING TO DIVERSITY

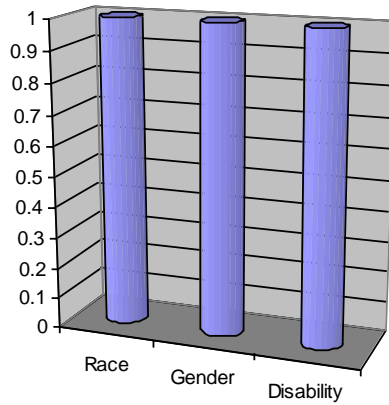
A total of 67 misconduct cases were recorded against officers during the period 1st April to 31st December 2011. Of these only 3 are related to issues of Ethnicity, Gender or Disability.



**Ethnicity of Conduct Subject
between 01/04/11 - 31/12/11**



Diversity Related Conduct Types



	Race	Gender	Disability
Diversity Related Conduct Types	1	1	1

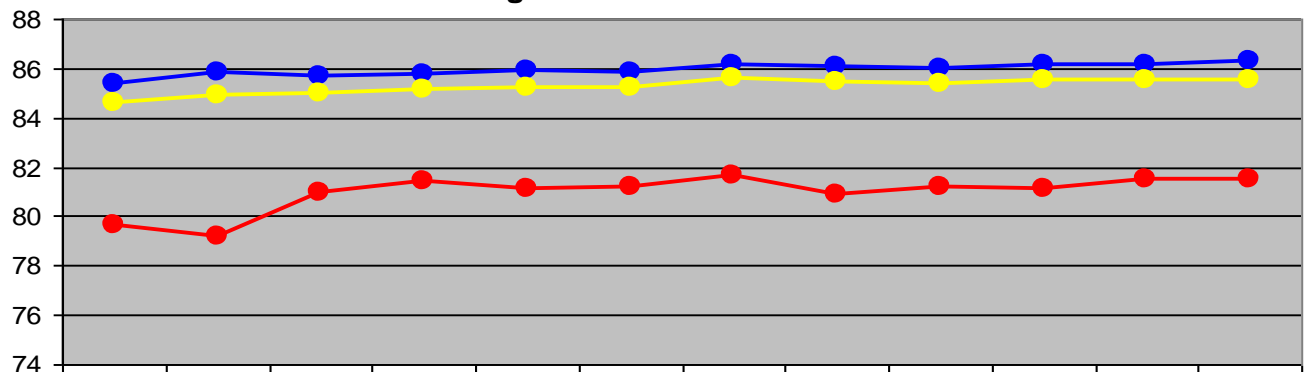
VICTIM SATISFACTION

CUSTOMER SATISFACTION BY ETHNICITY

The customer satisfaction survey includes victims of Domestic Burglary, Vehicle, Violent, Road Traffic Collisions and Racial Incidents.

OVERALL SERVICE

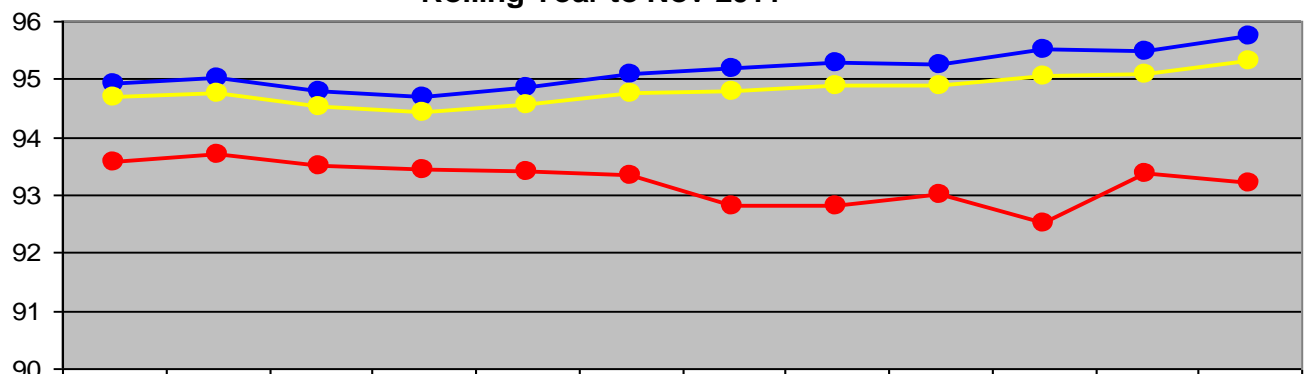
**Overall - % Respondents Completely, Very & Fairly Satisfied
Domestic Burglary, Violence, Vehicle, RTCs and Racial
Rolling Year to Nov 2011**



	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11
White	85.4	85.8	85.7	85.8	85.9	85.9	86.2	86.1	86.0	86.2	86.2	86.3
BME	79.6	79.2	80.9	81.4	81.1	81.2	81.6	80.9	81.2	81.1	81.5	81.5
Total	84.6	84.9	85.0	85.2	85.2	85.3	85.6	85.5	85.4	85.5	85.5	85.5

INITIAL CONTACT

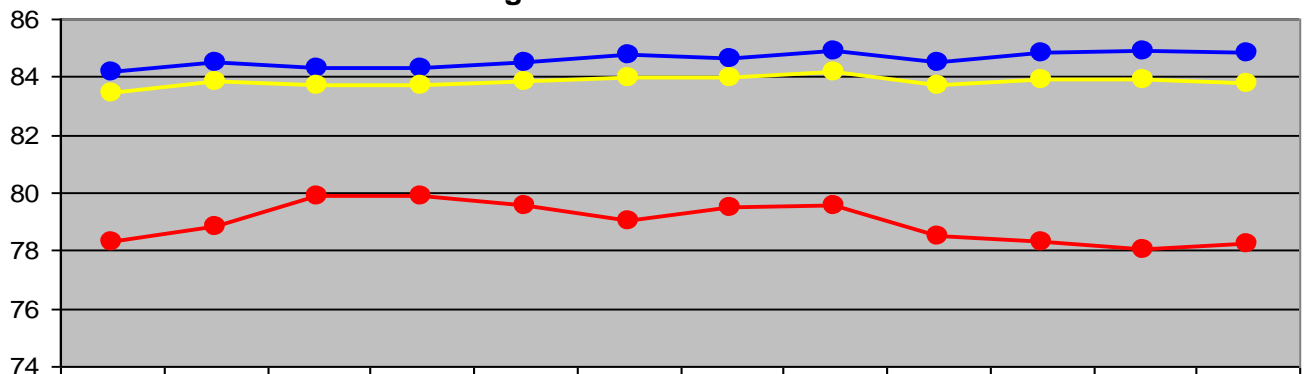
**Initial Contact - % Respondents Completely, Very & Fairly Satisfied
Domestic Burglary, Violence, Vehicle, RTCs and Racial
Rolling Year to Nov 2011**



	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11
White	94.9	95.0	94.8	94.7	94.8	95.1	95.2	95.3	95.2	95.5	95.5	95.7
BME	93.6	93.7	93.5	93.4	93.4	93.3	92.8	92.8	93.0	92.5	93.4	93.2
Total	94.7	94.7	94.5	94.4	94.6	94.8	94.8	94.9	94.9	95.1	95.1	95.3

▪ **ACTION TAKEN**

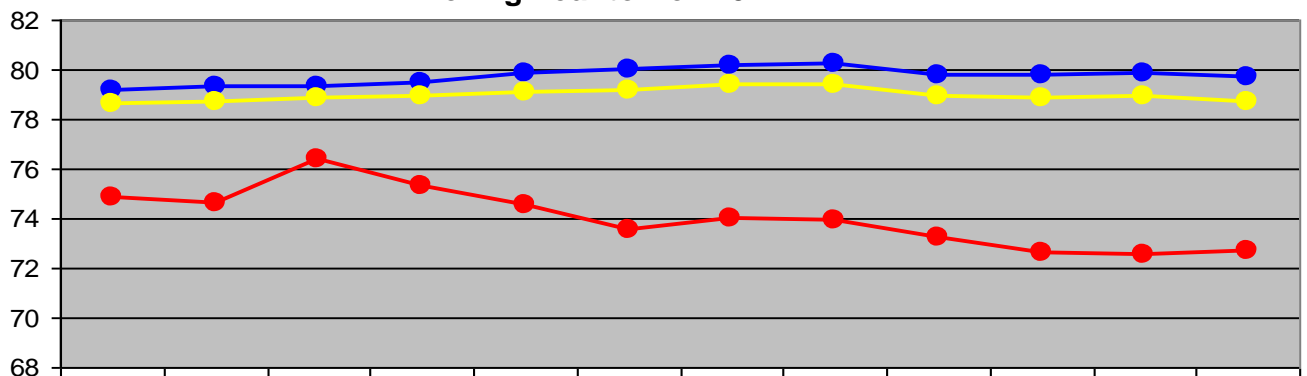
**Action Taken - % Respondents Completely, Very & Fairly Satisfied
Domestic Burglary, Violence, Vehicle, RTCs and Racial
Rolling Year to Nov 2011**



	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11
● White	84.1	84.5	84.3	84.3	84.5	84.7	84.6	84.9	84.5	84.8	84.9	84.8
● BME	78.3	78.8	79.9	79.9	79.5	79.0	79.5	79.6	78.5	78.3	78.0	78.2
● Total	83.4	83.8	83.7	83.7	83.8	84.0	83.9	84.2	83.7	83.9	83.9	83.8

▪ **BEING KEPT INFORMED**

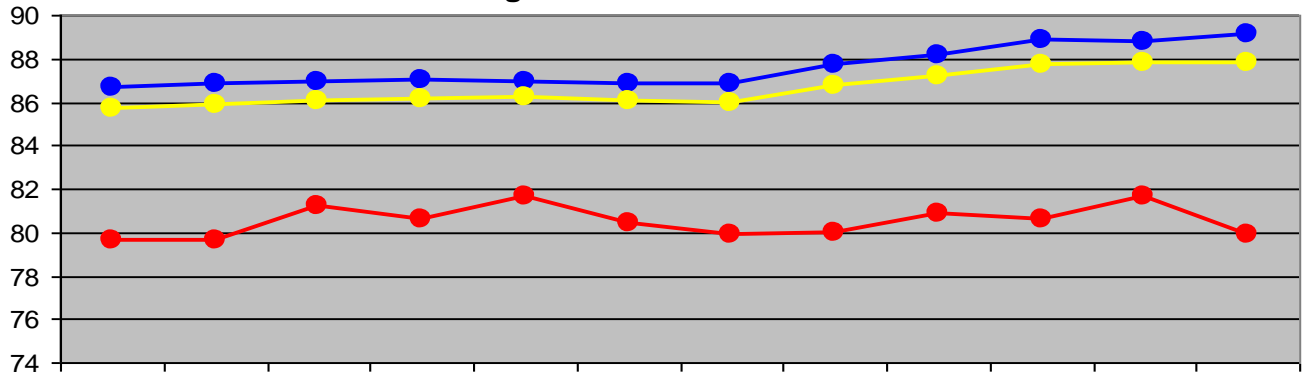
**Kept Informed - % Respondents Completely, Very & Fairly Satisfied
Domestic Burglary, Violence, Vehicle, RTCs and Racial
Rolling Year to Nov 2011**



	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11
● White	79.2	79.3	79.3	79.5	79.8	80.0	80.2	80.2	79.7	79.8	79.9	79.7
● BME	74.9	74.7	76.4	75.3	74.5	73.5	74.0	73.9	73.3	72.6	72.5	72.7
● Total	78.7	78.7	78.9	78.9	79.1	79.2	79.4	79.4	78.9	78.9	78.9	78.7

▪ **TIME TAKEN TO ATTEND**

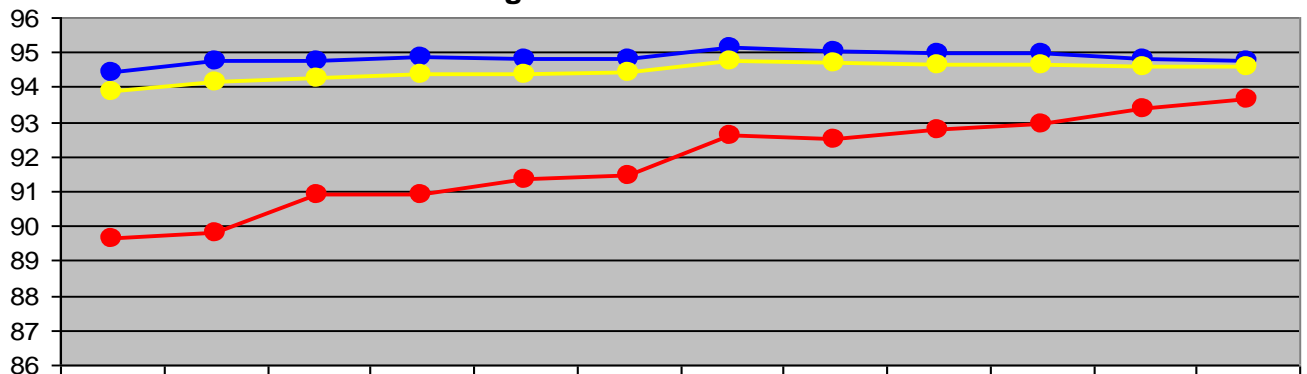
**Treatment - % Respondents Completely, Very & Fairly Satisfied
Domestic Burglary, Violence, Vehicle, RTCs and Racial
Rolling Year to Nov 2011**



	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11
● White	86.6	86.9	86.9	87.0	86.9	86.8	86.8	87.7	88.1	88.9	88.8	89.1
● BME	79.7	79.7	81.3	80.6	81.6	80.4	79.9	80.0	80.9	80.6	81.7	79.9
● Total	85.7	85.9	86.1	86.1	86.2	86.0	85.9	86.8	87.2	87.7	87.8	87.8

▪ **TREATMENT**

**Treatment - % Respondents Completely, Very & Fairly Satisfied
Domestic Burglary, Violence, Vehicle, RTCs and Racial
Rolling Year to Nov 2011**

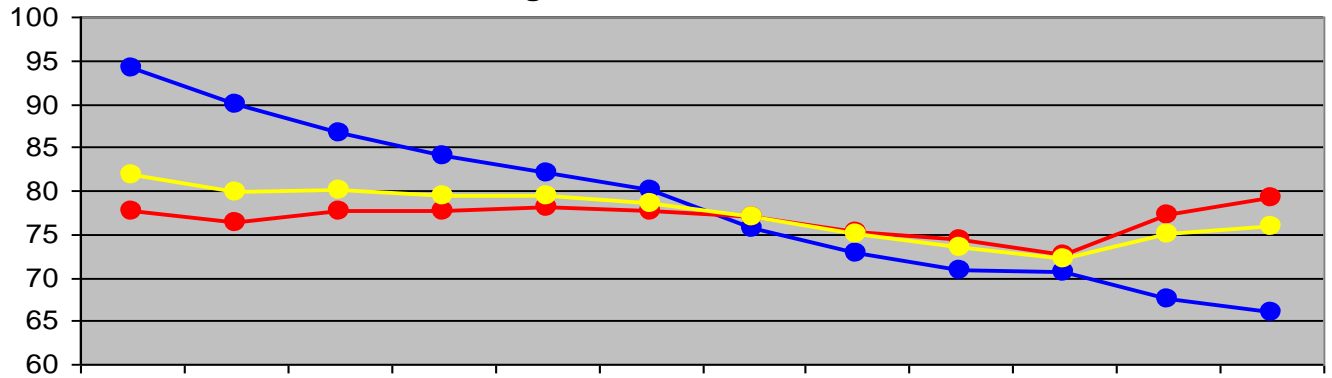


	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11
● White	94.4	94.7	94.7	94.9	94.8	94.8	95.1	95.0	95.0	94.9	94.8	94.8
● BME	89.6	89.8	90.9	90.9	91.3	91.5	92.6	92.5	92.8	92.9	93.4	93.6
● Total	93.9	94.1	94.2	94.3	94.3	94.4	94.8	94.7	94.6	94.7	94.6	94.6

RACIAL INCIDENTS SATISFACTION BY ETHNICITY

OVERALL SERVICE

Overall Service - % Respondents Completely, Very & Fairly Satisfied
Racial Incidents
Rolling Year to Nov 2011



	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11
White	94.0	90.0	86.5	84.0	82.0	80.0	75.5	72.7	70.7	70.5	67.5	65.9
BME	77.6	76.3	77.5	77.6	78.1	77.6	77.0	75.2	74.4	72.5	77.2	79.2
Total	81.9	79.7	79.9	79.4	79.2	78.4	76.8	74.9	73.5	72.0	75.0	75.8

EMPLOYEE SATISFACTION

STAFF SURVEY

WORK/LIFE BALANCE

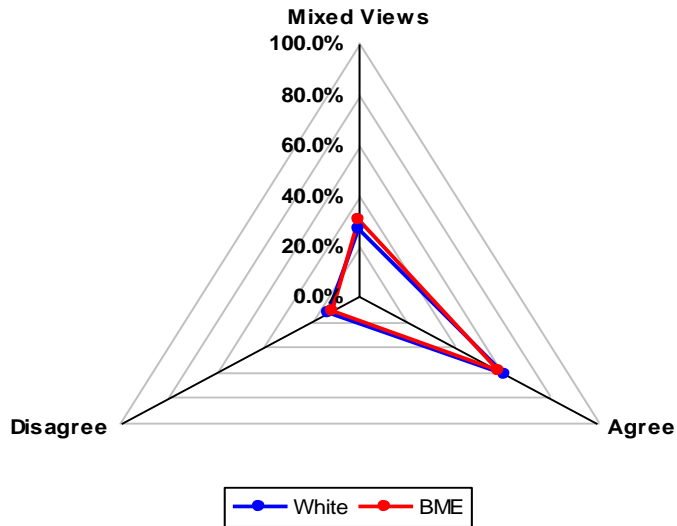
4c. "The organisation provides me with the support I need to balance my work and personal life"

Total Respondents	Gender		Ethnicity	
	Male	Female	White	BME
Agree	760	613	1322	43
Mixed Views	334	265	579	22
Disagree	166	117	273	8
Total Respondents	1260	995	2174	73

	Gender		Ethnicity	
	Male	Female	White	BME
Agree	60.3%	61.6%	60.8%	58.9%
Mixed Views	26.5%	26.6%	26.6%	30.1%
Disagree	13.2%	11.8%	12.6%	11.0%

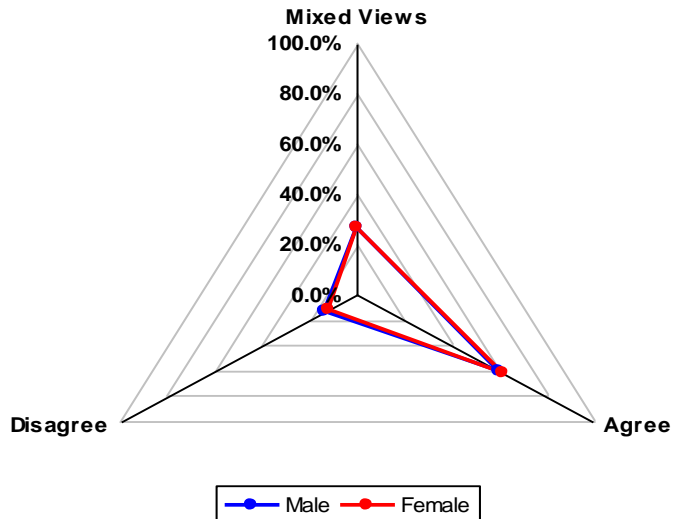
Wave 10 (November 2011)

4c. The organisation provides me with the support I need to balance my work and personal life - Ethnicity



Wave 10 (November 2011)

4c. The organisation provides me with the support I need to balance my work and personal life - Gender



▪ **UNACCEPTABLE BEHAVIOUR**
4g. "Unacceptable behaviour is dealt with effectively"

Total Respondents	Gender		Ethnicity	
	Male	Female	White	BME
Agree	927	613	1475	45
Mixed Views	209	246	438	21
Disagree	123	137	262	8
Total Respondents	1259	996	2175	74

	Gender		Ethnicity	
	Male	Female	White	BME
Agree	73.6%	61.5%	67.8%	60.8%
Mixed Views	16.6%	24.7%	20.1%	28.4%
Disagree	9.8%	13.8%	12.0%	10.8%

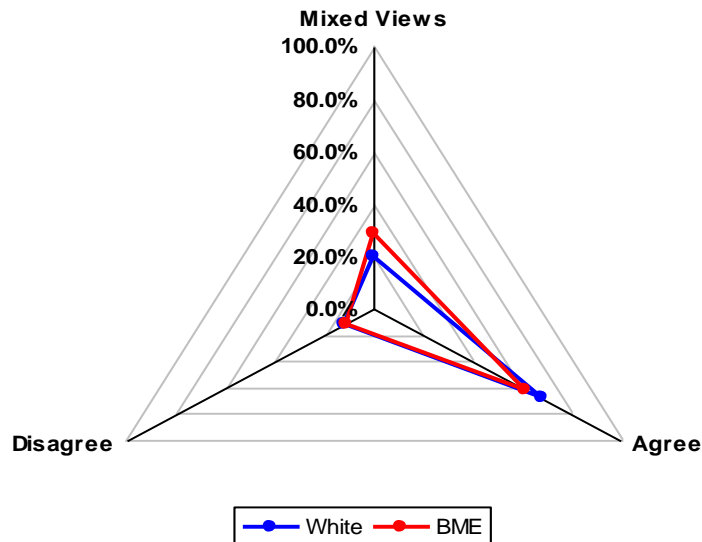
Wave 10 (November 2011)

4g. Unacceptable behaviour is dealt with effectively - Gender



Wave 10 (November 2011)

4g. Unacceptable behaviour is dealt with effectively - Ethnicity



▪ **TREATED WITH RESPECT BY LINE MANAGER**
4i. "My line manager treats me with respect"

Total Respondents	Gender		Ethnicity	
	Male	Female	White	BME
Agree	1076	828	1829	62
Mixed Views	116	120	228	10
Disagree	67	48	117	2
Total Respondents	1259	996	2174	74

	Gender		Ethnicity	
	Male	Female	White	BME
Agree	85.5%	83.1%	84.1%	83.8%
Mixed Views	9.2%	12.0%	10.5%	13.5%
Disagree	5.3%	4.8%	5.4%	2.7%

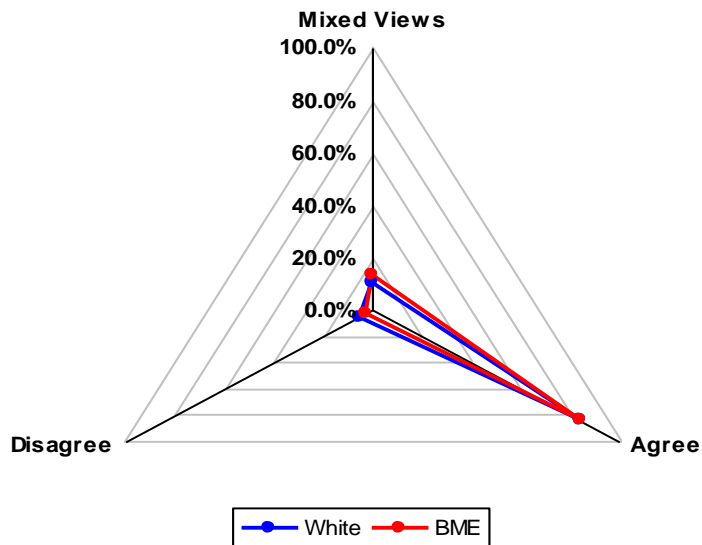
Wave 10 (November 2011)

4i. My line manager treats me with respect - Gender



Wave 10 (November 2011)

4i. My line manager treats me with respect - Ethnicity



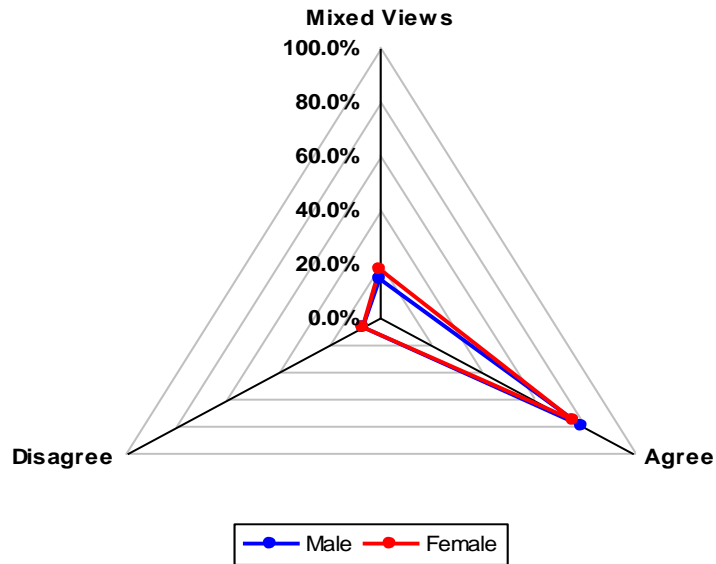
▪ **TAKEN SERIOUSLY BY LINE MANAGER**
4k. "My line manager takes my views and opinions seriously"

Total Respondents	Gender		Ethnicity	
	Male	Female	White	BME
Agree	995	754	1681	54
Mixed Views	179	180	351	13
Disagree	84	62	141	6
Total Respondents	1258	996	2173	73

	Gender		Ethnicity	
	Male	Female	White	BME
Agree	79.1%	75.7%	77.4%	74.0%
Mixed Views	14.2%	18.1%	16.2%	17.8%
Disagree	6.7%	6.2%	6.5%	8.2%

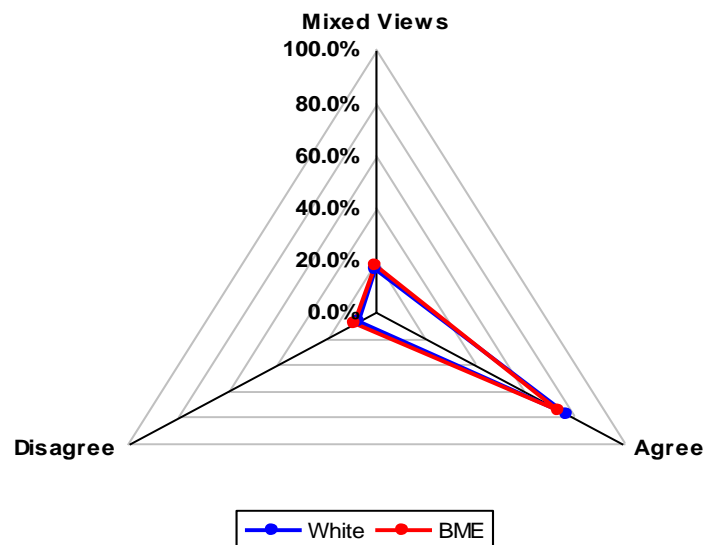
Wave 10 (November 2011)

4k. My line manager takes my views and opinions seriously - Gender



Wave 10 (November 2011)

4k. My line manager takes my views and opinions seriously - Ethnicity



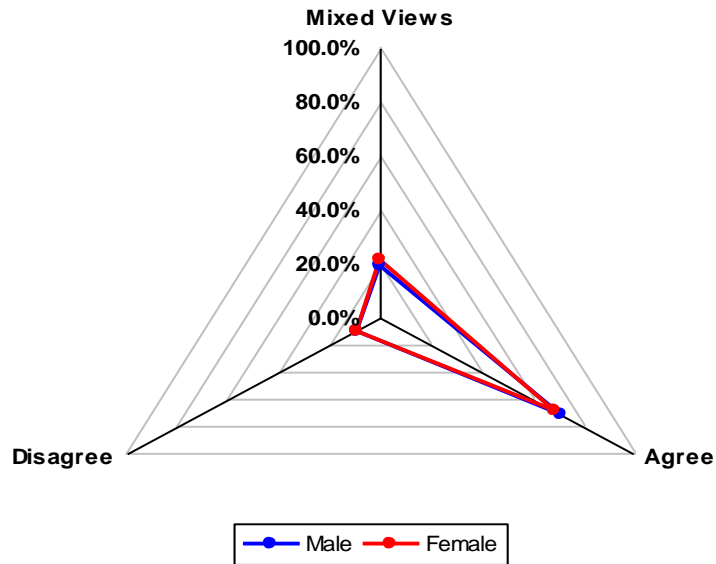
▪ **DEVELOPMENT ENCOURAGED BY LINE MANAGER**
4m. "My line manager encourages my development"

Total Respondents	Gender		Ethnicity	
	Male	Female	White	BME
Agree	890	681	1519	48
Mixed Views	246	215	436	20
Disagree	118	95	212	5
Total Respondents	1254	991	2167	73

	Gender		Ethnicity	
	Male	Female	White	BME
Agree	71.0%	68.7%	70.1%	65.8%
Mixed Views	19.6%	21.7%	20.1%	27.4%
Disagree	9.4%	9.6%	9.8%	6.8%

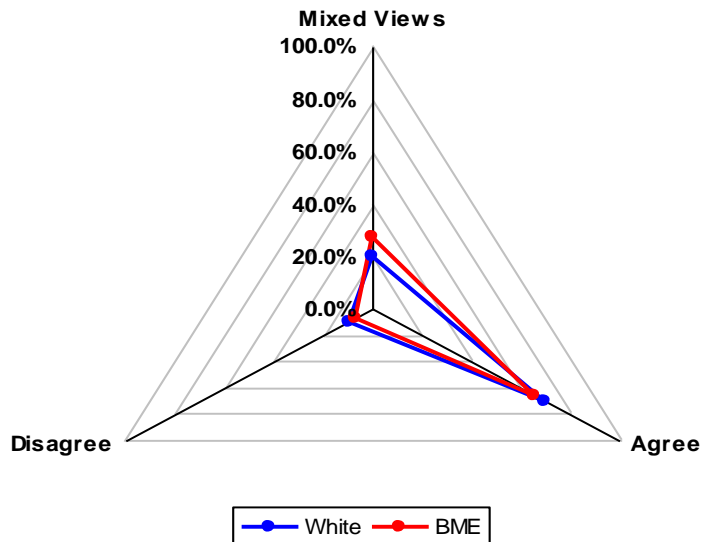
Wave 10 (November 2011)

4m. My line manager encourages my development - Gender



Wave 10 (November 2011)

4m. My line manager encourages my development - Ethnicity



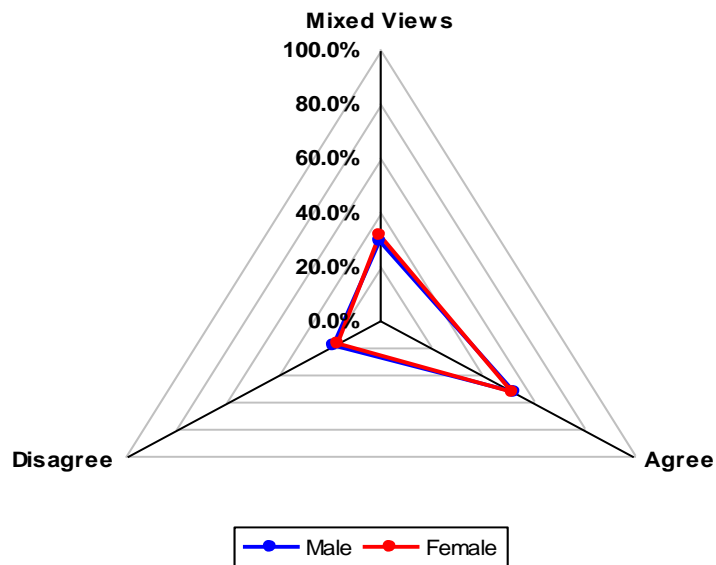
▪ **OPPORTUNITIES TO IMPROVE SKILLS**
4n. "I am given real opportunities to improve my skills"

Total Respondents	Gender		Ethnicity	
	Male	Female	White	BME
Agree	664	520	1137	34
Mixed Views	371	316	659	29
Disagree	221	161	376	11
Total Respondents	1256	997	2172	74

	Gender		Ethnicity	
	Male	Female	White	BME
Agree	52.9%	52.2%	52.3%	45.9%
Mixed Views	29.5%	31.7%	30.3%	39.2%
Disagree	17.6%	16.1%	17.3%	14.9%

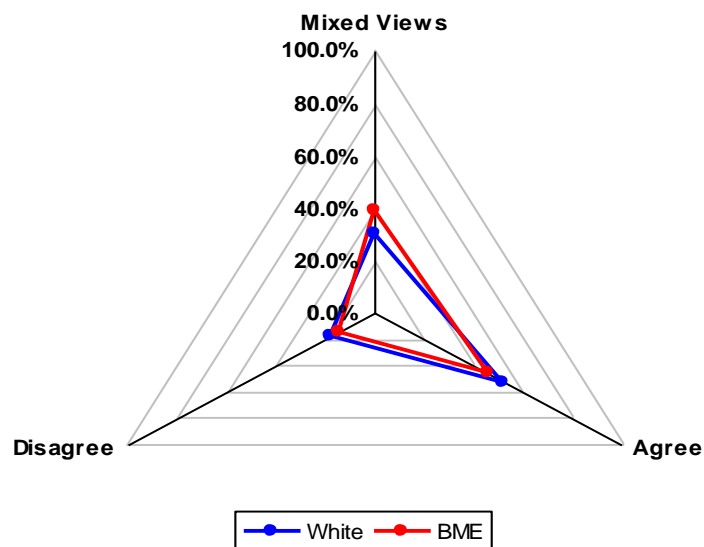
Wave 10 (November 2011)

4n. I am given real opportunities to improve my skills - Gender



Wave 10 (November 2011)

4n. I am given real opportunities to improve my skills - Ethnicity



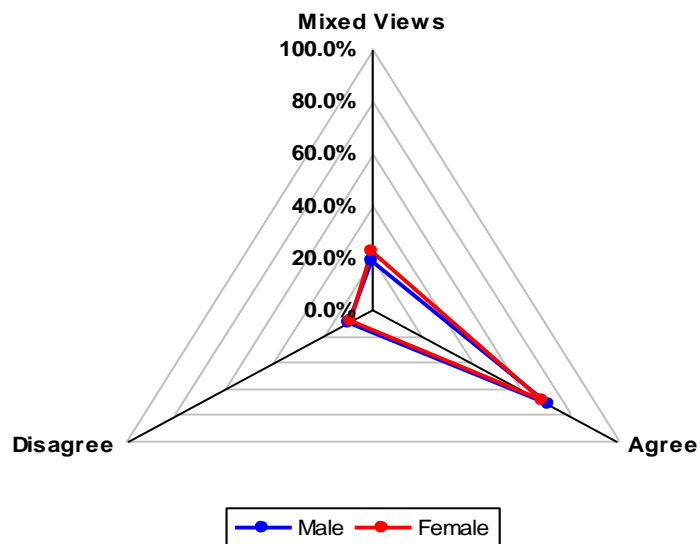
▪ **TRUSTED AND EMPOWERED TO DO JOB**
4o. "I feel trusted and empowered to do my job"

Total Respondents	Gender		Ethnicity	
	Male	Female	White	BME
Agree	903	696	1540	49
Mixed Views	230	218	435	18
Disagree	122	81	194	7
Total Respondents	1255	995	2169	74

	Gender		Ethnicity	
	Male	Female	White	BME
Agree	72.0%	69.9%	71.0%	66.2%
Mixed Views	18.3%	21.9%	20.1%	24.3%
Disagree	9.7%	8.1%	8.9%	9.5%

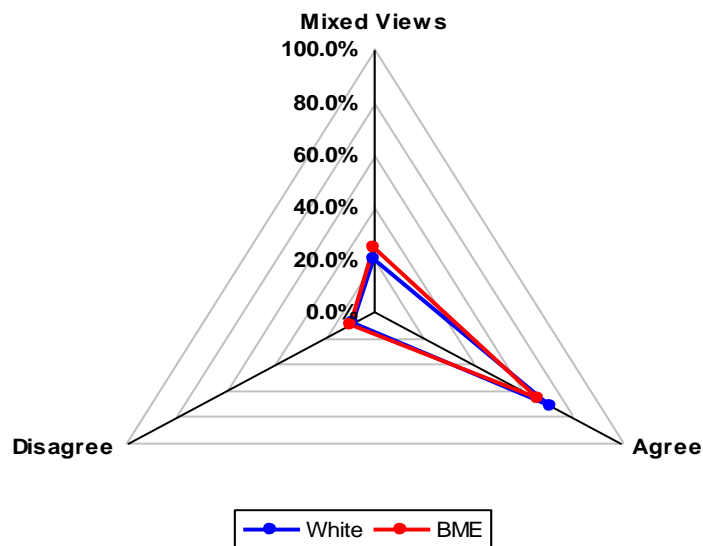
Wave 10 (November 2011)

4o. I feel trusted and empowered to do my job - Gender



Wave 10 (November 2011)

4o. I feel trusted and empowered to do my job - Ethnicity



REWARDS AND RECOGNITION

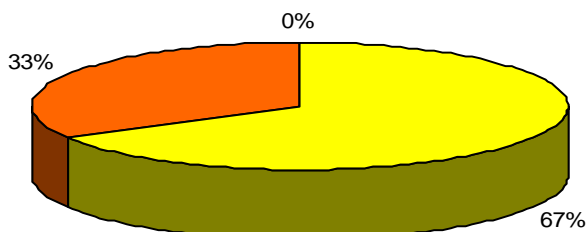
✚ RECOGNITION BONUS PAYMENTS

▪ ETHNICITY AND GENDER

Recognition Bonus Payments - Financial Year 2010/11

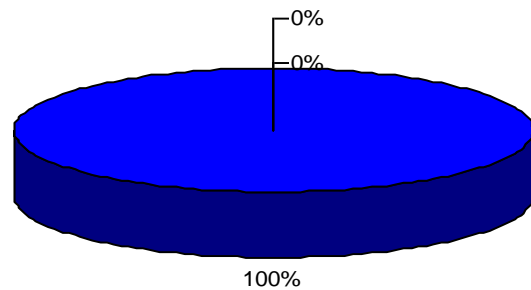
	Male	Female	Not Stated	Total
White	2	1	0	3
BME	0	0	0	0
Not Stated	0	0	0	0
Total	2	1	0	3

Recognition Bonus Payments by Gender - 2010/11



Male Female Not Stated

Recognition Bonus Payments by Ethnicity - 2010/11



White BME Not Stated

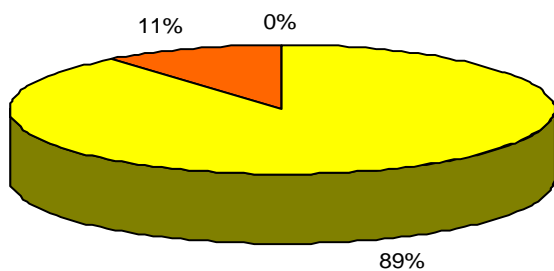
✚ CHIEF CONSTABLE AND COMMAND COMMENDATIONS

▪ ETHNICITY AND GENDER

Chief Constables Commendations - Financial Year 2010/11

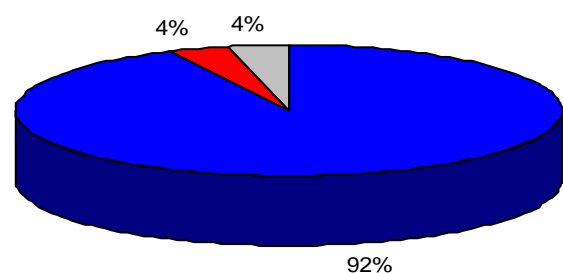
	Male	Female	Not Stated	Total
White	23	3	0	26
BME	1	0	0	1
Not Stated	1	0	0	1
Total	25	3	0	28

Chief Constable Commendations by Gender - 2010/11



Male Female Not Stated

Chief Constable Commendations by Ethnicity - 2010/11

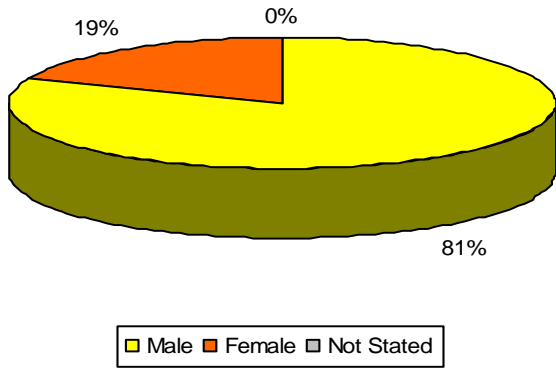


White BME Not Stated

Command Commendations - Financial Year 2010/11

	Male	Female	Not Stated	Total
White	29	7	0	36
BME	0	0	0	0
Not Stated	1	0	0	1
Total	30	7	0	37

Command Commendations by Gender - 2010/11



Command Commendations by Ethnicity - 2010/11

