



Equality Impact Assessment Summary

Office of the Police and Crime Commissioner for Cleveland

Summary

Name of Product	Appropriate Adult Service
Brief Description of Product	<p>Middlesbrough and Stockton Mind have been delivering a volunteer-led 24/7 Appropriate Adult service in Cleveland for the Office of the Police and Crime Commissioner (OPCC) since 2015. The service continues to see annual increases in the number of call-outs.</p> <p>An appropriate adult is responsible for safeguarding the rights and welfare of a 'vulnerable' adult who is either detained by police or is interviewed under caution voluntarily.</p> <p>The appropriate adult supports Cleveland Police, and the wider Criminal Justice System, by ensuring that a detainee understands their rights and entitlements - as outlined in the Police and Criminal Evidence (PACE) Act (1984) Code of Practice - to facilitate communication and witness that the investigation processes are carried out fairly. Volunteers will pass relevant safeguarding information to the local authority, but they will not have a role in determining or influencing longer term support given to individuals on release from custody.</p>
Product / Product Summary Attached	Yes – Tendering will commence in April 2022, for delivery of the service from 1 st October 2022.
Department	Office of the Police and Crime Commissioner for Cleveland
Assessment Writer	Chris Guttridge
Date Started	February 2022
CEO/ACE Sign Off	Rachelle Kipling – 7 June 2022



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EDI Manager Assurance	Jenni Salkeld – 06/04/2022
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Review Date	1st September 2022
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Version Control

This is a living document and should be updated as we update our products and receive new insights and data on how our people or communities engage with our product.

Version	Date	Reason for update	Author
1.0	8/3/22	First Draft	Chris Guttridge
1.1	25/03/2022	Second Draft	Chris Guttridge
1.2	01/03/2022	Third Draft	Chris Guttridge

Please ensure you consult the Equality Impact Assessment Guidance while completing this document

Stage One – Early Thinking

Use this space to confirm if you are developing a proposal that will impact upon policies and practices that are likely to impact upon our communities or workforce. Consider If you aren't sure how your product may impact people due to their protected characteristics please use our [Equality Consideration Checklist](#).

Is an EIA required at this time?	Yes
If no, what is your rationale?	N/A

Stage Two – Identify Scope

Please consult the [Equality Impact Assessment Guidance](#) for suggestions as to consider how you might evidence both positive and negative impact. Where possible please provide references or links.

Sources	The Code of Practice for Victims of Crime sets out the services and a minimum standard for these services that must be provided to victims of crime by organisations in England and Wales. Right 4 relates to victims
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having the right to be referred to services that support victims and have services and support tailored to their needs.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/974376/victims-code-2020.pdf

Additional reading material considered:

<https://www.gov.uk/government/publications/appropriate-adult-pcc-local-authority-partnership-agreement-england>

Gov.UK, *Appropriate Adult PCC-Local Authority Partnership Agreement: England.*

<https://www.ethnicity-facts-figures.service.gov.uk/crime-justice-and-the-law/policing/number-of-arrests/latest#by-ethnicity-and-area>

Gov.UK, *Arrests by Ethnicity.*

<https://www.ethnicity-facts-figures.service.gov.uk/uk-population-by-ethnicity/national-and-regional-populations/regional-ethnic-diversity/latest>

Gov.UK, *Regional Ethnic Diversity.*

<https://www.gov.uk/government/publications/the-care-and-management-of-individuals-who-are-transgender>

Gov.UK, *The Care and Management of Individuals who are Transgender*

<https://www.justiceinspectorates.gov.uk/hmicfrs/publications/unannounced-inspection-of-police-custody-suites-in-cleveland-police/>

Her Majesty's Inspectorate of Crime and Fire, and Rescue Services, *Report on an unannounced inspection visit to police custody suites in Cleveland Police.*

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/117625/guidanceappadultscustody.pdf

Home Office, *Guidance for Appropriate Adults.*

https://research-information.bris.ac.uk/ws/portalfiles/portal/123645810/Jessiman_et_al_2017_British_Journal_of_Learning_Disabilities.pdf

Jessiman, T., and Cameron, A., *The Role of the Appropriate Adult in Supporting Vulnerable Adults in Custody: Comparing the Perspectives of Service Users and Service Providers.*

<https://www.gov.uk/government/statistics/women-and-the-criminal-justice-system-2019/women-and-the-criminal-justice-system-2019>

Ministry of Justice (via Gov.UK), *Women and the Criminal Justice System 2019.*



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	<p>https://www.appropriateadult.org.uk/downloads/national-standards?download=3:national-standards-2018 National Appropriate Adult Network, <i>National Standards for the Development and Provision of appropriate adult schemes in England and Wales.</i></p> <p>https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7317390/ Wiepjes, C.M. et al., <i>Trends in Suicide Death Risk in Transgender People: Results from the Amsterdam Cohort of Gender Dysmorphia Study (1972 – 2017).</i></p>
<p>Consul tation</p>	<p>A key objective of the Police and Crime Commissioner (PCC), as outlined in the Police and Crime Plan, is to ensure that there is Effective Quality Support to Victims and Witnesses of Crime in Cleveland. Public consultation was undertaken as part of the development of the plan. As part of this consultation public feedback was obtained as to what is needed from a victim support service. Specific work was undertaken with underrepresented or minority groups as part of the consultation.</p> <p> Police%20and%20Crime%20Plan%20-%20</p> <p>As the organisation that is the primary user of the Appropriate Adult service, Cleveland Police were consulted with the development of the specification. Their feedback included:</p> <ul style="list-style-type: none"> • Having a service that was sufficiently resourced to respond to any future rises in demand. • Swift response times on call-outs for an Appropriate Adult. • Staff and volunteers are trained and skilled in responding to the challenges of delivering an AA service. <p>A wider consultation in advance of the tendering opportunity for the Appropriate Adult Service was not conducted to lead-in timeframes. These cannot be changed.</p> <p>Within the specification we will emphasise that there will be a requirement for the successful bidder to continue to seek feedback from service users that will be used to shape future delivery as part of continuous service improvement.</p>

Stage Three – Impact



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What potential positive or negative impacts has your research and consultation revealed? Consult the [Equality Considerations Checklist](#) for previously identified impacts that may be relevant.

Age

Data & Background Information

Performance information from current service delivery between April and December 2021 the following age groups of service users:

- 0-17 Years - 0.5%
- 18-24 Years - 19%
- 25-34 Years - 35%
- 35-44 Years - 31%
- 45-54 Years - 9%
- 55-64 Years - 4%
- 65-74 Years - 1%
- 75- 84 Years - 0.5%

Service groups are concentrated between the 18-44 year-old age brackets. The service is available to all adults and these figures are reflective of the need area in Cleveland. The OPCC will closely monitor provision based on age to ensure that people from higher age groups receive the services of an Appropriate Adult, where required.

Accessibility will remain a key area of service delivery and the provider will need to ensure that delivery is reflexive to service user needs in relation to this characteristic.

Performance reporting and data recording will require the service provider to provide this information on a regular basis – whilst minimising the rates of ‘Undisclosed’ responses. This will allow the OPCC to monitor equal and effective provision across age demographics – and provide an evidence to seek assurances from Cleveland Police – as the organisation requesting appropriate adults - when disparities are indicated in the data, and provides an evidence base to inform where accessibility considerations need to be reviewed and considered.

The specification for the future service delivery has been completed with expanding and enhancing the accessibility of the service across all protected characteristics. This specification also states that the service provider will have to conduct their own equality impact assessment.

Positive Impacts	Negative Impacts
<ul style="list-style-type: none"> • Appropriate Adults are available to people that have been assessed as having vulnerabilities. It is critical that the service provider is aware of, and reflexive of the various needs of 	<ul style="list-style-type: none"> • No negative impacts were identified at the time of writing.



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<p>service users, which will inform future delivery.</p> <ul style="list-style-type: none"> • As part of the tendering process, the successful bidder will have to demonstrate their awareness of issues relating to different groups of people. • The appropriate adults will be on-call 24/7 to ensure the service is available around the clock. 	
Disability	
Data & Background Information	
<p>Performance information from current service delivery between April and December 2021 reported that:</p> <ul style="list-style-type: none"> • 19% service users had learning difficulties • 21% had combined health needs <p>Accessibility will remain a key area of service delivery and the provider will need to ensure that delivery is reflexive to service user needs in relation to this characteristic.</p> <p>Performance reporting and data recording will require the service provider to provide this information on a regular basis – whilst minimising the rates of ‘Undisclosed’ responses. This will allow the OPCC to monitor equal and effective provision across disability demographics – and provide an evidence to seek assurances from Cleveland Police when disparities are indicated in the data, and provides an evidence base to inform where accessibility considerations need to be reviewed and considered.</p> <p>The specification for the future service delivery has been completed with expanding and enhancing the accessibility of the service across all protected characteristics. This specification also states that the service provider will have to conduct their own equality impact assessment.</p>	
Positive Impacts	Negative Impacts
<ul style="list-style-type: none"> • Appropriate Adults are available to people that have been assessed as having vulnerabilities. It is critical that the service provider is aware of, and reflexive of the various needs of service users, which will inform future delivery. • As part of the tendering process, the successful bidder will have to demonstrate their awareness of 	<ul style="list-style-type: none"> • Police custody environments may be difficult and/ or distressing for detainees with identified vulnerabilities and complexities. It is not within the remit of the Appropriate Adult Service to change the facilities, it is therefore noted that there will be some instances where disabled people may have a negative experience within Custody that use of



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<p>issues relating to different groups of people.</p> <ul style="list-style-type: none"> • It will be the responsibility of Cleveland Police to provide reading materials in easy-read formats and braille. • The appropriate adults will be on-call 24/7 to ensure the service is available around the clock. 	<p>Appropriate Adults can support minimization of the impact but may not be able to help mitigate completely.</p>
<p>Gender Reassignment</p>	
<p>Data & Background Information</p>	
<p>This data has not previously been reported back to the OPCC and has been identified as a gap in reporting which will be reviewed in advance of commencing delivery with the future service provider. This will be monitored as part of future governance.</p> <p>Research and data indicates that transgender people are disproportionately likely to commit suicide, and have additional complexities. Coming to the attention of the Service Provider via police custody provides an opportunity to engage with the individual, and raise a safeguarding concern, if applicable.</p> <p>Accessibility will remain a key area of service delivery and the provider will need to ensure that delivery is reflexive to service user needs in relation to this characteristic, and the provider will need to incorporate this into current recording.</p> <p>Performance reporting and data recording will require the service provider to provide this information on a regular basis – whilst minimising the rates of ‘Undisclosed’ responses. This will allow the OPCC to monitor equal and effective provision across this demographic – and provide an evidence to seek assurances from Cleveland Police when disparities are indicated in the data and provides an evidence base to inform where accessibility considerations need to be reviewed and considered.</p> <p>The specification for the future service delivery has been completed with expanding and enhancing the accessibility of the service across all protected characteristics. This specification also states that the service provider will have to conduct their own equality impact assessment.</p>	
<p>Positive Impacts</p>	<p>Negative Impacts</p>
<ul style="list-style-type: none"> • Appropriate Adults are available to people that have been assessed as having vulnerabilities. It is critical that the service provider is aware of, and reflexive of the various needs of 	<ul style="list-style-type: none"> • No negative impacts were identified at the time of writing.



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<p>service users, which will inform future delivery.</p> <ul style="list-style-type: none"> As part of the tendering process, the successful bidder will have to demonstrate their awareness of issues relating to different groups of people. From initial contact, the Appropriate Adult Service will ensure that they are aware of the client's preferred pronouns, and use them throughout that person's time when accessing Appropriate Adult Support. The appropriate adults will be on-call 24/7 to ensure the service is available around the clock. 	
Marriage and civil partnership	
Data & Background Information	
<p>This data has not previously been reported back to the OPCC and has been identified as a gap in reporting which will be reviewed in advance of commencing delivery with the future service provider. This will be monitored as part of future governance.</p> <p>Accessibility will remain a key area of service delivery and the provider will need to ensure that delivery is reflexive to service user needs in relation to this characteristic, and the provider will need to incorporate this into current recording.</p> <p>Performance reporting and data recording will require the service provider to provide this information on a regular basis – whilst minimising the rates of 'Undisclosed' responses. This will allow the OPCC to monitor equal and effective provision across this demographic – and provide an evidence to seek assurances from Cleveland Police when disparities are indicated in the data, and provides an evidence base to inform where accessibility considerations need to be reviewed and considered.</p> <p>The specification for the future service delivery has been completed with expanding and enhancing the accessibility of the service across all protected characteristics. This specification also states that the service provider will have to conduct their own equality impact assessment.</p>	
Positive Impacts	Negative Impacts
<ul style="list-style-type: none"> Appropriate Adults are available to people that have been assessed as having vulnerabilities. It is critical that the service provider is aware of, and 	<ul style="list-style-type: none"> There may be scenarios where the service user has not disclosed to their partner that they have been arrested and/ or are in police custody. The Service Provider will



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<p>reflexive of the various needs of service users, which will inform future delivery.</p> <ul style="list-style-type: none"> • As part of the tendering process, the successful bidder will have to demonstrate their awareness of issues relating to different groups of people. • The appropriate adults will be on-call 24/7 to ensure the service is available around the clock. 	<p>respect this discretion when it is appropriate to do so. However, there may be instances when the Service User's family/ partner become aware.</p>
Pregnancy and Maternity	
Data & Background Information	
<p>This data has not previously been reported back to the OPCC and has been identified as a gap in reporting which will be reviewed in advance of commencing delivery with the future service provider. This will be monitored as part of future governance.</p> <p>Accessibility will remain a key area of service delivery and the provider will need to ensure that delivery is reflexive to service user needs in relation to this characteristic, and the provider will need to incorporate this into current recording.</p> <p>Performance reporting and data recording will require the service provider to provide this information on a regular basis – whilst minimising the rates of 'Undisclosed' responses. This will allow the OPCC to monitor equal and effective provision across this demographic – and provide an evidence to seek assurances from Cleveland Police when disparities are indicated in the data, and provides an evidence base to inform where accessibility considerations need to be reviewed and considered.</p> <p>The specification for the future service delivery has been completed with expanding and enhancing the accessibility of the service across all protected characteristics. This specification also states that the service provider will have to conduct their own equality impact assessment.</p>	
Positive Impacts	Negative Impacts
<ul style="list-style-type: none"> • Appropriate Adults are available to people that have been assessed as having vulnerabilities. It is critical that the service provider is aware of, and reflexive of the various needs of service users, which will inform future delivery. • As part of the tendering process, the successful bidder will have to demonstrate their awareness of 	<ul style="list-style-type: none"> • No negative impacts were identified at the time of writing.



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<p>issues relating to different groups of people.</p> <ul style="list-style-type: none"> The appropriate adults will be on-call 24/7 to ensure the service is available around the clock. 	
Race	
Data & Background Information	
<p>Performance information from current service delivery between April and December 2021 the following ethnicity of service users:</p> <ul style="list-style-type: none"> White British – 96% Any Asian background – 1% Black/African/Caribbean – 2% Any other ethnic background – 1% <p>Using regional ethnicity data, 93.6% of North-East residents are White-British. Upon commencement of delivery with the future Service Provider, a piece of work will be initiated to identify any disproportionalities and acquire context as to why.</p> <p>Accessibility will remain a key area of service delivery and the provider will need to ensure that delivery is reflexive to service user needs in relation to this characteristic.</p> <p>Performance reporting and data recording will require the service provider to provide this information on a regular basis – whilst minimising the rates of ‘Undisclosed’ responses. This will allow the OPCC to monitor equal and effective provision across race demographics – and provide an evidence to seek assurances from Cleveland Policewhen disparities are indicated in the data, and provides an evidence base to inform where accessibility considerations need to be reviewed and considered.</p> <p>The specification for the future service delivery has been completed with expanding and enhancing the accessibility of the service across all protected characteristics. This specification also states that the service provider will have to conduct their own equality impact assessment.</p>	
Positive Impacts	Negative Impacts
<ul style="list-style-type: none"> Appropriate Adults are available to people that have been assessed as having vulnerabilities. It is critical that the service provider is aware of, and reflexive of the various needs of service users, which will inform future delivery. As part of the tendering process, the successful bidder will have to 	<ul style="list-style-type: none"> Due historic mistrust and ongoing societal issues such as the death of George Floyd in 2020, there may be situations where a person does not feel safe whilst in custody. It is not within the remit of the Appropriate Adult Service to change the facilities, it is therefore noted that there will be some instances where people may have



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<p>demonstrate their awareness of issues relating to different groups of people.</p> <ul style="list-style-type: none"> • It will be the responsibility of Cleveland Police to provide all translation services. When the appropriate adult engages with a service user, and a language barrier is identified – the appropriate adult will liaise with Cleveland Police to request that translation services are provided. • The appropriate adults will be on-call 24/7 to ensure the service is available around the clock. 	<p>a negative experience within Custody that use of Appropriate Adults can support minimization of the impact but may not be able to help mitigate completely.</p>
Religion or Belief	
Data & Background Information	
<p>This data has not previously been reported back to the OPCC and has been identified as a gap in reporting which will be reviewed in advance of commencing delivery with the future service provider. This will be monitored as part of future governance.</p> <p>Accessibility will remain a key area of service delivery and the provider will need to ensure that delivery is reflexive to service user needs in relation to this characteristic, and the provider will need to incorporate this into current recording.</p> <p>Performance reporting and data recording will require the service provider to provide this information on a regular basis – whilst minimising the rates of ‘Undisclosed’ responses. This will allow the OPCC to monitor equal and effective provision across this demographic – and provide an evidence to seek assurances from Cleveland Police when disparities are indicated in the data, and provides an evidence base to inform where accessibility considerations need to be reviewed and considered.</p> <p>The specification for the future service delivery has been completed with expanding and enhancing the accessibility of the service across all protected characteristics. This specification also states that the service provider will have to conduct their own equality impact assessment.</p>	
Positive Impacts	Negative Impacts
<ul style="list-style-type: none"> • As part of the tendering process, the successful bidder will have to demonstrate their awareness of issues relating to different groups of people. • Appropriate Adults are available to people that have been 	<ul style="list-style-type: none"> • No negative impacts were identified at the time of writing.



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<p>assessed as having vulnerabilities. It is critical that the service provider is aware of, and reflexive of the various needs of service users, which will inform future delivery.</p> <ul style="list-style-type: none"> The appropriate adults will be on-call 24/7 to ensure the service is available around the clock. 	
Sex	
Data & Background Information	
<p>Performance information from current service delivery between April and December 2021 the following sexes of service users:</p> <ul style="list-style-type: none"> Female – 23% Male – 77% <p>National data indicates that women account for 15% of arrests, with local intelligence indicating that females that come to the attention of the police have additional complex needs. The higher proportion of females being engaged by the Appropriate Adult service, in comparison to rates of females that are arrested, is reflective of this as this is a cohort of people that is assessed as having higher levels of vulnerabilities and complexities.</p> <p>Accessibility will remain a key area of service delivery and the provider will need to ensure that delivery is reflexive to service user needs in relation to this characteristic.</p> <p>Performance reporting and data recording will require the service provider to provide this information on a regular basis – whilst minimising the rates of ‘Undisclosed’ responses. This will allow the OPCC to monitor equal and effective provision across sex demographics – and provide an evidence to seek assurances from Cleveland Police when disparities are indicated in the data, and provides an evidence base to inform where accessibility considerations need to be reviewed and considered.</p> <p>The specification for the future service delivery has been completed with expanding and enhancing the accessibility of the service across all protected characteristics. This specification also states that the service provider will have to conduct their own equality impact assessment.</p>	
Positive Impacts	Negative Impacts
<ul style="list-style-type: none"> As part of the tendering process, the successful bidder will have to demonstrate their awareness of issues relating to different groups of people. 	<ul style="list-style-type: none"> No negative impacts were identified at the time of writing.



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<ul style="list-style-type: none"> • Appropriate Adults are available to people that have been assessed as having vulnerabilities. It is critical that the service provider is aware of, and reflexive of the various needs of service users, which will inform future delivery. • From initial contact, the Appropriate Adult Service will ensure that they are aware of the client's preferred pronouns, and use them throughout that person's time being supported by the Appropriate Adult Service. • The appropriate adults will be on-call 24/7 to ensure the service is available around the clock. 	
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Sexual Orientation

Data & Background Information

This data has not previously been reported back to the OPCC and has been identified as a gap in reporting which will be reviewed in advance of commencing delivery with the future service provider. This will be monitored as part of future governance.

Accessibility will remain a key area of service delivery and the provider will need to ensure that delivery is reflexive to service user needs in relation to this characteristic, and the provider will need to incorporate this into current recording.

Performance reporting and data recording will require the service provider to provide this information on a regular basis – whilst minimising the rates of 'Undisclosed' responses. This will allow the OPCC to monitor equal and effective provision across this demographic – and provide an evidence to seek assurances from Cleveland Police when disparities are indicated in the data, and provides an evidence base to inform where accessibility considerations need to be reviewed and considered.

The specification for the future service delivery has been completed with expanding and enhancing the accessibility of the service across all protected characteristics. This specification also states that the service provider will have to conduct their own equality impact assessment.

Positive Impacts	Negative Impacts
<ul style="list-style-type: none"> • As part of the tendering process, the successful bidder will have to demonstrate their awareness of issues relating to different groups of people. 	<ul style="list-style-type: none"> • No negative impacts were identified at the time of writing.



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<ul style="list-style-type: none"> • Appropriate Adults are available to people that have been assessed as having vulnerabilities. It is critical that the service provider is aware of, and reflexive of the various needs of service users, which will inform future delivery. • The appropriate adults will be on-call 24/7 to ensure the service is available around the clock. 	
Other – Please clarify	
Data & Background Information	
<p>The specification for the service includes requirements and expectations inline with expanding and enhancing the accessibility of the service across all protected characteristics. In the instances where impact has been identified to other characteristics not included within this EIA, the document will be updated to factor in these developments, along with any positive, and negative impacts.</p>	
Positive Impacts	Negative Impacts
<ul style="list-style-type: none"> • No positive impacts were identified at the time of writing. 	<ul style="list-style-type: none"> • No negative impacts were identified at the time of writing.

Stage Four – Mitigation – Actions		
What can be done to mitigate/minimise negative impacts?		
Action	Action Owner	Action Status
<p>Police custody environments may be difficult and distressing for detainees with vulnerabilities and complexities to navigate. Similarly, there may be some people who trust the police less due to their protected characteristics and find the custody environment highly distressing (for example, black communities following the murder of George Floyd). Appropriate Adults are critical to minimizing negative impacts, advocating detainee needs and ensuring positive outcomes for detained people. The service provider will be required to provide appropriate training, development and performance management of the Appropriate Adults (both staff and volunteers) to ensure they have the</p>	<p>The Service Provider</p>	<p>Ongoing</p>



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capabilities and confidence to act as an appropriate adult to vulnerable people.		
There may be scenarios where the service user has not disclosed to their partner that they have been arrested and/ or are in police custody.	The Service Provider	Ongoing
Gaps in data need to be closed. This includes data on characteristics not previously captured and in areas where data was captured but a proportion of people chose to not disclose or record data. The Commissioners Officer will include regular monitoring of demographic details as part of the contract management process.	Chris Guttridge, OPCC	Ongoing
As part of the successful bidder's quarterly performance reports – the Service Provider will be required to provide statistical information with regards to staff and volunteer demographics.	Chris Guttridge, OPCC The Service Provider	Ongoing

To be filled in by CEO / ACE	
Stage Four – Mitigation – Risk Tolerance	
Have we exhausted options to mitigate/minimise any negative impacts? List negative impacts we have not been able to mitigate here – these should be added to the relevant departmental risk register.	
Impacts we cannot mitigate	N/A
Which Risk Register have these impacts been added to?	N/A

Stage 5 – Sign Off

Once complete, you must send your completed EIA and the product or product summary to the EDI team at edi@cleveland.pnn.police.uk

The team will review your EIA and will either: provide final sign off, OR, return your document with further considerations and recommendations for you to implement.