



# Equality Impact Assessment Summary

Office of the Police and Crime Commissioner for Cleveland

## Summary

Name of Product	Mobile Reporting App
Brief Description of Product	A mobile reporting app is part of the PCCs commitment to using technology to combat crime. This app would present another channel of communication for the public to be able to contact the OPCC and Cleveland Police as well as providing a mechanism for local policing teams to engage with the public to keep people updated with local initiatives.
Product / Product Summary Attached	Yes
Department	Office of the Police and Crime Commissioner for Cleveland
Assessment Writer	Denise Holian
Date Started	10 <sup>th</sup> November 2021
CEO/ACE Sign Off	Rachelle Kipling – 22/02/2022
EDI Manager Assurance	Jenni Salkeld - 21/02/2022
Review Date	May 2022

## 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	01/02/22	Initial draft	Denise Holian
2.1	15/02/22	Revised after comments from EDI review	Denise Holian



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**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?	

**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	<p><a href="#">United Kingdom: North East England (Local Authority Districts and Wards) - Population Statistics, Charts and Map (citypopulation.de)</a> <i>Cleveland demographics from the 2011 census</i></p> <p>Control Room Performance figures Oct 2020 – Oct 2021 (Intranet)</p> <p><a href="#">Appendix 1: full assessment of impacts - NHS Digital</a></p> <p><a href="https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/articles/exploringtheuksdigitaldivide/2019-03-04">https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/articles/exploringtheuksdigitaldivide/2019-03-04</a> <i>Exploring the UK's Digital Divide</i>, Office for National Statistics</p> <p><a href="#">Research (ofcom.org.uk)</a> <i>Adults media use and attitudes</i></p> <p><a href="#">Accessibility Tutorial (w3schools.com)</a>. <i>Nationally recognised accessibility guidelines for digital development.</i></p> <p><a href="#">Understanding accessibility requirements for public sector bodies - GOV.UK (www.gov.uk)</a> <i>All public sector accessibility requirements are stated in the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.</i></p>
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<p>Consu ltation</p>	<p>A key objective of the Police and Crime Commissioner (PCC), as outlined in the Police and Crime Plan, is to using technology to combat crime. A mobile reporting app will create a new communication channel into the OPCC and Cleveland Police.</p> <p>Public feedback with regard to the introduction of a reporting app has been generally positive. Existing channels of communication can be difficult to access, with over 12% of non emergency calls abandoned in the period Oct 20 – Oct 21. A new communication channel may reach some people that wouldn't use the current methods (e.g. younger people) but may also have limits, for example, groups that are subject to digital exclusion.</p> <p>Representatives from Cleveland Police were included in discussions around the introduction of an app. They highlighted opportunities to improve contact with hard to reach groups, for example in utilizing translation services. However, there were concerns raised over how the app would fit in with other existing communication channels.</p> <p>The specification for the mobile reporting app has been completed with expanding and enhancing the accessibility of the service across all protected characteristics.</p> <p>The procurement specification for the mobile reporting app took feedback from consultation into account in the following:</p> <ul style="list-style-type: none"> <li>• Engaging with members of the public from a range of backgrounds, cultures and all protected characteristics</li> <li>• Capturing data analytics from the app</li> <li>• The app being user friendly and easy to use to various diverse groups across the community.</li> <li>• Describe any quality standards you use for app development</li> </ul>
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Stage Three - Impact
<p>What potential positive or negative impacts has your research and consultation revealed? Consult the <a href="#">Equality Considerations Checklist</a> for previously identified impacts that may be relevant.</p>
Age
Data & Background Information
<p>Information from an Offcom study in 2014 (<a href="https://www.ofcom.gov.uk/research-and-data-analysis/research/2014">Research (ofcom.org.uk)</a>) were used to inform this section. Statistics from Offcom<sup>1</sup> from 2014 show that only 17% of adults over 65 will use a smart phone or tablet to go online. By comparison, 84%-88% of people between 16 and 44 have used a smartphone or tablet to go online. Those in the over 65 age group are more likely to use a tablet than a smartphone to go online.</p>

<sup>1</sup> [Research \(ofcom.org.uk\)](https://www.ofcom.gov.uk/research-and-data-analysis/research/2014)



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References and learning were also taken from the NHS equality impact assessment published online ([Appendix 1: full assessment of impacts - NHS Digital](#))

Positive Impacts	Negative Impacts
<ul style="list-style-type: none"> <li>• Younger people are more likely to engage through a mobile app. As opposed to more traditional means of communication. The app will enable them to engage with PCC and Cleveland Police in a way that they may be more used to.</li> <li>• The mobile app offering is in addition to other more traditional communication channels, so may fill a gap in those that may not engage through the telephone or website.</li> <li>• Mobile apps are quicker to use making them more appealing to those who may have limited availability to report a non urgent issue. Many calls to 101 are abandoned if wait times are long. This may be helpful for those at work or college during the day. Statistics from Ofcom<sup>1</sup> above shows that the majority of those using mobile phones or tablets to go online are of working age.</li> </ul>	<ul style="list-style-type: none"> <li>• Older people are less likely to have access to or use a smart phone or tablet. If the app is used to seek feedback, this could exclude a large proportion of older people.</li> <li>• Could potentially be downloaded by users under 18</li> </ul>

## Disability

### Data & Background Information

There are accessibility guidelines for development of web based systems and mobile apps on: [Accessibility Tutorial \(w3schools.com\)](#). There are recognised standards WCAG (Web Content Accessibility Guidelines) for developing web systems and mobile apps with accessibility in mind. Many phones have built in options to support accessibility in the settings area.

There is a lot of guidance on developing good accessible web applications and mobile phone apps, however, there can still be many basic mistakes: [Common Mobile Application Accessibility Issues to Avoid \(Checklist\) \(microassist.com\)](#)

Positive Impacts	Negative Impacts
<ul style="list-style-type: none"> <li>• The app may provide a better interface for those who are hard of hearing and may struggle with making phone calls.</li> <li>• The app may be a better way to communicate for those who struggle with social interaction, for example, individuals on the autism spectrum.</li> <li>• The availability of standard accessibility functions on mobile phones could help to make it easier to use the app for reporting information to the Police.</li> <li>• Use of the app across both tablet and phone devices along with functions to adjust the</li> </ul>	<ul style="list-style-type: none"> <li>• It may not be possible for those with severe visual impairment to use the app.</li> <li>• Users who have issues with fine motor control (e.g. hand tremors) may struggle to enter text on smaller screens.</li> </ul>



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<p>resolution and screen size may help with some (but not all) users with visual impairment</p> <ul style="list-style-type: none"> <li>• Accessibility requirements can be factored into the app design using recognised standards. Free tools are available to check the accessibility of apps (e.g. <a href="#">17 Free Mobile Accessibility Testing Tools</a> • <a href="#">DigitalA11Y</a> ) Clear standards and requirements are available: <a href="https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps">https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps</a></li> <li>• The use of icons as well as simple text can make it easier to navigate in an app.</li> <li>• Being online can make people feel more connected. Disabled people are 27% more likely to agree that being online makes them feel more connected.<sup>2</sup></li> </ul>	
<b>Gender Reassignment</b>	
Data & Background Information	
<p>Digital engagement can be an effective way to engage with individuals who may be worried about judgement bias in dealing with people in person. Digital engagement allows a more distanced and indirect engagement, that may be more comfortable for some people, particularly those who may have experienced prejudice or bias in the community.</p> <p><a href="#">Using mobile technology to engage sexual and gender minorities in clinical research (plos.org)</a></p>	
Positive Impacts	Negative Impacts
<ul style="list-style-type: none"> <li>• A non direct engagement tool may make it easier for people to engage with authority services.</li> <li>• It may be easier to report emotive issues, particularly relating to incidents prompted by prejudice, in a more indirect way. This may encourage reporting of incidents that may not otherwise be picked up.</li> </ul>	<ul style="list-style-type: none"> <li>• Careful consideration may need to be given to capturing information relating to gender to ensure that it is done in a sensitive way.</li> </ul>
<b>Marriage and civil partnership</b>	
Data & Background Information	
N/A	
Positive Impacts	Negative Impacts
<ul style="list-style-type: none"> <li>• No equality considerations relating to marriage or civil partnership have been identified at this stage.</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impacts were identified at the time of writing.</li> </ul>

<sup>2</sup> [Exploring the UK's digital divide - Office for National Statistics \(ons.gov.uk\)](#)



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Pregnancy and Maternity					
Data & Background Information					
N/A					
Positive Impacts			Negative Impacts		
<ul style="list-style-type: none"> <li>No equality considerations relating to marriage or civil partnership have been identified at this stage.</li> </ul>			<ul style="list-style-type: none"> <li>No negative impacts were identified at the time of writing.</li> </ul>		
Race					
Data & Background Information					
<p>Figures based on the 2011 census<sup>3</sup> showing an outline breakdown of race within Cleveland. Population estimates on local authority websites show similar figures.</p>					
(Census 2011)	Hartlepool	Middlesbrough	Stockton	Redcar & Cleveland	Total
White	89899	122055	181299	133203	526456
Asian	1304	10768	6632	869	19573
Black	170	1731	1133	122	3156
Arab	57	950	236	37	1280
Mixed	550	2362	1997	853	5762
Other	48	546	313	93	1000
Breakdown showing country of birth					
UK	89469	127042	182769	132158	531438
EU	1014	2789	2483	1437	7723
Other	1545	8581	6358	1582	18066
<p>Based on the above figures, 5.5% of the Cleveland population were of a non Caucasian background in 2011 and 5% were born outside of the UK.</p> <p><a href="http://www.gov.uk">The report of the Commission on Race and Ethnic Disparities - GOV.UK (www.gov.uk)</a> highlights</p> <p>A number of different aspects were considered when looking at the impact a mobile app may have on Race, these include:</p> <ul style="list-style-type: none"> <li>Different cultural experience of government authorities (particularly foreign authorities for those born outside of the UK).</li> <li>Language barriers</li> <li>Access and familiarity with smartphone apps</li> <li>Asylum seekers – identity concerns</li> </ul>					
Positive Impacts			Negative Impacts		

<sup>3</sup> [United Kingdom: North East England \(Local Authority Districts and Wards\) - Population Statistics, Charts and Map \(citypopulation.de\)](http://www.citypopulation.de)



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<ul style="list-style-type: none"> <li>• For those with English as a second language, reporting information over the phone may be challenging. Using an app or website may be an easier way to communicate, with less pressure and more opportunity for assistance.</li> <li>• Those who have had poor experiences of Police and government authorities may be unwilling to share too much information. Having a platform to share information where sharing protected characteristics is optional and personal information is minimal may encourage people to come forward with information.</li> <li>• The use of icons and simple language could make it easier for those with English as a second language.</li> <li>• It is possible to include translation to different languages as part of the app. However, it should be noted that the accuracy rate of these functions can be limited.</li> <li>• The app could be used to highlight what constitutes incidents of hate crime to educate people and encourage reporting of hate incidents as crimes.</li> <li>• There are plans to use the app for signposting to local partner support agencies.</li> </ul>	<ul style="list-style-type: none"> <li>• There are challenges in looking at translation of the app to render in other languages. These include: which languages to prioritise and avoiding mistranslations.</li> <li>• Individuals may not have static personal details to register with, for example gypsy / Roma communities.</li> </ul>
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### Religion or Belief

#### Data & Background Information

Figures based on the 2011 census<sup>4</sup> showing an outline breakdown of religion within Cleveland.

(Census 2011)	Hartlepool	Middlesbrough	Stockton	Redcar & Cleveland	Total
Christian	64349	87511	130723	95111	
Muslim	689	9757	4143	598	
Hindu	168	591	675	64	
Sikh	97	564	625	43	
Jewish	9	45	94	33	
Buddhist	152	370	388	187	
Other religion	178	246	382	362	
No religion	20507	30797	42910	30054	

<sup>4</sup> [United Kingdom: North East England \(Local Authority Districts and Wards\) - Population Statistics, Charts and Map \(citypopulation.de\)](http://www.citypopulation.de)





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Positive Impacts			Negative Impacts		
<ul style="list-style-type: none"> <li>The app could be used to highlight what constitutes incidents of hate crime to educate people and encourage reporting of hate incidents as crimes.</li> <li>There are plans to use the app for signposting to local partner support agencies.</li> </ul>			<ul style="list-style-type: none"> <li>No negative impacts were identified at the time of writing.</li> </ul>		
<b>Sex</b>					
Data & Background Information					
<p>Figures based on the 2011 census<sup>5</sup> show a relatively even distribution of males and females across Cleveland. Access to and use of, smart phones in the UK, is marginally higher for males but only by a few percentage points.<sup>6</sup></p>					
Positive Impacts			Negative Impacts		
<ul style="list-style-type: none"> <li>No equality considerations relating to sex have been identified at this stage.</li> </ul>			<ul style="list-style-type: none"> <li>No negative impacts were identified at the time of writing.</li> </ul>		
<b>Sexual Orientation</b>					
Data & Background Information					
<p>Digital engagement can be an effective way to engage with individuals who may be worried about judgement bias in dealing with people in person. Digital engagement allows a more distanced and indirect engagement, that may be more comfortable for some people, particularly those who may have experienced prejudice or bias in the community.</p> <p><a href="https://doi.org/10.1371/journal.pone.0171111">Using mobile technology to engage sexual and gender minorities in clinical research (plos.org)</a></p>					
Positive Impacts			Negative Impacts		
<ul style="list-style-type: none"> <li>A non direct engagement tool may make it easier for people to engage with authority services.</li> <li>It may be easier to report emotive issues, particularly relating to incidents prompted by prejudice, in a more indirect way. This may</li> </ul>			<ul style="list-style-type: none"> <li>No negative impacts were identified at the time of writing.</li> </ul>		

<sup>5</sup> [United Kingdom: North East England \(Local Authority Districts and Wards\) - Population Statistics, Charts and Map \(citypopulation.de\)](https://www.citypopulation.de/en/uk/north-east-england/)

<sup>6</sup> [Research \(ofcom.org.uk\)](https://www.ofcom.gov.uk/research/)





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encourage reporting of incidents that may not otherwise be picked up.															
Other – Please clarify															
Data & Background Information															
<p>Information from the ONS on digital exclusion (<a href="https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/articles/exploringtheuksdigitaldivide/2019-03-04">https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/articles/exploringtheuksdigitaldivide/2019-03-04</a>) has been used to inform this section.</p> <p>There has been an upward trend from 2011 onwards for an increase in those with online access and this is expected to continue. In the North East region, there were 22.5% of users who did not have access to the internet in 2011; this reduced to 12.1% in 2018.</p> <p>Of those who do not have access to the internet, many fall into the economically inactive group (e.g. carers, students, those on long term sick) and those on a low income. The primary reasons given for not having access to the internet were<sup>7</sup>:</p>															
<table border="1"> <tr> <td>Have no need for online access</td> <td>64%</td> </tr> <tr> <td>Lack of skills</td> <td>20%</td> </tr> <tr> <td>Access elsewhere</td> <td>12%</td> </tr> <tr> <td>Equipment costs too high</td> <td>8%</td> </tr> <tr> <td>Connectivity costs too high</td> <td>8%</td> </tr> <tr> <td>Privacy / security concerns</td> <td>7%</td> </tr> <tr> <td>Physical / sensory disability</td> <td>2%</td> </tr> </table>		Have no need for online access	64%	Lack of skills	20%	Access elsewhere	12%	Equipment costs too high	8%	Connectivity costs too high	8%	Privacy / security concerns	7%	Physical / sensory disability	2%
Have no need for online access	64%														
Lack of skills	20%														
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Equipment costs too high	8%														
Connectivity costs too high	8%														
Privacy / security concerns	7%														
Physical / sensory disability	2%														
Positive Impacts	Negative Impacts														
<ul style="list-style-type: none"> <li>The app will be free with no direct costs to the user.</li> </ul>	<ul style="list-style-type: none"> <li>A digital communication channel will not be appropriate for those that are digitally excluded<sup>7</sup> by either the lack of knowledge and skills when using the technology and/ or those who would</li> </ul>														

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<https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/articles/exploringtheuksdigitaldivide/2019-03-04>



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	<p>be unable to afford the technology. Alternative methods of communication are available.</p>
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Stage Four – Mitigation – Actions		
What can be done to mitigate/minimise negative impacts?		
Action	Action Owner	Action Status
Statement confirming that the user must be over 13 to register for the app.	Denise Holian	Discussed as part of the design sprint. To be confirmed on initial screens.
Provider must be able to evidence that they have attempted to meet the gov accessibility standards as per the 2018 regulations. Where we cannot make something accessible or compliant with gov standards we must seek to provide reasonable adjustments when requested, and detail this in the supporting accessibility statement.	Denise Holian	Raised with the supplier. They have referenced in built accessibility tools. To be checked using accessibility tools.
Inclusion of an accessibility statement.	Denise Holian	Dependent on completion of the above.
Use of icons and simple text where possible to assist disabled users or people with limited use of English.	Denise Holian	Included in design sprint. To be confirmed on initial screen review.
Consider sensitive wording when requesting (voluntary) submission of protected characteristics. Seek advice from specialists.	Denise Holian	Need to consult with specialists
Consider appropriate use of translation services to reach the majority of non English speaking users, without alienating other minority groups or incurring vast expense or complexity.	Denise Holian	Included as part of phase 2 development.



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Consider the use of free accessibility tools to check the app is developed to accessibility standards.	Denise Holian	To be done when initial development is complete.
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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](mailto: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.