

LINCOLNSHIRE POLICE

**Equality, Diversity
and Inclusion**

Annual Report 2019

Professionalism | Respect | Integrity | Dedication | Empathy



Additional Languages and Formats

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Audio



Large print



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complaints

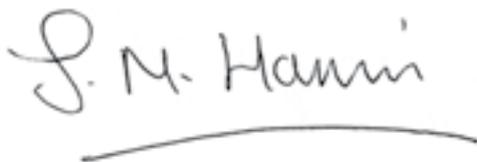
Foreword

Policing has undergone a transformation over recent years responding to changes in demand, rising public expectations, increasingly diverse communities and alongside the impact of globalisation, technology and international terrorism on the nature of crime. We now have a more diverse workforce across a variety of roles and with a strong culture that focuses on outcomes. Policing is vitally important to all our lives and it is central to protecting the rights and freedoms that underpin our society.

A diverse workforce representing people of all backgrounds and groups goes right to the heart of this country's historic principle of policing by consent. Not only does this ensure we can make much better use of the talents and skills of people from all backgrounds, but also better understand all communities enhancing our abilities to tackle crimes that affect them.

In line with the National Police Chiefs' Council's Equality, Diversity and Inclusion Strategy, we are:

1. Committed to ensure we better understand the composition of our communities and that having a truly diverse workforce that reflects those communities not only has great benefits for the organisation but also for the public we serve.
2. Committed to ensure we better understand the needs of our communities and increase confidence and trust
3. Committed to ensure we better understand our partnership landscape and tackle disparity
4. Committed to ensure we better understand and develop our workforce



Jason Harwin
Deputy Chief Constable

Embedding diversity, equality and inclusion into all that we do is an essential ingredient for success and fundamental in delivering our Distinctively Lincolnshire Strategy

This report highlights the progress we have made over the past 12 months in Lincolnshire and some of the priorities for the coming 12 months.

I'm truly grateful to all those involved in this area of work, including other partner organisations and importantly communities too.



1.0 Meeting Our Legal Duty

The Equality Act 2010 is the UK's discrimination law, which protects individuals from unfair treatment and promotes a fairer and more equal society and it protects people from discrimination, harassment and victimisation in work, education and when accessing services.

The Equality Act 2010 protects anyone who falls into a 'protected characteristic':

- Age
- Disability
- Gender Re-assignment
- Marriage and Civil Partnership
- Race
- Religion
- Pregnancy and Maternity
- Sex
- Sexual Orientation

Lincolnshire police complies with this legislation by demonstrating 'due regard' to the three aims of the general duty of the Equality 2010, which are:

- Eliminate unlawful discrimination, harassment or victimisation
- Advance equality of opportunity between people who share protected characteristics and people who do not share them
- Foster good relations between people who share protected characteristics and people who do not share them

We are committed to working with our communities and members of the public, and partners, to build a culture through which we treat everyone with fairness and respect. We continue to ensure our internal policies are fair and transparent and we undertake equality impact assessments as part of our policy, project review, and development processes.

Contact Us

We welcome your feedback in relation to this report and in particular your views on any Equality objectives that have been set by the Force.

If you require any further information, or have specific questions, or require this report in an alternative format, please contact:

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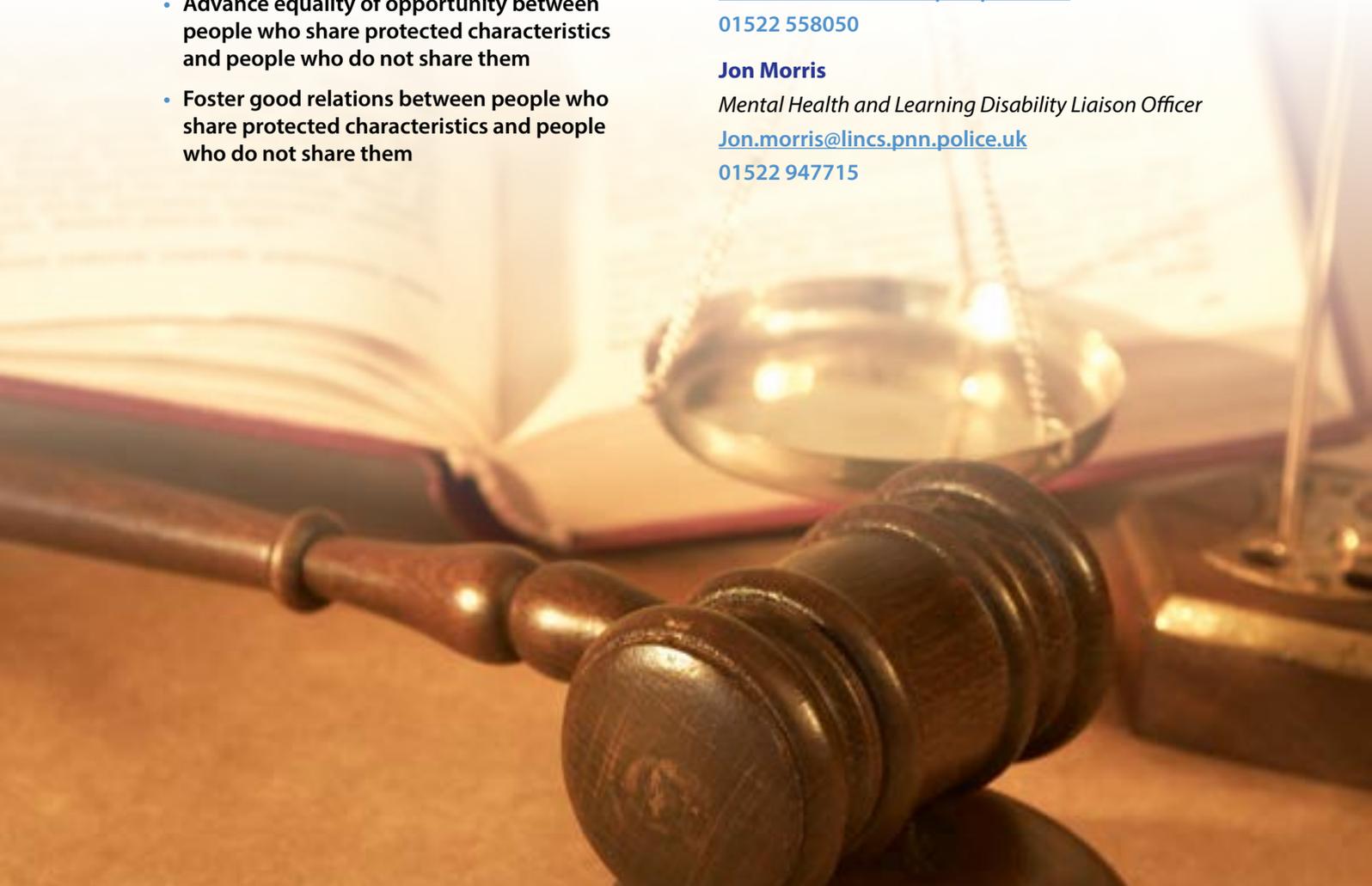
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2.0 Our Equality and Diversity Objectives

Acknowledge that the effect of inequality and discrimination varies depending on individual experience and circumstances. It recognises that the differences within communities are as wide as the differences between communities and acknowledges the importance and need for strategies and solutions that tackle inequality in an increasingly complicated and diverse society.

Our 2018/19 Equality and Diversity objectives were:

- The organisation is committed to promoting equality and diversity of thought, approach and leadership styles, recognising that inclusion, culture and undisclosed or invisible diversity (such as class, politics, background, experiences) add to the wellbeing of the organisation and public
- Protect, support and prevent crime against the most vulnerable in Lincolnshire
- Improve understanding of our community and treat everyone as individuals and according to their needs
- Improve community relations by promoting understanding and encouraging reporting of hate and hate crimes and incidents.
- Work towards being a workforce, which reflects the community and is an employer of choice

Staff and volunteers from several different networks and support groups have been involved in the development of the new South Park shared facility. Disabled staff and volunteers were able to make suggestions and advise on inclusive environments within all aspects of the facility including accessible cells, gym facilities, office and catering provision as well as the accessibility of bathroom and shower areas.

Lynn Chantrey BEM one of Lincolnshire Police’s valued volunteers has supported the service to make great strides in improving access for disabled members in the community, staff and volunteers. Amongst other things she has:

- Worked with our student officers to enable them to be aware of disability, specifically wheelchair users
- Taken part in role play scenario’s with students officers
- Advised officers on restraining someone in a wheelchair
- Advised officers on searching wheelchair users and the different dynamics of that
- How to transport to custody and questions arising from this
- Differences in custody needs, physical or mental
- Supported the Equality and Diversity officer and project leads working on the new joint service station at South Park.
- Advised on access needs for wheelchair users at police events and in police buildings
- Advised on placing of gym equipment to allow access in different stations
- Advised on access to HQ entrance for manual wheelchair users.

Embedding equality and diversity is the responsibility of every officer and staff. We have a Strategic Part Time Equality and Diversity Officer who sits within the strategic development

2.1 Disability Confident Employer

Lincolnshire Police have achieved Level 1 and we are now working to progress on to Level 2. The Disability Confident scheme aims to help employers make the most of the opportunities provided by employing disabled people. It is voluntary and has been developed by employers and disabled people’s representatives.

Level 1: Disability Confident committed employer

Level 2: Disability Confident employer

Level 3: Disability Confident leader



department and a Mental Health Liaison Officer who support both strategic development around the area and local policing teams.

Our Strategic Diversity Group, chaired by the Deputy Chief Constable, meets quarterly to review current equality priorities and objectives as well as looking at national and regional issues to ensure we are better sighted on, and responding to, the emerging and evolving issues. Details of the meetings can be found on our website www.lincs.police.uk. The membership of the Strategic Group consists of Chief Officers, representatives from our Independent Advisory Groups, internal staff networks and senior officers responsible for relevant strategies. The Strategic Diversity Group ensures that our equality and diversity work programme is based on our shared vision and values: Protecting People from Harm.

2.2 Ethics Panel

The Ethics Panel is responsible for enhancing external and internal trust and confidence in the ethical governance and actions of Lincolnshire Police and the Office of the Police and Crime Commissioner. The Panel will seek to do this by:

- **Promoting high standards of ethical conduct**
- **Providing a focus for education and understanding around ethical issues.**
- **Scrutinising Force values and their application.**
- **Encouraging discussion within and outside of the organisation, especially but not exclusively around issues affecting organisational culture.**

The Ethics Panel is strategic in focus and it is an advisory body. Final decisions on any matter always lie with the decision maker in Force or in the OPCC.

Representatives from the Force hold 12 month tenures however anyone interested in a particular subject coming up is welcome to come along as an observer. Individuals are also sometimes invited to attend one off meetings for the input they can offer on a given subject.

This year topics have included: Part time and flexible working, inputs and discussion from the Gypsy, Roma and Traveller Police Association, changes in fire arms licensing process, appropriate dress code and crime recording and young people.

2.3 Lincolnshire Autism Partnership Board

Lincolnshire Police is an active member of the Autism partnership board and this year we have supported the development of a countywide [Reasonable Adjustment Mark](#)

<http://www.lincolnshireautisticsociety.org.uk/autism-partnership-board/>

The Lincolnshire Autism Partnership Board was originally formed in 2009. This was in response to the introduction of the Autism Act 2009, and the government's national autism strategy for adults which followed this. The Lincolnshire Autism Partnership Board is responsible for the delivery of the action plan contained in our local strategy. The Autism Partnership consists of representation from health and social care, children's services, education, other mainstream public services including Lincolnshire Police, voluntary sector organisations, as well as autistic people and their families/carers.

Members of the Partnership Board played a crucial role in pushing for the development of a local autism strategy for Lincolnshire and helped to inform the decision to produce an All-Age Strategy.

The Board meets four times a year and its main role is to oversee the delivery of the action plan contained in the local autism strategy. It is also responsible for key pieces of work, such as approving the response to the Department of Health regarding the annual Autism Self-Assessment Framework.

Implementation of Lincolnshire's Autism Strategy continues to be progressed. This includes, but is not limited to, the following;

- **Introduction of Autism Champions across statutory health and social care services, schools, business sector, community services/ settings**
- **Introduction of an Autism Reasonable Adjustment Mark for health and social care services, businesses and public settings**
- **Introduction of a local Autism Information Hub to ensure that information and advice is available to assist people with autism and their families to get the support they need**
- **Ensuring that there are clear and appropriate pre and post diagnostic pathways for both children and adults**

- Increased opportunities and signposting of appropriate autism training packages that are available for parents and professionals
- Building community capacity to ensure that autistic people play an active role in the community and are supported to lead fulfilling and rewarding lives.

2.4 Lincolnshire's 5th Annual LGBT+ Conference

On the 15th February this year Lincolnshire Police in Partnership with LPFT and other NHS organisations delivered the 5th Annual LGBT+ conference at the Epic Centre on Lincolnshire Show Ground. The event was attended by more than 70 organisations and the responses were overwhelmingly positive.

As well as Susie Green the CEO of Mermaids (support organisation for gender diverse and transgender children and young people) our very own officer delivered an excellent and very emotive personal keynote speech, both which were live streamed and received much praise.

Recordings of selected presentations from the day are available to watch via the LPFT Facebook page www.facebook.com/lpft.nhs

We have started organising next year's event, which will take place on the 14th February 2020.

2.5 Lincoln Pride

Lincolnshire Police took part in Lincoln PRIDE, thousands of people paraded through the city to celebrate equality and diversity at the vibrant Lincoln Pride festival.

The city centre was transformed into a sea of rainbow flags and glitter on Saturday, 29th September as the crowds were joined by floats from numerous organisations and individuals.

The Mayor of Lincoln, Councillor Keith Weaver led the parade from St Mary's Street, up the High Street, and then to the Brayford Waterfront for live entertainment and a myriad of stalls.



2.6 Gender Identity Guidance

Our service, in line with all other forces in the country, has published guidance which is aimed at supporting those who manage trans staff and officers, or those who wish to transition.

The national guidance was developed with Stonewall and is designed to help people who are unfamiliar with the subject to understand the process of transitioning and what steps need to be made in order to ensure a positive experience at work; it will ensure that all managers and those who wish to transition to find the answers to questions such as:

- What do I say to the person informing me they are going to transition?
- What do I need to think about?
- What if I don't know the answer?
- What language should I use?
- What do I need to think about afterwards?
- Where can I find support?

- What does the law say?
- What can I expect and who can I speak to?
- What if I need time off?
- What if I don't want to stay in my current role, or can't?

A person speaking up about their identity with their employer is a huge step requiring a lot of courage. According to the Stonewall's LGBT in Britain report 2017, half of transgender people (51%) have hidden their identity at work for fear of discrimination.

Lincolnshire promoted this guidance and updated it to be more inclusive and in line with rulings made by Baroness Hale.

2.7 Equality Impact Assessments

We undertook Equality Impact Assessments on many policies and practices including Lincolnshire Police's Savings plans, changes to our force control room and how people contact us.

2.8 Staff Networks

This year has seen a lot of development of our internal staff networks.

Our [Autism network](#) has a dedicated forum on our intranet and has increased our Autism champions and promoted Autism awareness week again this year.

The joint [Fire and Rescue and Lincolnshire Police Menopause group](#) has developed:

- a newsletter
- a **Menopause risk assessment for use by managers**
- a **group of Menopause buddies to support people across the services,**

They are currently looking at how the group can raise awareness of the Menopause and the groups work through the intranet and sessions to supervisors.



[Lincolnshire Police's women's network WIISE](#) had a relaunch, as part of that it held special dedication to Edith Smith, the first warranted female police officer in Britain.

The dedication of the conference room in Grantham Police station was led by Chief Constable Dee Collins from West Yorkshire Police, who is President of the British Association for Women in Policing (BAWP).

Edith was born on 21st November 1876 near the centre of Oxtou, Birkenhead, where she grew up, married and had four children. She became a midwife when her husband died, before joining the Woman's Police Volunteers in 1914 when the war broke out. The Woman's Police Volunteers eventually reformed as the Woman's Police Service.

Edith was eventually posted to the Grantham area to assist in the issues including drunkenness, the widespread use of cocaine, prostitution and the consequent spread of venereal disease. At the time of her posting, women officers were expected to carry out actual policing duties, with no powers of arrest and unlike the male officers they were not paid out of local rates.

In December 1915, after a meeting was held to discuss the progress of the policewoman with Chief Constable Casburn, he signed Edith Smith's warrant card and she received the power of arrest, becoming the first full WPC and moving her name into history.

The internal **Menopause Group** continues to meet and to address issues identified by its members.

This year they have developed a Menopause risk assessment to help managers support officers and staff experiencing the menopause, the group has had an input from a specialist Menopause nurse, developed a newsletter and raised awareness across the service through blog posts on the intranet. Several members of the group have volunteered to be menopause Buddies and the group is looking at best practice guidance for staff and officers working for both Lincolnshire Police and Lincolnshire Fire and Rescue.

Lincolnshire Police's new **SMILE** network was launched in October.



An area of development for the service has been around knowing who is accessing our services and who is affected by crime in the county. To that end we have been working on our information systems and crime management system to develop and better collect information about who we are supporting so that we can make sure everyone who wants to, or needs to can access our service.

2.9 Contacting Lincolnshire Police

Pegasus is Lincolnshire Police's database for people who have difficulty using a telephone to contact us or has other access needs.

Registrations through the Lincolnshire Police's Pegasus database have doubled this year, we have been promoting the scheme through social media but also through community groups like the Lincoln Deaf Club and Learning Disability Services. Most applications have been due to disability but we have also accepted applications from individuals for whom English is not there

first language to improve access and make officers aware of their needs.

More information about the scheme can be found here <https://www.lincs.police.uk/contact/contacting-us-if-you-have-access-needs/>

This year we have also undertaken a review of the service and everyone on the database was contacted to update them of any changes.

2.10 Easy Read Information

This year we did more work with the Lincolnshire Learning Disability Partnership Board and people with lived experience of learning disability and added a complaints leaflet to our suite of Easy Read leaflets. The complaints leaflet plus the full suite of Easy Read documents can be found through this link <https://www.lincs.police.uk/about-us/equality-and-diversity/easy-read/>

2.11 Hate Crime

Internal communications around hate crime have included inputs to 1st and 2nd line manager seminars on hate crime, which were aimed at supporting supervisor knowledge around legislation, and their understanding of what is expected of them and blog posts on the services internal intranet.

We are developing our crime recording systems to better identify risk for those reporting hate crime, this will enable officers to better support victims and identify risk. The risk assessment is also part of a risk assessment process and quality assurance mechanism which has been developed to improve the quality or data and responses to hate crimes and hate incidents.

During Hate Crime awareness week and throughout the years we have been promoting the use of Stop Hate UK who we commission to provide independent support for anyone affected by hate crime.

We continue to undertake Hate Crime presentations with diverse community groups raising awareness of what it is, how to report and what support is available for anyone affected by hate crime.

3.0 Mental Health

In July 2017 the Police and LPFT commenced a pilot where a Mental Health Practitioner worked within the Force Control Room environment to assist with early intervention into incidents involving people in mental health crisis. This was a great success for both partners and the service users.

Feedback from Police Officers using the service has been overwhelmingly positive. As a result of the successful pilot and evaluation, the scheme has now been recurrently funded by the Trust and OPCC. Running alongside the nurse in the control room are now two Crisis Vehicular Response cars, staffed by mental health nurses, who respond to police incidents that require a face to face assessment. They will also respond to other urgent calls for assistance around the county where people may be experiencing a mental health crisis. This represents an increase in service from the mental health triage car, which was a single vehicle, and often struggled to cover the entire county.

We are now ready to commence a training programme for all staff that will see every member of the service trained in Mental Health First Aid. We have two national approved instructors who will be delivering this essential training along with a face to face legislation course around mental health policies and processes, autism awareness, partnership working including what our partners roles are. These courses will be rolled out through 2019 onwards. We have also updated our Mental Health electronic booklets of guidance for officers, which provides accurate and useful information relating to the care of those who we come into contact with who are suffering from mental ill health.

The Mental Health First Aid training will provide all staff with knowledge to recognise symptoms and signs of mental health within themselves and others. This complements our internal 'Wellbeing Project' and also supports breaking down stigma around talking about mental health.

Lincolnshire Police were also mentioned in the HMICFRS report "picking up the pieces" as a force which was praised for its approach to Mental Health, and a letter of thanks from HMICFRS was received by the force in this regard. The force also contributed greatly to the newly adopted definition of a Mental Health Incident for national policing; much of this was developed within Lincolnshire Police.

We continue to work with partners, including scoping for a "high intensity network" approach, which could see local policing teams connected with Neighbourhood Health Locality Teams in working together to address frequent callers across agencies with complex needs. This will require a bid for funding to the NHS, and will be project managed by LPFT on behalf of the OPCC.



4.0 Equality and Diversity Data

As illustrated by the data elsewhere in this report we also collect and utilise equality monitoring data to help understand and improve our services. We are currently reviewing the collection and use of our suite of performance data, drawing on good practice from within policing, the public sector and more broadly.

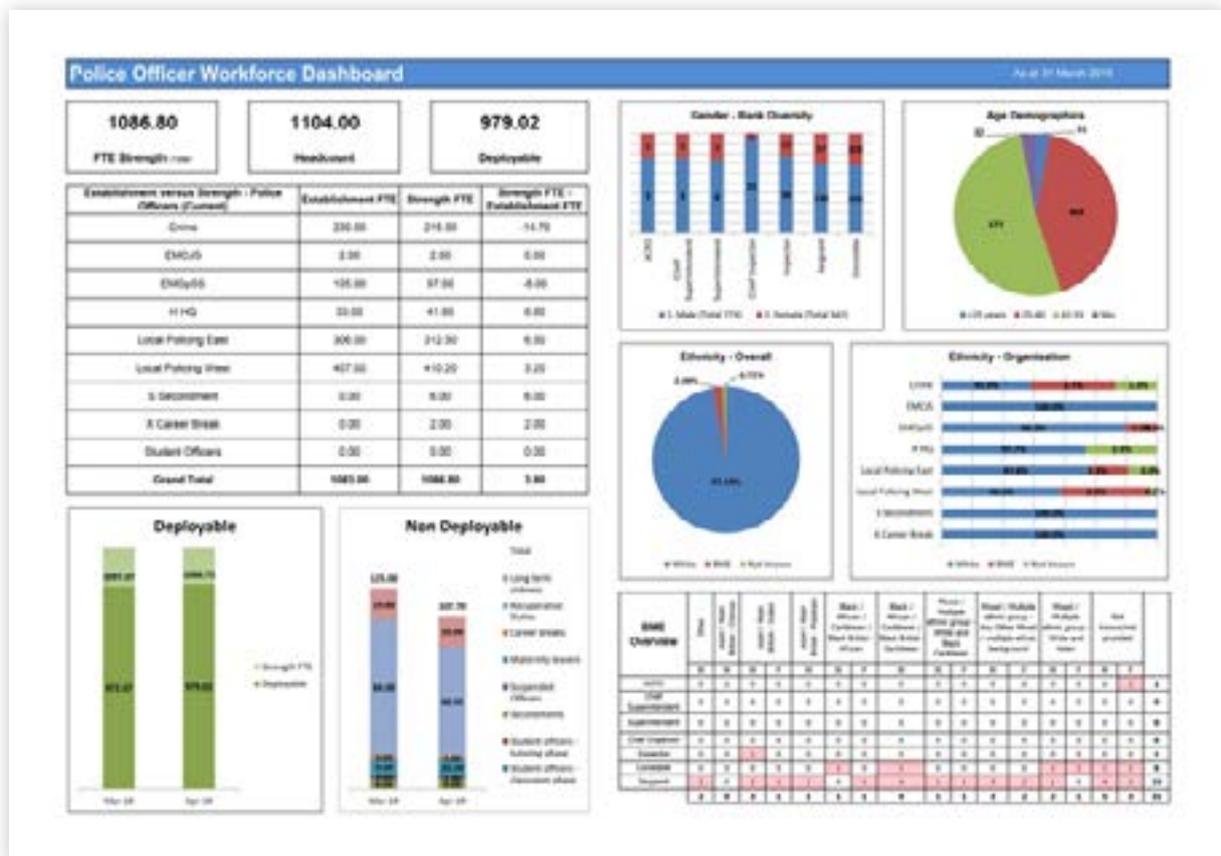
A comprehensive set of data is available internally and externally, which includes victim information based on age, gender and ethnicity. We are committed to improving this data across all protected characteristics and to that end have been working on improving equality monitoring data within our police systems.

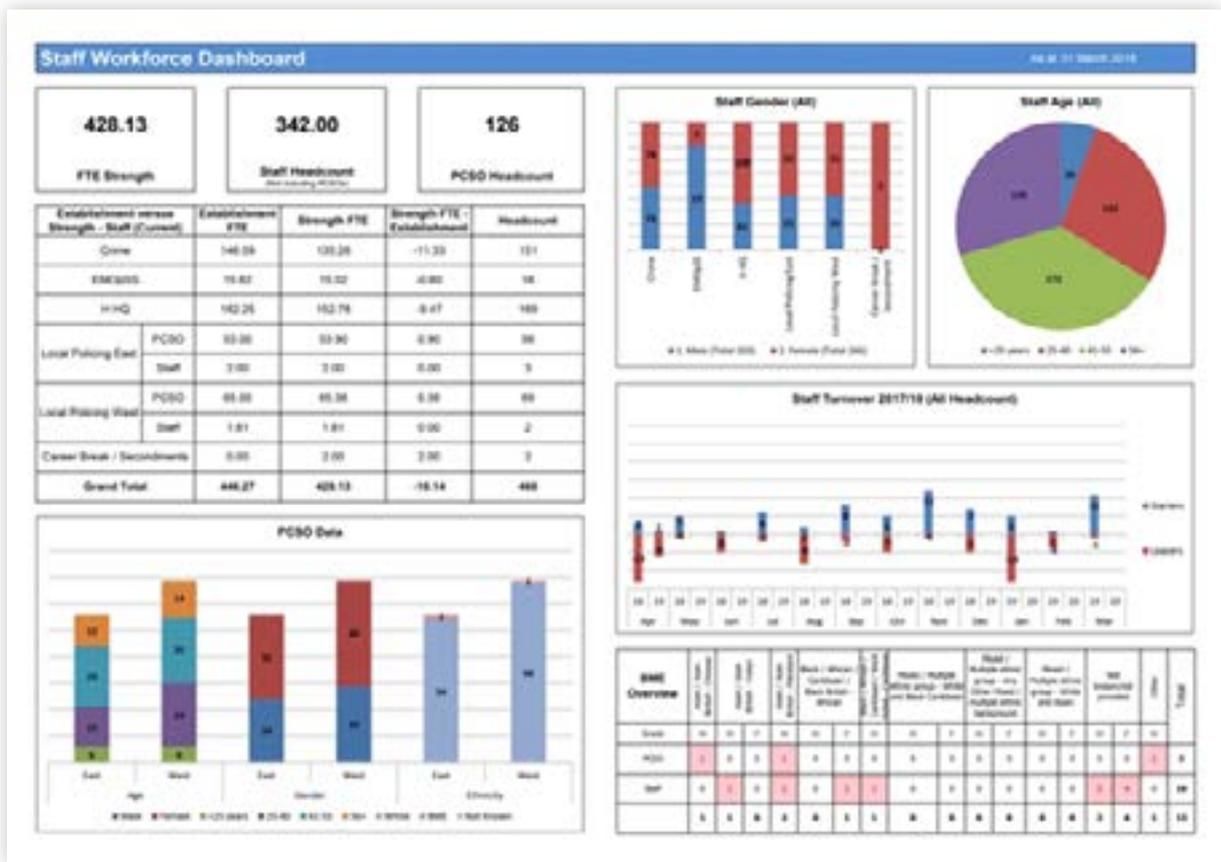
The Chief Officer team remain determined to tackle the under-representation of women through all grades and ranks and provide every opportunity for women to progress. Throughout this period the organisation has increased its numbers by 61 females; 23 of those as new constables, 17 PCSOs and promoted over 23 through the ranks. The Force remains committed to ensuring fairness and inclusivity within Lincolnshire Police, and acknowledge the many benefits this brings to our organisation.

4.1 Gender Pay Gap Reporting (Annual Report)

Lincolnshire Police remain committed to ensuring fairness, inclusivity and the equal treatment of all employees regardless of protected characteristics, and therefore we are pleased to have a gender pay gap which is 6.7% lower than the national average of 17.9% (Office of National Statistics).

A link to our Gender Pay Gap information can be found here: <https://www.lincs.police.uk/about-us/equality-and-diversity/gender-pay-gap-reporting/>





4.2 Staff and Officer Disability Data

| Self Declared Disability | Female | Male | Grand Total |
|--------------------------|------------|-------------|-------------|
| No | 556 | 898 | 1454 |
| PCSO | 57 | 43 | 100 |
| Police Officer | 298 | 663 | 961 |
| Police Staff | 166 | 100 | 266 |
| Special | 35 | 92 | 127 |
| Unspecified | 79 | 114 | 193 |
| PCSO | 3 | 2 | 5 |
| Police Officer | 35 | 68 | 103 |
| Police Staff | 38 | 39 | 77 |
| Special | 3 | 5 | 8 |
| Yes | 19 | 34 | 53 |
| PCSO | 2 | 0 | 2 |
| Police Officer | 8 | 22 | 30 |
| Police Staff | 8 | 10 | 18 |
| Special | 1 | 2 | 3 |
| Grand Total | 654 | 1046 | 1700 |

4.3 Uplift in Police Officers

We are delighted that there will be a national uplift in the number of police officers which will allow us to provide an improved service to the public of Lincolnshire. In achieving this uplift, we will focus on attracting, recruiting, training and equipping officers who are reflective of the community they serve. We will undertake positive action to focus on those who are able to speak a second language to build our relationships with our Eastern and Central European communities, and also to encourage applications from individuals who live within the East of Lincolnshire which is where we have historically struggled to recruit from.

We are so proud of our people who do amazing things every day to serve the public and also lead the way in many areas too through their passion, dedication and commitment, and look forward to increasing our efforts to improve the diversity within our workforce over the coming years.

4.4 Challenge to PEQF - Police Education Qualification Framework

The College of Policing's proposed scheme to require all new police officers to obtain a degree will seriously restrict the Prime Minister's pledge to recruit 20,000 new police officers, Lincolnshire Police Chief Constable Bill Skelly has said.

The plans mean that from summer 2021 the only route into policing will be through the Police Education Qualification Framework (PEQF), which requires all recruits to have an academic degree or be prepared to commit to study for one in work time.

For Lincolnshire the imposition of a degree requirement will mean 40 fewer officers at any one time for front line policing – roughly 10% of his deployable strength – as well as the extra cash costs necessary to pay for academic contracts and training.

More detail can be found on that here: <https://www.lincs.police.uk/news-campaigns/news/2019/government-announcement-regarding-20-000-extra-officers/>.

“This scheme is being imposed on police forces with a significant lack of empirical evidence. The risks are huge, not only in relation to public safety but also in relation to diversity because insisting on a degree will seriously restrict the range of applicants we receive. It's a fundamental principle of policing in this country that we do so by consent and that we reflect the communities that we serve. If I'm going to be forced to be exclusive in the way that I recruit then I would rather do so from the agricultural fields of Lincolnshire than from the playing fields of Eton.”

4.5 Diversity of Complainants

The following figures are based on the data received when the complaint is recorded in Professional Standards. Whilst we strive to ensure that diversity data is captured, these are optional fields on our online complaints form which is how the majority of our complaints are now made. There is a national project to develop a browser-friendly online National Complaints Form where the completion of certain fields will be mandatory (although a 'prefer not to say/unknown' option will be given) which will hopefully improve self-reporting by complainants.

| Type | Number of Complainants Jan – Dec 2017 | Number of Complainants Jan – Dec 2018 |
|------------------|---------------------------------------|---------------------------------------|
| White | 394 | 361 |
| Black | 7 | 0 |
| Asian | 7 | 3 |
| Other | 8 | 4 |
| Declined/unknown | 98 | 216 |
| TOTAL | 514 | 584 |

Most complainants who provide their ethnicity information are from white ethnic groups, with the majority classifying themselves as White British.

4.6 Gender of Complainant

| Gender | Number of Complainants Jan – Dec 2017 | Number of Complainants Jan – Dec 2018 |
|--------------|---------------------------------------|---------------------------------------|
| Male | 308 | 343 |
| Female | 202 | 236 |
| Company | 0 | 1 |
| Unknown | 4 | 4 |
| TOTAL | 514 | 584 |

There is a fairly even divide of complaints from males (59%) and females (40%).

4.7 Age of Complainant

| Age | Number of Complainants Jan – Dec 2017 | Number of Complainants Jan – Dec 2018 |
|--------------|---------------------------------------|---------------------------------------|
| 0-19 | 10 | 20 |
| 20-29 | 65 | 75 |
| 30-39 | 94 | 100 |
| 40-49 | 126 | 131 |
| 50-59 | 68 | 93 |
| 60 + | 91 | 95 |
| Unknown | 60 | 70 |
| TOTAL | 514 | 584 |

Although there has been an increase from last year, there are still only a small proportion of complaints received from the younger members of the county, with the highest number of complaints being made by complainants within the 40 – 49 age bracket.

4.8 Disability

| | Number of Complainants Jan – Dec 2017 | Number of Complainants Jan – Dec 2018 |
|-----------------------|---------------------------------------|---------------------------------------|
| No Data | 386 | 301 |
| None | 37 | 101 |
| Mental Health | 4 | 19 |
| Physical | 4 | 18 |
| Prefer not to say | 4 | 5 |
| Other | 1 | 3 |
| Learning Difficulties | 3 | 4 |
| Unknown | 70 | 131 |
| Sensory | 5 | 3 |
| TOTAL | 514 | 585* |

It can often be difficult to capture information regarding a complainant's disability as this can be a difficult question to ask, especially with complainants who appear to struggle with mental health issues. The information captured is reliant on the complainant's desire to divulge the information.

* A complainant may declare more than one disability.

4.9 Complainants Faith

| | Number of Complainants Jan – Dec 2017 | Number of Complainants Jan – Dec 2018 |
|-------------------|---------------------------------------|---------------------------------------|
| Agnostic | 0 | 0 |
| Atheist | 0 | 0 |
| Baptist | 0 | 0 |
| Buddhist | 0 | 0 |
| Christian | 84 | 65 |
| Church of England | 8 | 5 |
| Hindu | 0 | 0 |
| Jehovah witness | 0 | 0 |
| Jewish | 0 | 0 |
| Islamic/ Muslim | 2 | 1 |
| Methodist | 0 | 0 |
| No Data | 88 | 188 |
| Non-conformist | 6 | 0 |
| None | 142 | 136 |
| Other | 6 | 8 |
| Prefer not to say | 73 | 9 |
| Roman Catholic | 3 | 1 |
| Salvation Army | 0 | 0 |
| Sikh | 2 | 0 |
| Spiritualist | 0 | 0 |
| Unknown | 100 | 171 |
| TOTAL | 514 | 584 |

Due to the small sample of data available there are no clear trends identifiable from the faith category. There have been no complaints relating to discriminatory behaviour on the grounds of faith.

4.10 Complainants Sexual Orientation

| | Number of Complainants Jan – Dec 2017 | Number of Complainants Jan – Dec 2018 |
|-------------------|---------------------------------------|---------------------------------------|
| Gay/Lesbian | 5 | 5 |
| Heterosexual | 325 | 270 |
| No Data | 54 | 164 |
| Prefer not to say | 46 | 10 |
| Bisexual | 1 | 0 |
| Other | 0 | 0 |
| Unknown | 83 | 135 |
| TOTAL | 514 | 584 |

Where this information is provided, the majority of complainants identify as being heterosexual.

4.11 Discriminatory Behaviour Allegations Recorded

| | Jan – Dec 2017 | Jan – Dec 2018 |
|--------------------------|----------------|----------------|
| Discriminatory Behaviour | 14 | 9 |

These allegations relate to any Discriminatory Behaviour, a breakdown of the category of discrimination (as identified by the complainant) is given below:

| | Number of Complainants Jan – Dec 2017 | Number of Complainants Jan – Dec 2018 |
|---------------------|---------------------------------------|---------------------------------------|
| Gender | 0 | 1 |
| Gender Reassignment | 1 | 0 |
| Other | 1 | 1 |
| Race | 7 | 5 |
| Mental Health | 2 | 2 |
| Homophobia | 3 | 0 |
| TOTAL | 14 | 9 |

