



International **Congress**
on Public **Safety in a**
Diverse Society

Symposium on non Discriminatory Good Practices

International Congress on Public Safety in a Diverse Society

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2nd Draft

**International Guidelines for Non Discriminatory Public
Safety Practices**

1. Principles

Due to the growing importance of taking social and cultural diversity into account in all countries, non discrimination is becoming a key factor in all public services. This is particularly true in the field of public safety which ought to be extremely meticulous in terms of respecting diversity. Moreover, protecting citizens from social discrimination is becoming a more and more central role of the police in various cities and countries. We must also add the fact that citizens are demanding more and more that their differences and particularities be taken into account to be able to enjoy the same fundamental rights.

The criteria and guidelines for non discriminatory practices need to be adapted by consensus by the most possible countries in our increasingly open, interconnected, dynamic, and socially mobile world.



International **Congress** on Public **Safety in a** **Diverse Society**

2. Objectives

General goal:

To orient and promote public safety practices based on non discrimination of individuals, groups, and communities at local level founded on international laws.

Specific objectives:

- To open an international debate on the criteria of practices for non discrimination in public safety.
- To foster locally applied international consensus.
- To disseminate and promote the incorporation of guidelines and criteria for non discriminatory public safety among national and international institutions related to public safety.

3. Background

In process

4. Preparatory Process

The preparatory process for these Guidelines consisted in the convergence of a series of studies and analyses:

1. Analysis of the needs and proposals of police methods and practices within a participatory study for progress in public safety methods in Madrid Central District. Public service professionals from different agencies and institutions (municipal police, national police, social services, education, health, NGOs...), took part in this study along with experts from different countries and fields and a Citizens' Participation Forum with residents and businessmen and users in the district.
2. International study on non discriminatory good practices. This study is part of the Public Safety Community Programme's research in which experts and entities from Spain and other countries took part.
3. Working group on non discriminatory practices made up of experts from different national and international entities. This group is working towards defining a draft



International **Congress** on Public **Safety in a** **Diverse Society**

of International Guidelines, taking into account the information on needs, challenges and proposals at local level (e.g., Madrid's Central District) with international studies and experiences on good practices.

4. Symposium within the International Congress organised by the Open Society Justice Initiative, the Public Safety Community Programme and other collaborating entities. During this meeting, the challenges and good practices will be reviewed and the Guidelines will be discussed in order to come to a consensus on them.

5. Guidelines

1. Basic concepts

1.1. Principle: Non-discriminatory public safety practices treat all persons equally under the rule of law, on the basis of their needs and actions, excluding all sorts of prejudices based on their personal or contextual characteristics (ethnicity or race, national origin, culture, religion, gender, sexual preference, ideologies...).

1.2. Public safety deals with satisfying the human need of guaranteeing coexistence in freedom for all and among all. Entities related to **public safety** should include, besides police services, those involved in prevention, intervention, and in promoting a safe environment and non-discrimination among individuals and groups (such as urban planning, environment, education, public health, culture and leisure, employment, public management).

1.3. The authorities and heads of public safety – related services should understand that discrimination at work and to citizens exists in all organisations and attaining zero discrimination should be a goal of continuous improving process for all individuals and institutions.

1.4. Public safety authorities must analyse, define, and implement practices protecting non discrimination against individuals, groups and communities in their social context as an intrinsic part of their work, organisation, and policy-making.

2. Quality of public safety services

2.1. Principle. Non discrimination must be built into a quality model of public services aiming to respect the differential characteristics of each individual in order to be able to protect the same rights as all other individuals.



International **Congress** on Public **Safety in a** **Diverse Society**

2.3. Public safety entities must update internal management models based on values of equality and justice, to guarantee internal and external non discrimination in organisational processes such as recruitment, training, internal promotion, and assessment of the satisfaction and wellbeing of the worker and user.

2.4. Public safety organizations must include diversity in their working teams which reflects the diversity of the society they serve.

2.5. Public safety services should built assessment processes into a quality model of their services including criteria and indicators related to a broad range of social and environmental factors related to different kinds of social discrimination.

3. Performance assessment

3.1. Principle. Performance assessment of public safety practices must be normalised on the basis of rigorous up-to-date public and private methodology including criteria related to equal treatment and non discrimination.

3.2. Public safety authorities need to study, define, and train on specific criteria that make clear when the different agents' actions and performances in public safety may be considered as discriminatory and when not.

3.3. Public safety managers and directors must guarantee the transmission and incorporation of these criteria in their agents' performance in all levels, including ground services, operations, and policies.

3.4. Public safety performance assessment should be based on multilevel approaches including users' appraisal, agents' self-assessment, and those of co-workers and direct managers, as well as external experts, and should incorporate criteria relating to discriminatory and non discriminatory practices.

3.5. Assessment outcomes related to non discriminatory performance should be effectively linked to human resource management processes such as internal promotion, incentives and training.

4. Transparency

4.1. Principle. Transparency and public information must guide a professional practice showing respect and protection of human rights to invite and facilitate everyone's participation.



International **Congress** on Public **Safety in a** **Diverse Society**

4.2. Public information on public safety practices should incorporate elements related to diversity issues subjected to discrimination of citizens affected by those practices, while preserving confidentiality of personal information and current data protection regulations.

4.3. Public information on public safety practices and actions must be based on rigorous, objective and verifiable measurements with an aim of showing the degree of non discrimination. It must endeavour not to disseminate any unnecessary information which could lead to stigmatising or even criminalising certain social categories and not to contribute to increasing social discrimination towards individuals, groups, and communities.

5. Citizen participation, institutional collaboration and governance

5.1. Principle. The protection and promotion of non discrimination and a public culture of justice and respect to the rules of law and coexistence must be considered a joint responsibility and duty of society as a whole, by public and private administrations as well as by all people.

5.2. All actors (public and private entities and individuals) should take responsibility in terms of education and promotion of norms for coexistence, based on non discrimination and legislation. This should be done on the basis of each actor's initiative towards the joint collaboration of all other actors. The lack of participation of any of the actors should not be an excuse for neglecting the own responsibility.

5.3. Prevention of discrimination, fostering of social coexistence, and protection of the rights of the most vulnerable and at risk groups should be grounds to define specific joint working mechanisms and procedures for all entities working with the same people.

5.4. Public safety services must foster people's participation in the promotion of social coexistence based on non discriminatory, stereotypical, stigmatizing or criminalising treatment and mutual respect among individuals and groups and the respect of the same rights and duties for everyone.

5.5. The public safety institutions and related services must lead the collaboration among public and private entities, departments, and individuals for the governance of local communities founded on the respect of everyone's rights and duties and democratic rules for coexistence to foster social integration on the bases of mutual respect and non discrimination.