

# Equality, Diversity and Inclusion within the OPCC Commissioning process:

## Introduction

The Police and Crime Commissioner (the Commissioner) for Cambridgeshire and Peterborough commissions services that support victims of crime and help people cope with, recover from and move forward following their experiences.

The Commissioner's **Commissioning and Grants Strategy 2025-2028** sets out how services and grants are commissioned and funded to support delivery of the **Police and Crime Plan 2024-2028**.

Equality, Diversity and Inclusion (EDI) are important considerations throughout the commissioning process. The Office of the Police and Crime Commissioner (OPCC) supports the Commissioner's compliance with the Public Sector Equality Duty and works to ensure commissioned services are fair, accessible and responsive to the needs of local communities.

The OPCC recognises that people may face different barriers when accessing services and seeks to ensure that commissioned support is designed to meet diverse needs and circumstances.

## Our Approach

The OPCC seeks to embed EDI throughout the commissioning cycle, from identifying need and designing services through to procurement, service delivery, performance monitoring and continuous improvement.

This helps to ensure that commissioned services are informed by evidence, responsive to local communities and accessible to those who need them.

## How We Promote Equality, Diversity and Inclusion

The OPCC promotes EDI throughout the commissioning cycle by:

- ✓ Using **needs assessments, data, research and engagement** with communities to understand local needs and identify gaps in support.
- ✓ Listening to the **experiences of victims and service users** to help shape future services.

- ✓ Seeking **feedback from communities, partner organisations and providers** when designing, commissioning and improving services.
- ✓ Helping to ensure services are **accessible, inclusive and responsive** to people from all backgrounds.
- ✓ Considering **language, communication, cultural and accessibility needs** when developing and improving services.
- ✓ Applying **trauma-informed and person-centred principles** to service design and delivery.
- ✓ Supporting **effective pathways** between services to help people access the support they need.
- ✓ Carrying out **due diligence** when commissioning and monitoring services.
- ✓ Using **fair, transparent and proportionate** commissioning and procurement processes.
- ✓ **Considering the wider social value and community benefits** that commissioned services can provide.
- ✓ Supporting **partnership and consortium approaches** where these can improve outcomes for victims and communities.
- ✓ **Monitoring equality and demographic information** to better understand who is accessing services and identify opportunities for continuous improvement.

## Our Aim

Through this approach, the Commissioner aims to ensure commissioned services are:

- Fair and inclusive
- Accessible and responsive to need
- Informed by evidence, engagement and lived experience
- Focused on improving outcomes for victims and communities, and
- Delivered in ways that promote equality of opportunity and reduce barriers to access.

By embedding EDI considerations throughout the commissioning process, the Commissioner seeks to ensure that services are effective for all those who need them across Cambridgeshire and Peterborough.

## Key Principles

| Principle                  | What This Means                                                        |
|----------------------------|------------------------------------------------------------------------|
| Evidence-led commissioning | Understanding local needs through data, research and engagement        |
| Inclusion                  | Ensuring services are accessible and responsive to diverse communities |
| Participation              | Listening to victims, service users and stakeholders                   |
| Fairness                   | Applying transparent and proportionate commissioning processes         |
| Partnership                | Working collaboratively to improve outcomes                            |
| Continuous improvement     | Using learning and monitoring information to drive improvements        |

## Related Information

Further information about the Commissioner's approach to commissioning can be found in the following publications:

- [Commissioning and Grants Strategy 2025-2028](#)
- [Police and Crime Plan 2024-2028](#)