



Warwickshire and West Mercia Community Rehabilitation Company Annual Equality and Diversity Report: Contract Year 4

Introduction

Warwickshire and West Mercia Community Rehabilitation Company (WWM CRC) as a provider of public services must comply with the Equalities Act 2010. WWMCRC has a commitment to improving equality outcomes within employment and service delivery. This has been a year of significant change for WWMCRC with staff movement, new offender management delivery model implemented and organisational moves occurring in corporate services. It is therefore inevitable given the rapid changes that staffing, systems and processes have been affected. Despite the changes, we have embedded our work on equality and diversity.

Review Service Delivery actions – Contract Year 3

- **Establish informal monthly reporting via members of Strengthening Women’s Opportunities Team of pregnancy and maternity status of local caseloads from May 2017 onwards.**

An 11-session programme involving input from a range of relevant agencies for women with substance misuse issues (about 25% of Warwickshire’s current caseload of 154); 40 women supported in personal development skills and developing social networks. The strengthening Women’s Opportunities team has commenced recording of pregnancy and maternity status on Women but the data is incomplete. SWOT team will continue to meet monthly and gather data on the pregnancy and maternity status of women so that their needs can be met

- **Within 3 months, Equality and Diversity Group (EDOG) members will collate and review barriers and issues relating to recording transgender status and sexuality within the Single Equality Form and devise a plan to increase level and quality of recording.**

Capturing data on transgender status and sexuality has been minimal due to lack of disclosure. The group has reviewed the monitoring questions on gender identity and sexuality and agreed the question is acceptable and appropriate. The question will be further reviewed in light of the incoming GDPR and will be using the **Stonewall guide – Do Ask, Do Tell** – capturing data on sexual orientation and gender identity globally document as a way forward. The EDOG group will further meet in October 2018 to review the Stonewall guide and devise a plan to capture local data.

- **In June 2017, EDOG members will co-ordinate awareness raising and practice sharing sessions in local offices in relation to Gypsy, Roma Traveller (GRT) awareness month by inviting local authority GRT teams to team meetings and reviewing “Working with Gypsy and Traveller Offenders; a Thames Valley Case Study” with a focus on improving compliance and successful completion for this cohort.**

We have completed the awareness raising and practice sharing sessions in local offices in relation to Gypsy, Roma Traveller awareness month by inviting local authority GRT teams to team meetings. The reviewing of the “Working with Gypsy and Traveller Offenders; a Thames Valley Case Study” has been partly achieved in most teams in WWMCRC. It is on the agenda for team meetings from July 2018 – December 2018. The GRT lead has visited offices in Telford, Shropshire, Hereford and Worcester. There has been leaflet distribution in the remaining offices GRT is part of the planned objectives for 2018. There is specific liaison with Hereford local authority to improve WWMCRC work with Gypsy, Roma and Traveller Offenders with the Head of Service sitting on the GRT Strategic group. The GRT Strategic group action plan identifies to reduce reoffending amongst this group of offenders as an objective due to there being higher rates of unemployment and lack of support on release from custody.

- **In October 2017, EDOG members to co-ordinate awareness raising and practice sharing sessions in local offices in relation to Black History Month with a focus on improving service provision and compliance for Black Caribbean and Mixed African service users.**

Black History month took place in some but not all offices. However, there is evidence of events taking place with local authorities and other agencies. There has not been a focus on improving service provision and compliance for Black Caribbean and Mixed African service users due to staff turnover and the low number of service users from the BME communities.

- **Within two months, Chief Officer to complete action plan in relation to staff survey results, which includes responses to staff confidence, levels about organisational management of harassment and discrimination.**

An action plan was implemented and completed and a review of existing HR policies has taken place. HR arrangements have been reviewed and the new HR lead for WWMCRC will take this objective forward.

- **Once final constitution of supply chain for year 4 is confirmed, include PSED as standard item in supply chain contract reviews and establish baseline expectations for data collection against characteristics with partners who are not currently providing information in this way.**

A supply Chain manager has been recruited and PSED is a standard part of the ongoing contract reviews.

Data Analysis and Information

A. Data and analysis by Protected Characteristic

i) Service users

Service users who have been unfairly treated are less likely to engage positively on offence-focused work and are more likely to develop attitudes that lead to reoffending. Hence, unfairness has a wide-ranging consequence on performance and public protection

Age analysis

The data monitoring report shows that the most common profile of an offender under supervision by Warwickshire & West Mercia Community Rehabilitation Company aged over 35 at 43% of the total number of offenders with those aged 26-35 at 36%. WWMCRC operating model caters for both age groups. There are arrangements in place with our supply chain partners and organisations to meet the 18-25 year olds and we are working with youth services both voluntary and statutory services in how we can improve our services. With an increasing ageing offender profile we have developed partnerships with YSS – remember veterans project who has worked with 30 WWMCRC case who are veterans of which 60% are over the age of 50.

CPA Warwickshire and West Mercia	18-21 yrs.	287	8.5%
	22-25 yrs.	436	12.9%
	26-35 yrs.	1217	35.9%
	Deceased	2	0.1%
	Over 35 yrs.	1445	42.7%
CPA Warwickshire and West Mercia		3387	

Race and ethnicity

The majority of offender are white at 2952 (87.2%), 91 (2.7%) Asian offenders and 80 (2.4%) offenders describe themselves as mixed race. The provision of services for offender from BME communities is low though there has been work undertaken in communities at Mosques and Temples. Given the low numbers BME needs are met by local BME organisations where they exist and arrangements are put in place to reduce isolation and meet cultural needs.

a. White	2952	87.2%
b. Asian	91	2.7%
c. Black	56	1.7%
d. Mixed	80	2.4%
e. Other	208	6.1%
	3387	

Gender

15% of offender are female WWMCRC has strived to put in place the following interventions in response.

- The Residential Women's Care Farm Skills and Training Programme is available for women offenders who would otherwise receive custodial sentences. The Programme is based at Willowdene Farm, Chorley, Shropshire and is available to women offenders who are over 18 years old and are at risk of custody.

Women reside at Willowdene Farm for seven weeks to engage in therapy, skills training, thinking skills and work focussed activity. The programme removes women from their offending lifestyles, giving them focused time to turn their lives around. It is not reliant on housing benefit and, therefore, enables participants to retain their existing accommodation without further impact on their family and ensures they return to a stable environment.

Quantitative outcomes for offenders are as follows:

- 14 one-to-one therapeutic sessions
- A minimum of two nationally recognised qualifications (with an objective to achieve more)
- 10 hours of Advanced Thinking Skills
- Changes in attitude/thinking/perspectives, focusing on assertiveness, confidence-building and disclosure of abuse
- Independent living skills, including budgeting and household management
- Engagement in work experience in a 'real-world' setting.
- Completion of the Recovery Star.
- A curriculum vitae produced and engagement in a job search and application process.

Evidence has been collated of the reoffending rate of women who participate in the programme, alongside those who are assessed as suitable but do not receive the sentence and those who have failed to complete (completion rate is over 90%). It demonstrates that the intervention is three times more effective than imprisonment and meets the need identified by the Prison Reform Trust and Corston Report for ways to address the fact that women are twice as likely to receive a short prison sentence as men.

- Women' mentoring programme delivered by YSS a local charity YSS, (a local charity) currently provide an Enhanced Support Service of community based support of keyworkers to both men and women to address offending related needs, usually in blocks of 10 sessions. Service users are also able to access a 24 out of hours support line and other in-house services funded by other resource streams as available (for example, job clubs or emotional wellbeing group work), as well as the individual sessions. Current eligibility criteria relate to identification as an Integrated Offender Management nominal, presentation of a high risk of reoffending or of a significant level of vulnerability and complexity. Service users are referred to the service for enforceable contact by Offender Managers; currently 25% of the service is taken up by female service users.

Gender	No. Offenders	Percentage
Female	512	15.1%
Male	2875	84.9%
Total	3387	

Sexual Orientation

There is no transgender status recorded. Recording volumes for sexuality are low however, 6.9% of offenders did not disclose their sexuality. There is no reporting against pregnancy or maternity status due to capability limitations with the current national system.

CPA Warwickshire and West Mercia		378	11.2%
	Bisexual	31	0.9%
	Gay/Lesbian	29	0.9%
	Heterosexual/Straight	2703	79.8%
	Not Disclosed	235	6.9%
	Other	11	0.3%
CPA Warwickshire and West Mercia		3387	

Disability

Mental illness is the highest disability recorded amongst service users and access to mental health services has become one of the priorities for WWMCRC. The availability of mental health services and counselling is available in most offices across the area.

CPA Warwickshire and West Mercia	~	307	6.4%
	Autism Spectrum Condition (ASC)	8	0.2%
	Dyslexia	208	4.3%
	Hearing Difficulties	61	1.3%
	Learning Difficulties	156	3.3%
	Learning Disability	37	0.8%
	Mental Illness	828	17.3%
	No Disability	2362	49.3%
	Other	402	8.4%
	Prefer Not To Say	21	0.4%
	Progressive Condition	46	1.0%
	Reduced Mobility	162	3.4%
	Reduced Physical Capacity	77	1.6%
	Refusal to disclose	57	1.2%
	Severe Disfigurement	4	0.1%
	Speech Impairment	9	0.2%
	Visual Impairment	44	0.9%

ii) Staff

A breakdown of the workforce currently recorded on the People Plus Cascade system by protected characteristic shows a good representation of protected characteristics although staff have not recorded or declined to comment about sexuality so that the level of response is lowered in the same way as for service users, although to a lesser extent. Women and an older age group are part of the staff group in a way, which is not reflective of the service user cohort.

B. Services delivered to service user's address the 3 strands of the public sector duty for each protected characteristic, i.e.:

- Eliminate discrimination, harassment, victimisation and any other conduct prohibited by or under the Act.

Remove or minimise disadvantages suffered by persons who share a relevant Protected characteristic that are connected to that characteristic.

- Advance Equality of opportunity between persons who share a protected characteristic and those who do not share it.

Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it in particular, to the need to a) tackle prejudice, and b) promote understanding.

- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

In terms of the general context, service users are advised of how to raise concerns and complaints at their induction session and provided with a leaflet to keep for future reference. They are also advised of their right to be treated fairly, with respect, and of the expectation that they treat others in the same way. Service users surveys are undertaken anonymously twice per year according to the CRC contract and offer a voice to all participants to raise concerns and issues via another route. All service users complete a Diversity Monitoring form with a member of staff in order to record and explore protected characteristics and relevant issues.

i) **Age :**

Staff are asked to follow the national guidance to plan for and support transfers of Youth Offending Team cases which are identified as suitable for transition to adult services at the age of 18. .

Enhanced Support Service and Meet and Mentor services are available across offender management and Through The Gate Services to offer mentoring and key- working provision to young people focused on transition to adulthood themes. There is an organisational affiliation to Recoop website to access age specific resources and information for use with service users over 50 in one to one work.

ii) **Disability:**

A dyslexia screening is available to staff for use with service users based on national research that dyslexia is more prevalent in the offending population than in the general population. Intervention is then tailored according to results in terms for example, of provision of separate resource materials and individual support on group work.

An Easy Read workbook was made available from September 2016 for one to one offending behaviour work with service users who have learning difficulty – again on the basis of research which suggests that literacy issues and learning difficulty are more prevalent in the offender population than the general population. This was evaluated in 2017 and proved a valuable resource for service users. There has been improvements in accessing mental health provision in most offices across WWMCRC. A Mencap briefing has been delivered to Worcestershire staff on learning difficulty issues and Mencap group work intervention is currently available in Worcestershire (via a lottery-funded project) for relevant service users, which focuses on positive uses of time, team working and skills for employment. The Telford office provides weekly sessions to address mental health via a voluntary organisation and counselling service are available in Warwickshire and Herefordshire offices.

iii) **Gender Reassignment:**

Last year all staff were briefed on Probation Instruction on The Care and Management of Transgender Offenders (PI16/2016) and the Prison Ombudsman's Learning Lessons Briefing for work with transgender prisoners (2008 – 2016). Staff training on gender reassignment was provided in previous years by specialist external trainer to support staff in their one to one work so the workforce as a whole has a level of understanding of relevant issues via previously trained staff.

iv) Pregnancy and Maternity:

Childcare payments (with no set limits) are available to support compliance with interventions and are assessed on an individual basis. Risk assessments for Unpaid Work determine issues and ensure adaptations for pregnancy and maternity needs. Professional judgement decisions allow contact levels and home visiting to be set as diversity provisions for pregnancy and maternity issues.

v) Race:

Co-located staff from substance misuse agency for Eastern European service users within Worcester team meet specific needs of this group in terms of treatment and community engagement. Interpreters and language line are used for interventions. Though there are pockets of good work with offenders from the BAME community there is a lack of services for those from the BAME community throughout WWMCRC. There will be a focus on improving access to service for those from BAME community in the coming year and to strengthen the data collected in response to the Lammy Review on licence and Community Order completions by ethnicity.

vi) Religion and Belief:

All intervention adapted individually to suit religious requirements and needs, based on discussion at completion of Single Equality form at induction, but there no specific religious provision beyond at an individual level, mainly as no systemic needs have been identified.

vii) Sex:

An alternative to Custody programme is delivered for women to achieve risk reduction and community integration with three bed spaces available at any one time. Evidence has been collated of the reoffending rate of women who participate in the programme, alongside those who are assessed as suitable but do not receive the sentence and those who have failed to complete (completion rate is over 90%). demonstrates that the intervention is three times more effective than imprisonment and meets the need identified by the Prison Reform Trust and Corston Report for ways to address the fact that women are twice as likely to receive a short prison sentence as men.

In terms of detail, Women reside at Willowdene Farm for seven weeks to engage in therapy, skills training, thinking skills and work focussed activity. The programme removes women from their offending lifestyles, giving them focused time to turn their lives around. It is not reliant on housing benefit and, therefore, enables participants to retain their existing accommodation without further impact on their family and ensures they return to a stable environment.

Quantitative outcomes for offenders are as follows:

- 14 one-to-one therapeutic sessions
- A minimum of two nationally recognised qualifications (with an objective to achieve more)
- 10 hours of Advanced Thinking Skills
- Changes in attitude/thinking/perspectives, focusing on assertiveness, confidence-building and disclosure of abuse
- Independent living skills, including budgeting and household management
- Engagement in work experience in a 'real-world' setting.
- Completion of the Recovery Star.
- A curriculum vitae produced and engagement in a job search and application process.

Ongoing research – for example, by Lorraine Gelsthorpe – demonstrates the need for a separate and differential provision from men to reduce risk in women service users. In Warwickshire Fry Housing Trust runs a person centred approach within a group work model of between 10 and 15 sessions for women, supported by individual sessions as needed, to all women who have the stability in their lives to be able to comply (to 45 women per year). Referral is by Offender Managers and provision is within the community rather than within Warwickshire's Justice Centres where the CRC is based. It therefore allows the CRC to offer a women-only reporting environment. An Outcome Star model is used to measure progress for each woman. Quarterly narrative information and statistical data demonstrates action taken against each identified need for individuals and progress within the outcome star in most cases.

Group work provision in office locations is run on good practice principles to provide a gender specific and relevant intervention; women only reporting is available in all locations. All women's intervention is co-ordinated via a central strategy group made up of women's leads from each team. In Leamington two 11 session "Widening Opportunities for Women" programmes have been jointly facilitated with the local substance misuse team and funded by the Police and Crime Commissioner this year. Follow-up narrative information on participants is positive and a further application for funding has been made to the PCC to expand delivery to four groups. Unpaid Work is delivered to women on women only days at Willowdene Farm for Telford and Worcester female offenders. Other offices in WWMCRC adhere to the practice principles about placement and management of women offenders.

Enhanced Support Service is used disproportionately by women service users who are provided with specialist women's workers. 29% of referrals between November 2016 and February 2017 were for women and the scheme is able to evidence an engagement rate of 84%.

Finally, women's needs are mapped and progression assessed via a "women's wheel" to provide a pictorial overview. Women are supported to access a range of community-based services as required, such as specialist sexual health workers on an individual basis or via invitation to group work, or referred to parenting courses or forms of early intervention. Staff are also able to access the Ministry of Justice's

Personality Disorder project for advice and guidance in managing relevant cases. An in-house safety plan for use with women in domestic abuse situations is currently in development. As identified in a previous report we are committed to ensuring that we support women who experience additional barriers to engagement with WWMCRC. This includes pregnancy and maternity. Crèche facilities have been made available and home visits and flexibility of reporting support women who are expecting or have children.

viii) Sexual Orientation:

As an under-reported and recorded protected characteristic, there is no specific provision and the main need would seem to be to understand barriers to reporting – amongst both staff and service users – and work out action to improve it.

C. Provision for staff

WWMCRC has recently signed an 'Inclusive Culture Pledge' with EW group (an organisation with a special interest in supporting organisations improve their practice around diversity). This means we are making a public commitment to improve how everyone is able to access our services in a way that is right for them.

In terms of general context, all current policies have been Equality Impact Assessed to ensure their fair application to all groups and the revised policies will be Equality Impact Assessed. E-learning on Equality and Diversity is available to all staff at any time via the CRC website and is a specific part of induction processes to ensure understanding of direct and indirect discrimination, harassment and legal obligations. Specific relevant policies in the CRC workplace include:

Bullying and Harassment; to ensure all staff are clear on how to identify and respond to harassment and that a framework is in place for organisational response to allegations.

Grievance: to provide a means for all staff to raise concerns in relation their treatment.

Reasonable Adjustments; to provide a formal assessment and plan of the adjustments required to support disabled staff at work.

Work life Balance; to allow for flexible working requests for example to support pregnancy and maternity or religious needs or time off work for appointments in relation to transgender issues

Practice procedures also ensure due regard for protected characteristics, for example, fair recruitment, agreements in relation to attendance at staff networks for LGBT or BME staff, guidance on how to conduct return to work interviews after periods of illness in order to support disclosure of disability issues or pregnancy risk assessments. Buildings area also subject to Equality Act assessment in relation to access and usage issues for protected characteristics.

Local management practice also demonstrates due regard for protected characteristics and the public sector equality duty, for example, in the designation of a specific room for prayer for relevant staff or the agreement of an informal support for specific issues as they arise such as cover for office duties to allow pregnant staff to take rest breaks.

Finally, a lead member of staff from each team participates in the CRC's Equality and Diversity Operational Group to raise and review relevant issues as well as to support implementation of the Equality and Diversity Impact Measures, which are part of the Annual Service Plan.

D. Thematic Areas:

Supply Chain partners ability to comply with the public sector equality duty was scoped as part of the initial commissioning process. Partners report on protected characteristics within their contract management reviews to some extent, mainly in terms of gender and age of referred service users, although there is no consistently applied or reviewed expectation. Once the final constitution of the supply chain for contract year 4 has been confirmed quality assurance work will be undertaken to improve oversight of protected characteristics in referral and intervention.

WMCRC Objectives Service Delivery – 2018-19

Equality Action Plan				
Objective	Outcomes	Improvement/Maintenance/Actions	Owner	Timescales
Review EDOG to ensure equality analysis and delivery of equality and diversity work. EDOG to review Lammy report.	A more focussed group with Terms of reference and priorities for 2018-19. To identify actions from the Lammy report.	Regular meetings and work streams schedule.	ACO Equality and Diversity /EDOG Chair	October 2018
BAME Service users	<p>Identify organisations/ provision for BAME service users.</p> <p>Improved service that meets the needs of BAME service users.</p> <p>Response to Lammy report – explain or change service delivery.</p>	<p>Quarterly reports on equality and diversity data</p> <p>Evidence of responding to the needs of BAME Service users</p> <p>Provide evidence as to the provision or lack of provision for BAME service users and what changes WWMCRC should make.</p>	ACO Equality and Diversity	<p>October 2018</p> <p>Quarterly discussion at EDOG/AET</p> <p>Ongoing</p>
Review the allocation and induction process to ensure equality and diversity monitoring informs our assessment of service users.	Improve monitoring of equality and diversity data to reduce missing information.		ACO's	Quarterly reports
Hold a Women's engagement day.	To improve compliance and understanding of community provision for Women offenders and for women to	Identify Women leads. Maintain women attendance and arrange for activities specific for women.	ACO Equality and Diversity	April 2018 – March 2019

	engage with partners on their needs.			
Review mental health provision	To ensure access to mental health services by offenders in custody and the community.	Improved access and continuity of care.	ACO Equality and Diversity. ACO Mental Health functional lead.	April 2018 – March 2019
In response to the Lammy report, provide data on order and licence completions by ethnicity.	To improve the successful completions or orders and licence by BME offenders.	To ensure quarterly reports are provided by teams and analysed.	ACO Equality and Diversity	Quarterly reports
Staff Networks	Employee led networks established. Improved staff morale and engagement.	Promote the following networks. DAWN (Disability, Advocacy Wellbeing Network), PIPP (Pride in Prison and Probation which covers minority Sexual Orientation and Gender Identity), and RISE (Racial Inclusion and striving for Equality, covering Black Asian and Minority Ethnic matters).	ACO Equality and Diversity	Ongoing
Service User Group	Service User group established. Improved service user engagement.	Hold or invite service users to engage with WWMCRC to improve service delivery.	ACO's	April 2018 – March 2019
Improve Transgender status recording	Increase level and quality of recording	Use the Stonewall guide- Do Ask, Do Tell	ACO Equality and Diversity	October 2018
SWOT team	To gather data on maternity and pregnant women	To meet monthly and gather data on the pregnancy and maternity status of women so that their needs can be met	ACO functional lead for Women	Monthly

Improve WWMCRC work with Gypsy, Roma and Traveller offenders	Reduce reoffending amongst Gypsy, Roma and Traveller offenders	Lead and deliver the reduce reoffending work stream of the GRT Strategic Group	ACO Equality and Diversity	Quarterly
Supply Chain	Ensure PSED a standard part of contract reviews	Establish baseline expectations for data collection against characteristics with partners.	Supply Chain Manager	Quarterly