

The way we work with Diverse Communities

Over the last 10 years Devon and Cornwall Police has worked hard at recognising the policing needs of people from 'diverse communities'. What we mean by this is those individuals and communities from differing backgrounds which include race, ethnicity, gender, age, religion and belief, disability and sexual orientation. The way we do this needs to change. We want all our staff to be able to deliver a service that meets your need.

What happens now?

We currently have dedicated officers working with Diverse Communities to make sure that their needs are met should they be affected by crimes or incidents. This could be by meeting or speaking with you in person, attending group meetings, or working with the officer/staff member you are already dealing with. These officers/staff also work with other agencies to ensure that you get the service you need in an appropriate manner and enable us to share good practice and support each other. They do not usually investigate crime or incidents and will not normally be the officer that is sent to deal with a call or crime report. In most cases they will not be the local officer/staff for the area in which you live or work.

What will happen in the future?

The changes we are proposing will mean that all our staff will be responsible for making sure that the service we give you will meet your need. Local Policing Teams will be the officers and staff who will be making contact with you and attending your group meetings and your events. Crimes will continue to be investigated in the way that they are today. We will still have dedicated Sergeants who you can contact if you feel your needs have not been met or feel unable to talk to your local officer. These Sergeants will have responsibility for assisting other staff and directing engagement work in support of the local Police Commander. The Sergeants will also maintain the current links with other agencies to ensure that issues are highlighted and good practice is shared.

Independent Advisory Group

We have an independent advisory group that has people from across the diverse community to help us to set out our priorities and objectives to make sure that we deliver the best service we possibly can. This will remain the same.

Hate Crime

We are also looking at how we can improve the way in which we respond to and deal with Hate Crime. This will be developed alongside the changes we are making.



Devon & Cornwall Police
Building safer communities together

We want to hear from you

We understand that change can be difficult. We would like to understand how these changes may affect or impact on you and your access to policing services. At the bottom of the page is a link to an on-line survey which we invite you to complete. This survey, and wider consultation, will continue until 9th December 2011, after which the results will be analysed and a report published. The findings of the report will inform what we will do next. Before you fill in the survey we hope that you will read the following questions and answers, which may help to address some issues you have thought of, and may help you to complete the survey just mentioned.

1. You say that you want all officers to deal with 'diversity', but are these changes really just a cost saving exercise?

No. The main reason is that we want all our staff to be able to deliver a service that meets your need. The changes that we are proposing will mean that local officers will engage more widely with all sections of the community. This will increase the opportunity for you to have someone to talk to.

2. Why do you need the Sergeants to be in place if everyone else is picking up the work?

We are committed to ensuring that our staff are best equipped to deliver a quality service. Experience tells us that sometimes this takes some clear direction and tasking from a person of rank in order to achieve this. We believe that by having dedicated Sergeants, working to the local Police Commander we will be able to ensure that this quality service is delivered.

3. I have built up trust and confidence with my local Diversity Officer and am not sure that I can do that with anyone else, what can you do for me?

We recognise that this is the biggest concern for a number of people. If you think back to when you first met your Diversity Officer, it was probably the case that you did not wholly trust them at first, but as you got to know them this trust developed. We are confident that, given time, trust in your local officers will also grow. To help with this there will be a handover so that the people you know can introduce you to the new local contact. However, if difficulties still remain then the dedicated Sergeant will be happy to assist you where they can.

4. I attend a community event that I know has been supported by the local Diversity Officer, will these now stop?

No, the dedicated Sergeant will have responsibility for identifying such events and working locally to ensure that they are still supported.



Please complete the survey online here:

[https://services.devon-cornwall.
police.uk/V4Survey/form.aspx](https://services.devon-cornwall.police.uk/V4Survey/form.aspx)

