
Disability Equality Scheme

Part B

Action Plans

2006 to 2007



Engagement Partnership Unit

When this document was last updated by the CDRP and Community engagement units it was reported that “The MPA is currently undergoing a review of its functions and structure. This review may impact on the delivery of the action plan, timetable and lead officer. The CDRP team as such has now been wound up, and the responsibilities brigaded with community engagement and Stop & Search, to provide a generic borough-facing Unit within the MPA.”

As part of the MPA improvement programme in April 2007 the Community engagement unit and the CDRP team merged to become the Engagement and Partnership Unit (EPU).

Between April and December 2007 arrangements have been developed to deliver the new EPU. An interim manager is in post whom is developing the new unit and its terms of reference.

The work of the new unit is divided on a largely geographical basis, with the 8 officers having responsibility for 4 boroughs each and some cross-cutting tasks/policy leads such as officers lead on working groups, problem solving conferences, Safer Neighbourhoods, Stop and Search Scrutiny, community engagement development work etc. A support team of 3 is currently being set up. Future work of the unit will include closer working relationship with London Wide Race Hate Crime Forum (RHCF) and Domestic Violence Board (DVB).

The new EPU will continue to have the Community Engagement and the Crime and Disorder Reduction Partnership (CDRP) Generic work areas as set out below.

The MPA is responsible for ensuring a citizen focused police service – a service that responds to the needs of Londoners. This includes strengthening the capacity of communities not merely to identify problems but also to work together in discussing priorities for action and shaping and delivering solutions.

The MPA’s key community engagement objectives are:

- To support the MPA’s scrutiny and governance role in implementing the MPA and MPS joint community engagement strategy;
- To transform community engagement at the borough level in order to help Londoners secure more responsive borough policing;
- To enlarge the MPA’s community engagement at a pan-London level and ensure that the viewpoints of Londoners inform the whole of the MPA’s decision making and planning process;
- To continue to serve London’s diverse communities; and
- To strengthen the awareness, skills and



capacity by which Londoners can effectively engage in the policing of London.

One of the ways in which the public can raise concerns about local problems and help improve the quality of local services is through borough based Community Engagement Groups – the collective term used for CPCGs and Community Safety Boards (CSBs).

These independent voluntary groups provide a mechanism for holding borough police and CDRP's to account and are a means of reporting back to local people.

The MPA also has a statutory responsibility for the Independent Custody Visiting Scheme (ICV). This enables members of the public to visit police stations unannounced to ensure that those held in police custody are being properly treated. There are approximately 400 custody visitors based in 32 London boroughs. Increasing diversity is an issue for the scheme and measures are to be taken to increase the diversity of custody visitors. It should be noted that, though this area of work is not community engagement as such, it enables Londoners to become actively involved in a core aspect of the MPA's work and fulfils one of the Authority's key objectives to strengthen the skills and capacity of Londoners so that they can effectively engage in the policing of London.

The MPA is acting on the Home Office Serious Organised Crime and Police Act 2005 obligation for Local Policing Summaries, which requires police authorities to provide local policing information to Londoners. The summaries will ensure that Londoners are made aware of their borough

policing priorities and will provide information on how Borough Commanders intend to tackle crime and disorder in their boroughs.

The Authority has a statutory obligation to produce a policing plan in consultation with London's communities. Consultation to inform the plan is organised in partnership with the MPS. This annual consultation includes the involvement of Community Engagement Groups at the borough level.

In addition to the core activities outlined above, the MPA regularly undertakes ad hoc consultation activities. These additional activities are driven and shaped by legislative requirements/current policing priorities.

The Authority recognises the potential Londoners themselves have to contribute to the safety and security of the capital. The MPA wants to enable London's communities to communicate their views and concerns on these critical issues, which we believe will lead to better informed police decision making and greater public understanding of the complexities involved.

Deaf & disabled people have participated in the various consultative activities, which constitute this programme of work.

Current priorities for community engagement what next?

1. Ongoing monitoring of the community engagement performance of the MPS by:
 - Commissioning regular reports to MPA Committees on various MPS programme activities;



- requiring clear statements in every Committee report on user impact and citizen focus and how community engagement has informed the content of their report; and
 - developing more robust standards and performance measures for community engagement.
2. Transform community engagement to help all Londoners secure more responsive policing at a local level by:
- supporting, piloting and reforming Community Engagement Groups at the borough level and promoting and disseminating good practice;
 - establishing a more equitable, distribution and levelling up of all MPA resources dedicated to borough based engagement;
 - monitoring MPS activities at the local level, particularly in the context of Safer Neighbourhoods and the establishment of Safer Neighbourhoods Panels
 - liaising with CDRP's the local statutory partners to ensure joined up structural arrangements are in place.
 - Running a conference based on good practise when engaging with young people.
3. Enlarging the MPA's community engagement profile at a pan-London level by:
- Strengthening partnership work with partner organisations such as the Greater London Authority, London Councils, Government Office for London, Association of Police Authorities and Home Office, etc; and
 - Supporting the work of the London Community Police Partnership (LCP2) (paragraph needs to be added on what they do)
4. Managing the Independent Custody Visiting Scheme by:
- Centralising the staffing and administration of the borough Panels;
 - Developing consistent practice across London through common policy and procedures; and
 - establishing a central database and monitoring system.
5. Strengthening the community voice by:
- Ensuring Londoners are more informed of local policing activities by working with the MPS in providing Local Policing Summaries; and
 - sponsoring conferences, seminars and other forums to share and enhance the knowledge and skills of Londoners in interacting with the police.
 - Piloting, in partnership with the MPS and SLF, the delivery of appropriate



training for community groups to empower them to engage more effectively.

Crime and Disorder Reduction Partnerships

The EPU team works to fulfil the MPA's statutory role under the Crime and Disorder Act 1998 on the 32 CDRPs across London. The team does not deliver any service or develop any policies directly but advises and supports MPA link members to promote partnership working to reduce crime and disorder. The team's role is to:

- work with CDRPs at a strategic level around Strategic assessments and Community Safety Strategies;
- monitor the impact of MPS policies at a local level such as Safer Neighbourhoods;
- monitor local Borough Operational Command Unit (BOCU) and council initiatives via the CDRP; and
- actively share good practice crime reduction work across London.

The MPA contributes £50K to each of the 32 BOCUs to use for partnership working. The EPU team also helps MPA link members oversee the use of that fund.

Current priorities

The EPU team has met and discussed the findings of the user involvement events and the associated community feedback. It has initiated discussion

across the team about key areas of the EPU work, and where and how the team shall endeavour to heighten awareness across the CDRP partnership of disability issues.

The EPU team fully recognise the impact that Crime Reduction Partnerships can have on disability issues. Crime reduction has a direct impact on issues such as the theft of Blue Badges from car (see EPU's case study, page 39). Mental health is a primary risk factor to offending and vulnerability as a victim. Learning difficulties can lead to low self-esteem again impacting on risk factors to offending and vulnerability to victimisation.

The team have developed actions associated with the community feedback.

What next?

In light of the feedback we will recommend that a report be drafted outlining legal disability equality requirements on public authorities and that it be presented to Full Authority. The team will also support members to table reports at CDRPs and recommend impact assessments be carried out relevant to disability.

The team will monitor the use of impact assessments and include detail in their CDRP update report to the Full Authority.

The team will continue to share good practice on local crime and disorder work that positively impacts on people with disabilities. We will expand the MPA £50K fund profile to include improved monitoring of its use that



positively impacts on Deaf & disabled people locally across London.

Case Study: CDRPs 1a

For people with specific disabilities the Blue Badge Scheme helps facilitate easier and more convenient access through car parking concessions. It is an extremely useful facility and the issue of Blue Badges is controlled strictly. As a result they have acquired a value that far exceeds their intrinsic worth and they have become a target for thieves who sell them for up to £500. One borough found a solution to discourage such thefts. The CDRP team is now circulating that good practice to other CDRPs and is encouraging them to involve local disability groups so that Deaf & disabled people do not become targeted victims of car crime, do not lose the Blue Badge facility and their mobility, and do not lose other incidental property in the course of the theft of the badge.

Case Study 1C: CEG

The Community Engagement Group (CEG) held a specific meeting in the building used by the Disability Forum in order to hear some of the specific concerns that local residents with disabilities had regarding crime and community safety. A number of issues were picked up by the agencies that attended the meeting, one in particular related to problems blue badge users were having parking near their homes when football matches were taking place. This was a major issue given the borough being unique in having 3 major football grounds in the borough. As a result of this the local authority and local police revised the way that they dealt with the issue of parking control on match days.

Case Study 1B: CEG

As a direct result of the Director of Hammersmith & Fulham Action on Disability (HAFAD) being actively involved in the CEG was able to develop contacts with the Borough Commander. As a result of the relationship the Borough Commander who had been able to develop with the Director of HAFAD through the CEG asked for their support in helping the Management Team in the Borough develop its action plan for addressing the needs of people with disabilities.



<p>Safer London Panel</p>	<p>Bi-annual refreshment and recruitment of membership to maintain the representation of Deaf & disabled people on the Safer London Panel. The contractors that manage the Panel on behalf of the MPA have been specifically requested to disproportionately recruit Panel members from particular hard to reach groups, including Deaf & disabled people. This is to ensure that a representational response rate is received when undertaking research</p> <p>Yearly surveys on policing priorities and budget setting. All Panel members are given, and will continue to be given, the opportunity to complete the annual survey using a mechanism which best suits their needs</p> <p>Quarterly newsletters sent to Panel members and relevant key stakeholders. Newsletters will be made available in additional languages and alternative formats to panel members on request</p> <p>Ad hoc consultation, both quantitative and qualitative, based on legislative requirements or topical concerns.</p>	<p>In January 2007 it was decided that the Safer London Panel would no longer be funded by the MPA. This decision was based on the concern that the Panel was not value for money. The Panel ceased to exist in March 2007. Between January and March 2007 no further Panel activities were undertaken.</p>	<p>Head OF EPU</p>	<p>2006 - 2009</p>
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<p>Counter - Terrorism: The London Debate</p>	<p>To continue to ensure programme activities are fully accessible</p> <p>To continue to publicise and invite participation from the Deaf & disabled community</p> <p>To produce all programme-related written materials in appropriate formats upon request</p>	<ul style="list-style-type: none"> • Produced and distributed the 'Counter-Terrorism: The London Debate' report in the following versions, as offered and requested (as well as in Spanish, Arabic and Urdu): <ul style="list-style-type: none"> ○ British Sign Language DVD ○ Audiocassette (spoken word) ○ Easy Read - symbols only ○ Easy Read - symbols and text ○ Easy Read - text only ○ Ariel 16 font ○ Ariel 30 bold upper case • The following dedicated Deaf & disabled people's groups attended 'Counter-Terrorism: The London Debate' hearings: <ul style="list-style-type: none"> ○ Association of Blind Asians ○ Association of Muslims with Disabilities • At least one of the expert witnesses who gave evidence at one of the 'Counter-Terrorism: The London Debate' hearings was Deaf & disabled. • At least one of the journalists who contributed to 'Counter-Terrorism: The London Debate' was Deaf & disabled. 	<p>Andy Hull</p>	<p>March 2006 – March 2007</p>
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<p>Independent Custody Visiting (ICV) Scheme</p>	<p>Conduct a rolling programme of diversity training for all ICVs in addition to basic and refresher training</p> <p>Issue all ICVs with visual prompt cards, which can aid communication with detainees who are deaf, or for those whom English is an additional or second language</p> <p>Ensure the rolling recruitment of the Scheme's membership is representative of Londoners, specifically targeting groups who are underrepresented, including Deaf & disabled people</p> <p>Ensure all information is produced in appropriate formats upon request</p>	<ol style="list-style-type: none"> 1. Have not been able to implement this yet due to staffing shortages, but hope to commence this programme in 2008/09 2. Visual prompt cards have been issued to all ICV panels for use during custody visits 3. Recruitment and marketing materials have been developed and regular recruitment campaigns have been run in the press. A Wide range of community groups have been mailed information about the scheme, however groups representing people with disabilities have not been separately targeted. More work need to take place to analysis the make up of the scheme across the six equality strands. We are looking in to purchasing a personnel management system to manage our volunteer records and we would envisage being able to capture this information through that. Timescale is April 2008. This will be a key piece of work for the unit over the next two years. 4. We do this. Additionally, we have developed a suite of policies for the scheme, which have all been equality impact assessed. Recruitment guidance and an interview framework has also been developed, again these have been EIA'd. 	<p>Kerry McClelland (please note that Kerry manages this micro-unit within EPU)</p>	<p>2007 – 2009</p>
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<p><u>Community Engagement Strategy and work plan</u></p>	<p><u>Update</u></p> <p>In addition to the actions identified throughout this document, the annual community engagement work plan needs to be taken into account</p> <p>It should be noted that an integral strand of the Community Engagement Strategy is its equality dimension and the requirement that it includes all sectors of the public. In particular it places emphasis on engaging disproportionately with those sectors of the population, including Deaf & disabled communities, who have particular policing needs and are disproportionately impacted by crime and disorder</p>	<p>A report went to the MPA Coordination and Policing Committee 1st March 2007 entitled the “Reforms of Borough community engagement report”, This report stated that Groups should conform- to the “4 Rs”. That is to be: Relevant, Representative, Reaching Out and Relating to the MPA. <i>Reaching out is to involve the communities that don't do meetings.</i></p> <p>Eight groups have reformed, with new TOR and Boroughs that previously didn't have any CEG's now have constituted groups e.g. Greenwich which has new TORs which include:</p> <p>“To be an inclusive body that promotes equal opportunities and diversity, treats people with respect, will not compromise its impartiality and will not tolerate discrimination in any form. “</p> <p>Brent, Hammersmith and Fulham and Islington Community Safety Boards have now been established with the MPA Actively ensuring recruitment from the deaf and disabled communities. Hammersmith and Fulham have also, as a result of this engagement with HAFAD, developed a good practise model.</p> <p>The MPA lead a survey carried out with members of HAFAD to identify crime and disorder issues for the disabled community. This survey was used locally to influence the Crime and Disorder strategy and priorities.</p>	<p>Head of EPU</p>	<p>December 2007</p> <p>Next update 2008</p>
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<p>Community Engagement Groups including Community Safety Boards</p> 	<p>The EPU will:</p> <ul style="list-style-type: none"> • collect and analyse further information on Deaf & disabled representation in groups; • collect and analyse each group's disability policy; • develop and publish Good Practice examples; • review policies and practices to ensure that they adhere to MPA equality and diversity principles; and • review and amend grant conditions to reflect the community engagement needs of Deaf & disabled people. 	<p>Newly formed groups and theses that have been reconstituted have as a matter of course looked at representation of Deaf & disabled groups. For example Greenwich has as part of its membership First steps trust who deal with mental health issues and Greenwich action on disabilities (GAD)</p> <p>All Boroughs have been asked to return a demographic profile of their executive members. This information has been collected. Of the 32 Boroughs 25 submitted returns, 13 have Deaf & disabled people represented on their Executive committees, 4 Borough did not disclose. The 13 Boroughs that had Deaf & disabled people on their Execs had 20 people who are deaf or Deaf & disabled.</p> <p>Deaf & disabled Policies will be included in the requirements for the funding application for 2008-9 and grant conditions</p> <p>Emerging good practise is shared but evidence of this is not currently collected.</p> <p>All Groups have adopted an equalities statement and make efforts to ensure that both their membership and activities are in line with good practice. Many of them enhance this by reaching out to communities who do not normally attend formal meetings. All applications should include details of the Executive's ethnicity, gender, age range and disability."</p>	<p>Head of EPU</p> 	<p>2007 – 2009</p> 
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	<p>In continuing to develop Community Safety Boards, the MPA will:</p> <ul style="list-style-type: none"> • meet with Deaf & disabled people in the relevant Community Safety Board boroughs and ascertain the reasons why they are not attending Board meetings or are uninterested in becoming Board members; • maintain relationships with Deaf & disabled people outside of Board meetings in order to build sustained relationships; • remove the identified barriers to involvement; • ensure that Deaf & disabled people are actively considered when devising relevant Board policies and procedures and those Deaf & disabled people who are unable to attend meetings are given alternative opportunities to participate; and • work towards ensuring that all Boards are self sustained independently constituted bodies without the need for daily input from the MPA. 	<p>December 2007</p> <p>Severn of the eight-identified groups has interim arrangements in place to reform them.</p> <p>New TOR for these groups actively remove barriers to engagement with Deaf & disabled groups. (As exemplified above)</p> <p>New conditions of grant for 2008-9 will enable us to ensure Deaf & disabled Policies are developed within all groups.</p> <p>Now that the EPU are nearly up to strength we will have the capacity to monitor and evaluate policies and good practise in the engagement with Deaf & disabled people.</p> <p>The Hough report on diversity of CEGs gave us a positive independent health check.</p>	<p>Head of EPU</p>	<p>2007/08 – 2009/10</p>
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<p>Support Members in their role as statutory partners on CDRPs</p>	<p>Draft a short report on the statutory responsibilities under the DDA 2005 with recommendations that members table the report at CDRPs and seek confirmation that the CDRP has in place proper arrangements to ensure compliance with the requirements of the DDA 2005</p> <p>Present report to Full Authority or EODB to be endorsed for presentation at all CDRPs</p> <p>Members of the Authority to take the report to CDRPs asking for impact assessments on strategies and plans to be carried out in accordance with the act. Asking CDRPs to ensure this process includes all areas of disability</p> <p>Members to ask CDRPs to ensure that the operational groups below CDRP level improve and support community representation from Deaf & disabled people</p>	<p>A paper on the DDA 2005 and the MPA Disability Equality Scheme (DES) was presented at the MPA EODB on 18 January 2006. The DES contained actions pertaining to all MPA units including the CDRP unit who are responsible for the administration of all borough CDRPs. The DES action plan was endorsed by EODB at this meeting. <u>MPA: Committees: EODB reports - 18 Jan 07 (13)</u></p> <p>There are examples of Impact assessments that the MPA have available in Greenwich and Bromley. Greenwich. The MPA recognises that more work needs t be done.</p> <p>The EDU is looking at a performance framework where issues such as this are routinely captured and available for future updates.</p>	<p>Head of EPU</p> <p>Head of EPU</p> <p>Head of EPU</p>	<p>Dec 2006</p> <p>Jan 2007</p> <p>First quarter of 2007</p> <p>First quarter of 2007</p>
		<p>13</p> 		

<p>Sharing good practice</p> 	<p>Look for good practice examples that may impact Deaf & disabled people and ensure they are shared as widely as possible</p> 	<p>Safer London Problem solving awards developed to share good practise across a wide range of themes. Videos of projects posted on Safer London Foundation web site. Submissions printed and circulated at annual conference.</p> <p>Emerging good practise examples posted on the MPA web site.</p> <p>Officers in EPU update each other on Borough activity during team meetings. They also disseminate good practise when working out in the Boroughs at CEG and CDRP meetings.</p> <p>To date there is little evidence of good practise specifically relating to Deaf & disabled people although the case study of the Blue badge project is now common across London. There are however numerous projects that are inclusive and embrace Deaf & Deaf & disabled people.</p> <p>ToR for CSBs all include that venue must be disabled assessable. As a result Hammersmith and Fulham held one of their meetings at HAFAD center to integrate the community safety board with the disabled community.</p> <p>14</p> 	<p>Head of EPU</p> 	<p>On-going</p> 
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Regional partnership fund	Amend the application process to include a section on how the application would impact on all equality strands including disability	The application form for this funding now carries a similar declaration to that in the section above.	Head of EPU	January 2007 amend process
MPS use of less lethal weapons	A report was submitted to the MPA Co-ordination and Policing Committee on 9 June 2006 that detailed the use of TASER and included an appendix on discharges detailing age, gender and ethnicity. Monitoring will continue with a further report that will examine any impact on Deaf & disabled people	Papers concerning TASER were sent to Co-ordination and Policing Committee on 27th pf September 2007 , and a full update paper was presented at MPA Full Authority on the 22nd November 2007 .	SMT	June 2007



Equality and Diversity

Generic work areas

The Equality and Diversity Unit's (EDU)¹ role is to keep staff and members up-to-date with current equality and diversity issues and provide advice and guidance on the impact of legislation across the six diversity strands.

The team leads on the Equality Schemes, the Equality Standard for Local Government (ESLG) and advises on, and contributes to, the Authority's strategies and policies on issues of equality and diversity. The team also co-ordinate the activities of, and work with, other policy officers in respect of all policy matters relating to equality and diversity.

The team is chiefly responsible for supporting the work of the MPA Corporate Equality Strategic Objectives 2004 – 2007 are achieved². The delivery plan is an important step to enable the MPA and its staff to mainstream equality and diversity, ultimately enabling the Authority to effectively monitor and scrutinise the work of the MPS, from public engagement with community representatives to supporting the work of members and staff.

The team formerly had responsibility for supporting the MPA Stop and Search Review Board (SSRB), which oversees implementation of the

recommendations of the MPA Scrutiny on MPS Stop and Search Practice³.

The team supports the MPA Domestic Violence Board which was set up to monitor, scrutinise and support the MPS in its performance and response to domestic violence. The unit also co-ordinated the Disability Oversight Group along with officers from the Community Engagement Unit.

The unit is also responsible for providing secretariat support to the member agencies of the London Race Hate Crime Forum (RHCF). The RHCF is a multi-agency partnership led by the MPA, which provides scrutiny and leadership in improving co-ordination and collaboration among agencies responding to race hate crimes in the capital. The future of the Forum is currently unsure until its decided by Full Authority what the ratification of the Forums remit will be.

The unit works with the MPS Diversity and Citizen Focus Directorate (DCFD). Areas of collaboration include the production of the Equality Schemes, responding to the Mayor of London's annual budget and equality scrutiny and embedding the recommendations of the Morris Inquiry Report.⁴

The team will also supports the MPAs work with external organisations as a means of eliminating discrimination, promoting equality of opportunity and promoting good relations between

¹ The unit's name changed from Race & Diversity Unit to EDU on 2nd April 2007 as part of the MPA's improvement plan.

² See report to EODB December 2007.

³ This passed to the Engagement and Partnership (EPU) on 2nd April 2007 as part of the MPA's improvement plan.

⁴ An independent inquiry into professional standards and employment matters in the MPS commissioned by the MPA and published in December 2004.



persons of different groups and assists the GLA and other functional bodies to formulate cross London policies and strategies.

recognising the complexity of the communities we serve.

Current priorities

The unit continues its ongoing work on the Equality Standard for Local Government. Levels 1 and 2 have been formally signed off in December 2007, at the time of writing work continues apace to achieve level 3 early in 2008.

Work and negotiations continue to secure the funding that is necessary to allow the RHCF to continue the important work of scrutinising borough performance around race hate crime and disseminating good practice. The MPA hopes to encourage the Forum to scrutinise all forms of hate crime.

The unit is working towards establishing a joint MPA/MPS strategic group that will assist both organisations to maximise the benefits that flow from the GLA budget and equalities process.

What next?

Following the success of our user involvement events throughout the summer of 2006, the unit will continue to involve and consult with Londoners to ensure that the MPA becomes more inclusive.

Further user involvement events are planned for 2008. The unit also notes that there is a wider recognition that people cannot be defined purely by a particular grouping or community. The Generic Equality Scheme will aim to reflect this diversity, which will enable us to review our services whilst



<p>Corporate Equality Plan (CEP)</p>	<p>Obtain agreement from SMT and members to 'sign off' the CEP as it has been overtaken by the MPA's GNES including its RES & DES.</p> <p>To host an annual meeting with SMT, POG and the DES WG to review progress of the MPA DES</p> <p>To work with DES WG and other Deaf & disabled community representatives to ensure that the key equality objectives are set for the MPA in its business planning for 2007 – 2008</p> <p>That all members of staff and MPA committees set one disability equality target in 2007 - 2008</p>	<p>This was agreed by EODB members in January and meeting of Full Authority in March 07.</p> <p>Currently compiling evidence from across MPA unit</p> <p>Submitted plan to MPAs SMT in Dec 2007</p> <p>This has not been achieved for committees due to difficulties in setting the equality objectives for the committees</p>	<p>Laurence Gouldbourne (Head of Equality and Diversity)</p> <p>Laurence Gouldbourne</p> <p>All team leaders</p>	<p>Feb 2008</p> <p>Dec 2007 – Jan 2008</p> <p>April 2007 and on-going</p>
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Equality and Diversity Policy	To revise and update the Equality and Diversity Policy, including the Policy Statement, ensuring compliance with existing legislation	This was achieved at full authority Dec 2007	Laurence Gouldbourne	Jan 2007
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<p>Equality Standard for Local Government (ESfLG)</p>	<p>To consider by July 2008 the key disability equality issues from the MPA Succession Planning and Talent Management scrutiny and, in working with the MPS, progress some of the outcomes by:</p> <p>a) consulting MPA staff on the outcomes of the scrutinies and inviting them to contribute to the equality impact assessment</p> <p>b) ensuring the MPS devises appropriate, proportionate and relevant targets and objectives based on evidence emerging from this Scrutiny (which assists the MPA meet level 3 of the Standard)</p> <p>c) ensuring the MPS uses monitoring and information systems to assist in reviewing, assessing and evaluating Scrutiny targets and objectives (level 4); and</p> <p>d) reviewing and monitoring the achieved outcomes from the MPS' engagement with Deaf and disabled groups, especially those from under-represented groups (levels 4 and 5).</p>	<p>In December 2007, the MPA signed off levels 1 and 2 of the ESfLG. This work included:</p> <ul style="list-style-type: none"> - Amending the MPA' s Equal Opportunities Policy to reflect recent legislative changes in relation to disability, gender and age - Signing off 12 Equality Impact Assessments (EqIAs) over the past year - Getting committees to set equality objectives <p>In addition to the above, SMT and BMT have agreed work activities that are deemed corporate EqIAs. These include (but are not limited to) the MPA Improvement Programme, the MPA Generic Equality Scheme and work in relation to Counter-Terrorism.</p> <p>Work continues apace to secure level 3 of the Standard. An Equal Pay Audit has been undertaken and in November 2007, a Disability Access Audit of Dean Farrar Street was carried out, making a number</p>	<p>Laurence Gouldbourne</p> <p>And</p> <p>Siobhan Coldwell</p> <p>(Scrutiny and Review)</p>	<p>July 2008</p>
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		<p>of recommendations for consideration by SMT. It should be noted that when, following an emergency, the MPA had to vacate Dean Farrar Street in the summer of 2007, a number of steps were taken on return to the building to ensure access issues were dealt with as fully as possible. This was done in close liaison with the two chairs of the MPS Disability Independent Advisory Group.</p>		
MPA Domestic Violence Board	<p>To ensure disability groups are appropriately represented at Board meetings</p> <p>At least two appropriate representatives to be present.</p>	<p>Violence Against Women Research Group, who have conducted extensive research into the impact of disability on women's experiences of DV, regularly attend Board meetings and provide input of a disability perspective upon DV.</p> <p>Additional representation is being sought to further improve</p>	Laurence Gouldbourne	Ongoing



	<p>Encourage the MPS to communicate as widely as possible its definition of 'domestic violence' in relation to disability issues.</p> <p>Issue to be raised at bi-monthly meetings with the Commander of the Violent Crime Directorate and Borough Commanders who report to the Board.</p> <p>To support and encourage the MPS to ensure that C3i Metcall call handlers are sufficiently trained to deal with domestic violence issues, including those relating to disability.</p>	<p>representation.</p> <p>The Domestic Violence Board holds regular update meetings with the Commander of the Violent Crime Directorate to discuss all issues relating to DV.</p> <p>The Board also receives reports and presentations from six borough commanders each year, providing further opportunity to spread practice.</p> <p>Head of Central Communications Command Simon Foy will be reporting to the Board on 4th March 2008 to outline how call handler training is meeting the needs of users with regards to domestic violence, including disability.</p>	<p>Laurence Gouldbourne</p> <p>Laurence Gouldbourne</p>	<p>Camden and Kensington & Chelsea borough commanders will present to the Board on 4th March 2008.</p> <p>4th March 2008</p>
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	<p>To ensure the MPS acknowledges, and is encouraged to cater for, the impact of disability when reviewing child protection and domestic violence</p>	<p>The Board will be exploring domestic violence and child protection during its summer meeting (8th July 2008), where this issue will be raised.</p> <p>It will also be discussed as part of the Child Protection OCU's update to EODB in June 2008.</p>	<p>Laurence Gouldbourne</p>	<p>8th July 2008</p>
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<p>London-wide Race Hate Crime Forum</p>	<p>To agree with the MPS how best to take forward, oversee, scrutinise and monitor the work carried out by the MPS in carrying forward the GLAD Report (Deaf & disabled people and the police - a new relationship?) recommendations</p> <p>To explore with Members whether a letter can be sent to the London Councils, supported by the GLA, on advocacy services for Deaf & disabled people</p> <p>To identify ways of further resourcing the RHCF through Government Office for London (GoL), local boroughs and other funding bodies/streams</p>	<p>DES Action Plan Update</p> <ol style="list-style-type: none"> 1. The Race Hate Crime Forum is currently in a state of limbo in relation to its future remit. 2. The focus over the last 3 years has been on Race, Faith and laterly Homophobic hate crime but recognises the importance of Disability hate crime. 3. The Forum experience of scrutiny stands it in good stead to expanding this to include disability hate crime. 4. If the Forum continues and expands its remit, the it will ensure that the process of consultation is further explored and the learning from other areas of hate crime scrutiny to ensure the mechanisms are effective to address the concerns from the Deaf and disabled community. 5. There are a number of methods by which to take this forward, these include: 	<p>Laurence Gouldbourne & Bennett Obong</p> <p>Laurence Gouldbourne & Bennett Obong</p> <p>Laurence Gouldbourne & Bennett Obong</p> <p>Laurence Gouldbourne & Bennett Obong</p>	<p>Jan 2007</p> <p>Feb 2007</p> <p>Jan 2007</p>
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	<p>To encourage greater participation in RHCF by Deaf & disabled people</p>	<ul style="list-style-type: none"> - Work closely with the MPS DIAG - Identify appropriate Disability Support Groups with expertise in issues for the community e.g Help the Aged - Hold further events to inform our knowledge - Establish and make recommendations to Standard Operating Procedures in responding to Hate Crime from the MPS and local authorities - Ensure that disability hate crime is on the radar of the HCCG - Work with London Councils to support their newly proposed initiative on Developing a London-wide organisation supporting deaf and disabled-led groups <p>Challenge local authorities to include deaf and disabled issues as part of the scrutiny process.</p>	<p>Laurence Gouldbourne & Bennett Obong</p>	<p>On-going</p>
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Human Resources

Generic work area

There are two separate and distinct HR functions within the MPA.

The first is the internal function that deals with managing and administering traditional HR activities, e.g. recruitment, selection, terms and conditions, termination of staff etc. This unit is also responsible for the development of the Employment Framework, e.g. terms and conditions of employment and associated policies, procedures and practice guides and for the provision of advice to line managers and employees on the interpretation and implementation of the Employment Framework.

At a strategic level, the internal HR function is responsible for advising and supporting the SMT on the development and implementation of a strategy for managing the Authority's employees to work efficiently and effectively in achieving the Authority's mission and vision. This includes the implementation of the Authority's Improvement Programme insofar as it relates to staff.

The second is the external HR scrutiny function which involves advice and support to the Authority's members and officers both in the effective scrutiny and oversight of the performance of the MPS and in undertaking their roles in the national employment advisory and negotiating bodies. The external HR function is also responsible for discharging the

MPA's role in recruitment, selection, remuneration and retirement arrangements of Association of Chief Police Officer (ACPO) rank police officers in the MPS.

The MPA is a small organisation with small HR budgets (e.g. training) and no plans for an expansion in terms of staff numbers. As a result the ability of the Authority for generic training for all staff or major positive action initiatives is limited, although, for example, staff in 2004 received disability awareness training from 'Disability Matters' and other providers, due to staff turnover only 65% of current staff have this training.

However, there is one commitment the Authority is considering in order to demonstrate its commitment, namely the 'two ticks scheme' that involves making five commitments to the community including the guarantee to interview all Deaf & disabled applicants who meet the minimum criteria for a job vacancy and consider them on their abilities (also see page 23).

It is also worth restating that the MPA, as part of our response to the GLA's Best Value Review "Equalities for All", has signed up to the exemplary employer template and the social model of disability, as will be evident from the response to the DES. The MPA is working towards developing and maintaining a suite of HR policies, procedures and working practices that promotes a positive working environment for Deaf & disabled staff. The HR function will review the MPA's



approach to employing Deaf & disabled people.

Current priorities and what next?

The internal HR function priorities are currently being reviewed and will include implementation of the MPA Improvement Programme insofar as it relates to staffing.

Other priorities include: more training for managers, e.g. in terms of HR policies and policy implementation; for staff in terms of their responsibilities, e.g. the six equality strands; regular management information for SMT across a range of HR activities, e.g. sickness/return to work interviews, appraisals, induction/probation etc; more quick time reviews of policies, guidance and practice in preparation for changes in equalities legislation.

There are also one-to-one and online training options for managers and generic training programmes being developed, including a comprehensive induction programme and specific 'management' and 'management of HR' courses for middle managers and revisions to the staff handbook to make it more accessible to all staff.

External HR priorities

The external HR function priorities are currently being reviewed in consultation with members and MPA/MPS officers.

It will include workforce modernisation (a national programme to create a more flexible workforce and to professionalise policing), the HR implications of the restructuring of the

MPS (including a shared service or call centre for HR), reform of police pay, review and revision of police authority responsibilities for health and safety and the introduction of new, local non-residential recruit training programmes.



Programme / Project	Actions	Update of Action	Lead officer	Time Table
Two tick (√√) scheme	<p>The MPA supported by the HR function will seek recognition as a “two ticks” employer, i.e. an organisation that is positive about Deaf & disabled people</p> <p>By achieving recognition the MPA will be able to demonstrate to Deaf & disabled people that we welcome applications from them and are positive about their abilities. It will also show existing staff that we value their contribution and will treat them fairly should they become Deaf & disabled</p> <p>The HR function will make contact with the Disability Employment Adviser (DEA) at a local Jobcentre or Jobcentre Plus office. The DEA will work through the commitments and discuss how we might make them work within the MPA. They will work with us to enhance our HR policies and practices to enable us to meet the five symbol commitments. The HR function will prepare a comprehensive change management plan to ensure that the MPA is able to deliver the commitments when we are ready to begin</p>	As an outcome of achieving this we will demonstrate our commitment to employing Deaf & disabled people. The recognition will also make a real difference to existing Deaf & disabled staff by cultivating a culture where difference is celebrated	Mike Shurety (Interim Head of HR)	Deferred until new HR Unit in place April 2008



<p>Set up an MPA Deaf & disabled Staff Focus Group</p>	<p>The HR function will facilitate the establishment of a Focus Group aimed at staff with disabilities. The terms of reference will be agreed with the Focus Group but the main aim is to seek the views of MPA Deaf & disabled staff about existing HR policies, procedures and working practices and their continued fitness for purpose in promoting a positive working environment for staff with disabilities. The Focus Group and HR Function will work closely with an established working group i.e. the GLA Deaf & disabled Staff Network</p> <p>The Focus Group's views will feed into the wider corporate planning process that reviews HR policies and procedures. HR will ensure that the views of the Focus Group are acknowledged and where appropriate implemented with the support of SMT</p>	<p>The outcome of the Focus Group is to further demonstrate the MPA's commitment to cultivating a positive working environment for Deaf & disabled staff</p>	<p>Mike Shurety</p>	<p>Deferred until new HR Unit in place April 2008</p>
<p>Staff survey</p>	<p>The staff survey will be commissioned shortly. It is expected that an element of the staff survey will explore issues of disability in the workplace as well as getting a better understanding of the numbers of Deaf & disabled staff and their feedback on how accessibility issues are currently managed or dealt with in the workplace</p>	<p>The outcome of the staff survey will inform how the MPA shapes and implements future HR strategies, policies, procedures and working practices taking into account the needs of and feedback from Deaf & disabled staff</p>	<p>Mike Shurety</p>	<p>January 2007 Completed</p>



Review policies, procedures and working practices in the following areas: disability leave, reasonable adjustments and access to work	<p>This piece of work will be captured under the work plan for the two tick scheme</p> <p>The HR function will work closely with the DEA to review our policies and procedures with the aim of providing recommendations for change. This piece of work will be undertaken in close consultation with SMT, staff and Public and Commercial Services Union (PCS)</p>	The outcome of a review is a fit for purpose suite of HR policies and procedures that demonstrate the MPA's commitment to staff with disabilities to improve efficiency, productivity and overall MPA success	Mike Shurety	<p>March 2007</p> <p>Deferred until new HR Unit in place</p>
Equal Pay Audit	In conjunction with PCS the HR function will undertake a wide-ranging equal pay audit of the pay system by the end of the 2006 / 2007 financial year. It will build on the work undertaken in 2004 and look at potential discrimination on the grounds of disability	The outcome of the equal pay audit will identify any pay issues around staff with disabilities. This will provide a benchmark for improvement in the area of pay	Mike Shurety	May 2007 Completed
Conduct follow-up staff survey	A follow-up staff survey will be commissioned 12 –18 months after the previous survey (see above) to measure impact & improvement across a range of internal issues, including disability.	The outcome of this further staff survey will help shape MPA HR strategies, policies, procedures & working practices & take account of feedback from Deaf & disabled staff.	Mike Shurety	March – Nov 2008



Implement Equal Pay Audit recommendations	In discussion with the PCS, agree and progress an Implementation Plan arising from the recommendations of the Equal Pay Audit (see above). Although no specific recommendations were made in respect of disability issues to plan will focus on avoiding potential grounds for discrimination.	The Implementation Plan will focus on avoiding any potential grounds for discrimination on the basis of disability	Mike Shurety	May 2008
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Communications Unit

Generic work area

The Communications Unit is responsible for overseeing the MPA's internal and external communications strategies, media liaison, public relations, online communications and corporate image.

An effective media and communications strategy is vital to promote the work of the Authority and raise awareness of, and support for, its statutory role. In this way, we can communicate to a wide and diverse audience how the MPA carries out its key functions, its responsibility of holding the MPS to account, and how we work in partnership to achieve our mission, vision and values.

As the largest police authority in the country, responsible for key national policing functions, a budget of almost £3 billion and 50,000 staff, it is vital that we are seen to be actively open and transparent in everything we do and accountable for our actions and performance. A strong publicity programme to disseminate fast, accurate and reliable information is therefore essential if we are to maintain the support of our partners and, more importantly, of Londoners. It also encourages greater debate, dialogue and feedback from our key stakeholders and communities, helping us to make better judged and informed decisions.

Current priorities

Our priorities cannot be set in stone, as the nature of our work is fast

moving and we must remain flexible and ready to adapt at a moment's notice.

Present priorities include the need to engage more closely with our key stakeholders and hard to reach and hear groups. We are therefore working to improve our communication with BME and disability-focused media, and community-based radio. To this end we are liaising with the MPS, GLA, GoL, the Central Office of Information (COI), and specialist media, and liaising with our colleagues within the MPA's EDU, Community Engagement and CDRP units.

We also want to have more feedback from our communities to help inform our work programmes and communications strategies. Therefore we will liaise with key stakeholders and IAGs to target key groups with specific messages.

What Next?

We are reviewing the way in which we communicate with Deaf & disabled people and the organisations that represent them, as well as associated specialist media. We are conscious of the need to incorporate the Authority's DES objectives specifically, and wider issues, into a strategy for how we improve communication in this area.

We will develop innovative ways to disseminate MPA key messages and information to Deaf & disabled people and disability groups and organisations, for example by looking at the feasibility of introducing talking newspapers, audio news releases, and recorded summaries of key meetings.



To this end, we will contact organisations such as the RNIB and RNID and others to look at best practice.

We will promote our website to disability groups. Currently the website exceeds government guidelines for accessibility standards and we regularly look at ways of improving accessibility. We will also work with disability organisations to explore latest technology and again, best practice. We will also liaise with disability websites on establishing links.

We will work with our EDU and Community Engagement colleagues, as well as the MPS and GLA, to survey Deaf & disabled people and their representative organisations to ascertain how we are received and perceived, and whether our key messages are received and understood. This will assist us in improving our communication.

We welcome all feedback, which we monitor and react to as necessary. We have regular feedback via our website, and we will look at further ways to increase feedback channels. We will link with public consultations carried out by the MPA and others to seek answers to questions around the effectiveness of our oversight work, and the Met's accountability.



Programme / Project	Actions	Update of Actions	Lead officer	Time Table
Media and Communications Strategy	<p>We will revise and update the communications and other related strategies to bring all strands together under one document and incorporate the Authority's DES objectives. We will work with key stakeholders to improve the way in which we communicate with Deaf & disabled people, either directly or via their representative organisations, and specialist media</p> <p>We will look to develop ways of disseminating information, for example through audio news releases for the blind, BSL or sub-titled video / DVD for the Deaf and hearing impaired, or through Braille publications</p>	<p>Greater understanding of the MPA's role among Deaf & disabled people and disability groups, and greater use of our information by specialist disability media</p> <p>Greater use of alternative information systems and methods</p> <p>Recognition by peers within the PR industry and among stakeholders that we are an exemplar organisation for communications with Deaf & disabled people and disability organisations and the media.</p> <p>The MPA follows, and exceeds, <i>the Guidelines for UK Government Websites, published</i> by the Office of the e-Envoy and signs up to a number of external assessors (see http://www.mpa.gov.uk/accessibility/default.htm)</p> <p>We have doubled the number of languages on our website from 8 – 16. We also provided specialist translations of the MPA's counter-terrorism report. The report summary was provided in Easy Read and BSL.</p>	Phillip Powell (Director of Communications)	March 2007



Programme / Project	Actions	Update of Actions	Lead officer	Time Table
Major Incident Communications Strategy	<p>We have made communication with Deaf & disabled people and their representative organisations around major incidents and events a priority. We recognise the importance of communicating with all communities living and working London. We will therefore explore ways to disseminate information in a variety of accessible formats</p> <p>We will work with MPA EDU to raise standards of MPS or joint press conferences.</p>	Effective and efficient dissemination of relevant information targeted at Deaf & disabled people and in a variety of easily accessible formats.	Phillip Powell	2007-2008
Feedback	We will work with stakeholders, as well as with Deaf & disabled people and the organisations that represent them, to establish the views of Deaf & disabled people on how they wish to receive information; and the tone and	<p>Feedback from stakeholders and Deaf & disabled people used to create a variety of accessible formats of information about the work of the MPA</p> <p>Feedback regarding the new formats once produced</p>	Philip Powell	2007



Programme / Project	Actions	Update of Actions	Lead officer	Time Table
	<p>content of information they receive from the Authority</p> <p>We will hold regular meetings with EDU to ensure we are meeting our corporate objectives</p>	<p>The way in which we communicate with the Deaf & disabled enhanced so that we are seen as an exemplar in the field</p>		2007-2009
Online communication	<p>We will promote our website to Deaf & disabled people and work with them to ensure its accessibility is maintained and enhanced</p> <p>We will continue to work with disability groups and representatives to set up relevant hyperlinks between our respective websites, and look to establish joint initiatives and share best practice</p>	<p>Greater use of our website by Deaf & disabled people, organisations and media, recognised by monitoring internet traffic to certain accessibility functions on the MPA website.</p> <p>Positive feedback of our efforts to enhance accessibility</p>	Angela Carbery-Roach (Online Communications Manager)	2007-2009



Information Systems / Information Technology

Generic work areas

The Information Systems / Information Technology (IS/IT) department plays a critical role in the delivery of the MPA Corporate Strategy through the utilisation of business information and communication technologies.

The department is responsible for all strategic, tactical and operational aspects of MPA IT and telecommunications facilities and services, and the infrastructures they are based upon.

Current priorities

The IS/IT department is critical in the delivery of the MPA Corporate Strategy through the following priorities:

- providing consultation and advisory assistance on issues pertaining to electronic business technologies;
- ensuring the continued integrity, availability and security of its information and technology assets; and
- promoting effective use of technology in delivering solutions to business needs.

What next?

Although minimal technology related disability issues were raised through the consultation, the following initiatives, activities and processes are in place or in progress to address and raise awareness of disability issues:

- identification of disability needs and issues through undertaking health

and safety assessments and an access audit for every new technology user. Implement a bi-annual access audit to identify evolving disability needs;

- sourcing appropriate alternative solutions for Deaf & disabled users where pre-existing arrangements are deemed inappropriate. Requirements will be identified through periodic access audits;
- development of a policy on access to information assets;
- development of a policy on access to technology assets; and
- continuous awareness of disability implications in all technology related projects and activities.

Through the policy development process we aim to examine our existing arrangements for access to information and technology assets. We will aim to promote greater involvement of Deaf & disabled people in determining and developing processes and arrangements in the technology lifecycle management process.

We aim to implement this programme of works to raise disability awareness in all technology related matters. In addition, we aim to engage Deaf & disabled users in meeting their needs and ensure disability awareness and issues remain an active component of the technology work programme.



* The Connect Programme aims to deliver the third generation MPA IT infrastructure, incorporating enhancements in business continuity, network resilience, greater alignment with Corporate Strategy and evolving practices, as well as a technology refresh.

As part of the Programme, desktops and laptops will be replaced with new hardware. This will give rise to an opportunity to update software applications currently in use. It will also allow for technology solutions to be made available based on user requirements in a more structured and consistent manner, thereby supporting evolving working practices more effectively.

With the introduction of new technologies and services, there will be greater flexibility and capacity to enable a more agile and responsive IT infrastructure. Policies, procedures, guidelines and processes will support more efficient use and management of information and technology services and facilities. The strategic objectives of the Connect Programme are to collectively deliver enhanced communication, collaboration and cohesion capabilities both internally and externally with stakeholders.



Programme / Project	Actions	Update of Actions	Lead officer	Time Table
Draft Information Security Policy	<p>Ensure the policy is equality impact assessed</p> <p>Consult technology users and involve Deaf & disabled people in the community</p>	<p>The IS/IT DES action plan will be completed as part of the Connect Programme * under the Governance & Compliance strand.</p> <p>Although our policy work on disability equalities is still in progress, it remains at the forefront of planning and design work being undertaken for the new corporate IT infrastructure.</p> <p>The revised timetable for implementation is summer 2008.</p>	Sudhen Swami (Head of IS/IT)	Summer 2008.
Blackberry Acceptable Usage Policy	<p>Ensure the policy is equality impact assessed</p> <p>Consult Deaf & disabled staff to ensure they are aware of alternative options</p>		Sudhen Swami	Summer 2008.
Reasonable adjustments	<p>Utilise solutions such as:</p> <ul style="list-style-type: none"> • mobile computing solutions for visually impaired users; • enable accessibility options on desktops/laptops; 		Sudhen Swami	On-going



Programme / Project	Actions	Update of Actions	Lead officer	Time Table
	<ul style="list-style-type: none"> • speech recognition software; • speech output software; • video magnifiers; • speech output software for websites and web based content; and • modified keyboards and mice, Braille printers 			
Access to Information Policy	<p>Develop a policy on how MPA information assets are accessed, highlighting access methods for Deaf & disabled users</p> <p>Encourage awareness of disability issues throughout the information lifecycle management process from the start of each cycle</p>		Sudhen Swami	Summer 2008
Access to Technology Policy	<p>Develop a policy on how MPA technology assets are accessed, highlighting methods and facilities available to Deaf & disabled users</p> <p>Encourage awareness of disability issues throughout the technology lifecycle management process from the start of each cycle</p>		Sudhen Swami	Summer 2008



Programme / Project	Actions	Update of Actions	Lead officer	Time Table



Scrutiny and Review

Generic work area

The MPA has a duty to monitor the performance of the MPS and secure continuous improvement in the services provided to the people of London.

To help it carry out these responsibilities the Authority undertakes in-depth projects, or scrutinies, into specific aspects of MPS performance. Members of the police authority, supported by the Scrutiny and Review Team, undertake these scrutinies. We use a number of criteria to identify areas of service delivery that would benefit from more in-depth scrutiny.

These include performance (particularly poor performance) resources, and implications for equality and diversity (e.g. disproportional). At the start of any scrutiny or review, an assessment is carried out to identify which equality groups may be impacted (either positively or negatively). Appropriate arrangements are undertaken to ensure that this risk is minimised and potential positive impacts are maximised. Disability issues are addressed as part of the process on a case-by-case basis.

An example of this is the engagement we had with mental health user groups during our scrutiny of policing and mental health. We invited users and carers to sit on a reference group whose role was to provide advice support and guidance to the member panel. We also visited a number of user groups to talk to users about their experience of the police.

Our other responsibilities include providing advice and support to the Authority in relation to the following:

- achieving best value in service delivery;
- statutory performance audit, inspection and review by organisations such as the Audit Commission and Her Majesty's Inspectorate of Constabulary (HMIC); and
- corporate governance.

Current priorities

In carrying out this work we aim to reflect the overarching priorities of the Authority to:

- secure the maintenance of an efficient and effective MPS;
- secure continuous improvement in all services; and
- promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people of different backgrounds.

What next?

The community consultation exercise indicated that there are a number of issues that disability groups believe require further scrutiny. These views will be considered as we develop our scrutiny programme in future years.

We will link with public consultations carried out by the MPA and others to seek answers to questions around the effectiveness of our oversight work and the MPS's accountability.



Programme / Project	Actions	Update of Actions	Lead officer	Time Table
<p>Scrutiny framework</p> <p>(This is the process we use to identify the areas of police activity we are going to scrutinise in more depth. It sets our programme for the year)</p>	<p>MPA review of scrutiny framework including public consultation element</p>	<p>On schedule</p> <p>Activity will not commence until July 2008 when new MPA is appointed.</p>	<p>Siobhan Coldwell</p> <p>(Head of Scrutiny and Review)</p>	<p>2008 - 2009</p>
<p>Scrutiny process</p> <p>(This is the methodology we use for conducting individual scrutiny projects)</p>	<p>When involving and consulting key stakeholders and Londoners we will proactively engage with Deaf and disability organisations and individuals</p> <p>We will inform Londoners, and in particular Deaf and disability organisations, of our programme at the start of each year</p>	<p>Deaf & disabled groups and individuals have been specifically targeted as part of the MPA youth scrutiny and will be when the 'talent management and succession planning' review addresses police staff. The MPA scrutiny programme is published at the beginning of each year through the usual channels. However we failed to target Deaf & disabled groups specifically. This will be rectified for next year's programme.</p>	<p>Siobhan Coldwell</p>	<p>Annual</p>



<p>Youth scrutiny</p> <p>The focus of the youth scrutiny will be the causes, effects and impacts of young people's involvement in crime as victims, witnesses and perpetrators and how this influences their interactions and relationships with the MPS.</p>	<ul style="list-style-type: none"> • The MPS should sign up to and implement recommendations that pertain to MPS practice and policy • Other organisations and governmental bodies should take into consideration the recommendations pertaining to their work to improve practice and policy in regards to youth victimization and youth offending • To make sure reporting mechanisms meet the needs of young people, thereby resulting in all young people feeling more confident about reporting crimes to the police • Make sure quality of contact between all young people and the police improves noticeably • Making sure MPS use example of good practice in regards to consultation practices, sourced during the youth scrutiny to inform their engagement strategies. 	<ul style="list-style-type: none"> • A Reference Group has been set up to check work of MPA officers and Members and provides expert guidance and support in regards to the youth consultation strands of the youth scrutiny. In order to ensure that the Reference Group reflected London's diverse population, all 6 equality strands were considered when recruiting young people. Deaf & disabled youth groups were included in the list of organisations which were contacted, Unfortunately no organisations took up the offer to be involved in the core youth group, however, the group has two Deaf & disabled virtual members who do not attend meetings, but are contacted before and after each meeting for input and feedback. • During the recruitment period, those groups who were unable to send representatives to take part in the youth reference group (including the Deaf & disabled groups) were informed that there were other methods of informing the Youth Scrutiny, this included 	<p>Siobhan Coldwell</p>	<p>September 2007 - April 2008</p>
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		<p>an opportunity for the MPA to hold ad hoc consultation sessions with their young people.</p> <ul style="list-style-type: none"> • A series of stakeholder interviews were carried out between Augusts & December 2007. Stakeholders were chosen based on the thematic priorities of the youth scrutiny. Questions put to stakeholders focused on the needs of all young people as victims, offenders and witnesses. • Youth consultation sessions will be held in accordance with MPS 4-way clustering of London (north east, north west, south east and south west) at 4 youth facilities in early 2008. Each host youth group (in each of the four areas) in partnership with the MPA will be expected to invite a wide variety of young people and youth groups (including Deaf & disabled young people) to take part in the sessions. • An offline and online survey will be available throughout January 2008 - February 2008, for those young people who are unable to or who do not wish to take part in the face to face youth consultation events. The online survey will be 		
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		placed on the MPA website and on a youth specific website. The off line survey will be sent to youth groups across London.		
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<p>Equality Standard for Local Government (ESfLG)</p>	<p>To consider by July 2008 the key disability equality issues from the MPA Succession Planning and Talent Management scrutiny and, in working with the MPS, progress some of the outcomes by:</p> <p>a) consulting MPA staff on the outcomes of the scrutinies and inviting them to contribute to the equality impact assessment</p> <p>b) ensuring the MPS devises appropriate, proportionate and relevant targets and objectives based on evidence emerging from this Scrutiny (which assists the MPA meet level 3 of the Standard)</p> <p>c) ensuring the MPS uses monitoring and information systems to assist in reviewing, assessing and evaluating Scrutiny targets and objectives (level 4); and</p> <p>d) reviewing and monitoring the achieved outcomes from the MPS' engagement with Deaf and disabled groups, especially those from under-represented groups (levels 4</p>	<p>In December 2007, the MPA signed off levels 1 and 2 of the ESfLG. This work included:</p> <ul style="list-style-type: none"> - Amending the MPA' s Equal Opportunities Policy to reflect recent legislative changes in relation to disability, gender and age - Signing off 12 Equality Impact Assessments (EqIAs) over the past year - Getting committees to set equality objectives <p>In addition to the above, SMT and BMT have agreed work activities that are deemed corporate EqIAs. These include (but are not limited to) the MPA Improvement Programme, the MPA Generic Equality Scheme and work in relation to Counter-Terrorism.</p> <p>Work continues apace to secure level 3 of the Standard. An Equal Pay Audit has been undertaken and in November 2007, a Disability Access Audit of Dean Farrar Street was carried out, making a number of recommendations for consideration by SMT. It should be noted that when, following an emergency, the MPA had to vacate Dean Farrar Street in the summer of 2007, a number of steps</p>	<p>Laurence Gouldbourne</p> <p>And</p> <p>Siobhan Coldwell</p> <p>(Scrutiny and Review)</p>	<p>July 2008</p>
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		were taken on return to the building to ensure access issues were dealt with as fully as possible. This was done in close liaison with the two chairs of the MPS Disability Independent Advisory Group.		
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Planning and Performance

Generic work areas

The Planning and Performance Unit is responsible for monitoring and analysing MPS performance. It acts as a central MPA resource for research and is a key link in a number of MPS and policing areas.

Current priorities

One of the key roles of the unit in supporting the MPA's key priorities is the monitoring and analysing the performance of the MPS. Police Authorities are required under the Police Act 1996 to monitor the effectiveness and efficiency of their force. It is essential that police authorities know how the performance of their force and Borough Operational Command Units (BOCUs) compares with others, and have access to the information on which the Home Office is judging their force's performance.

Another key area includes the oversight of the production of the MPA/MPS Annual Policing and Performance Plan and 3-year Corporate Strategy. This includes the development, in consultation with the MPS, of performance indicators and targets for the yearly Policing and Performance Plan.

Other areas of work include the key link for performance for all MPS areas of work including Specialist Operations, Central Operations, Specialist Crime and Territorial Policing. The unit also acts as the central resource for the MPA on research that includes carrying out research into specific areas of MPS

performance, ad hoc analysis projects for members and/or staff, project managing externally commissioned research and providing advice to all officers on research methods.

Planning and Performance also acts as the MPA key link for a number of areas including Safer Neighbourhoods, Police Community Support Officers (PCSOs) and the wider policing family and Citizen Focus.

What next?

The consultation received on the policies/functions that Planning and Performance lead has been discussed within the unit. The feedback, although not specifically related to the policy/functions that are performed by the unit, will be taken on board and fed back to the MPS where appropriate. Although the feedback received was suggesting improvements around a specific area of disability, the unit felt that Londoners with mental health problems or learning disabilities would be most impacted by police service provision.

The MPS has conducted a scrutiny around the MPS and mental health and recommendations relating to this and the unit's policy areas will be taken into consideration in future.

The MPA has been involved in the oversight of PCSOs since April 2002. The use of PCSOs in neighbourhood policing has increased since the Safer Neighbourhoods scheme inception.



The MPA will continue to work with the MPS to ensure that London receives the service needed. Oversight of the PCSO programme is not of itself to do with attracting Deaf & disabled people to work for the MPS. However, the role of the PCSO is to provide reassurance to all parts of London and the MPA recognises the value of this role with working with members of London's Deaf & disabled community.

The MPA works with the MPS on Safer Neighbourhoods and will ensure that issues around all equality strands are taken seriously.

The current Crime Reporting Information System (CRIS) does not capture the disability of victims or offenders to a satisfactory level. The stop and search database does not have the ability to capture whether a person is Deaf & disabled or not. The stop and search form would have to be amended before the subsequent changes, could be made on the database. This issue has been raised with the MPS and the MPA will continue to raise it.

Other issues raised by the community will be taken into consideration when improvements in the performance of the MPS are suggested. Although the idea of a BSL interpreter at all BOCUs is not an area that this policy covers, the MPA is happy to pass this on to the MPS through the Equality & Diversity unit.

The issue of third party reporting is not covered by policies directly. However, members of the Planning and Performance team are involved in the MPS Front Counters project, which is

looking at third party reporting and improving accessibility to services.

It is believed that Londoners with mental health problems or learning disabilities would be most impacted by police service provision.

The Annual Policing and Performance Plan is a statutory requirement and is published each year on the 31st March. The MPA works closely with the MPS to develop a plan that sets out the priorities and action plans for the coming year. The MPA agrees measures and targets to which they will hold the MPS to account. Consultation around the priorities happens at an early stage and the MPA is involved in holding events with the community. Online consultation also feeds into this, as well as consultation with MPS staff. Equality Impact Assessments are required from all business groups on their individual plans, which go towards the overarching force wide plan. This level of consultation will continue.

EIAs are required from all business groups on their individual plans, which go towards the overarching force wide plan. This level of consultation will continue.



Programme / Project	Actions	Update of Action	Lead officer	Time Table
Oversight of the performance of the MPS	<p>An EIA was conducted in 2006, results of which were used for the development of the DES</p> <p>A more detailed action plan will need to be completed taking into consideration the comments received from the consultation</p> <p>The MPS Crime Recording Information System (CRIS) captures all crimes that are reported to the MPS, including those where the victim is Deaf & disabled. The current system does have the facility to record whether a victim is Deaf & disabled, but the reliability of this data is not known. The MPA will ensure that this issue is investigated fully</p> <p>The MPA Planning, Performance and Review Committee (PPRC) have commissioned a paper following on from EODB's Monitoring for Equality paper. This will set out non-recording of data and how the data that is recorded is used. This will include equalities data as a section of the report</p> <p>As part of the MPA PCSO research project, a postal survey of Safer London Panel members was conducted. Alternative non-written methods of response were considered together with the telephone number of the researcher for</p>	<p>Planning & Performance commissioned a paper investigating disability and the recording of crime. The paper looked at crime recorded between April and November 2006 compared to April and November 2005.</p> <p>The codes for recording disability became available in April 2005 and as is always experienced with new codes, compliance in recording was slow in starting. Thus in April to November 2005 victims with disability made up 1per cent of the victimised, compared with April to November 2006 where victims with a disability were 3per cent of the total.</p> <p>More recent information has been requested for the EODB committee in November. This showed that the number of Deaf & disabled victims has remained fairly static at 21,300 for a 12-month period. Theft is the most common crime committed against both Deaf & disabled and non-Deaf & disabled victims.</p> <p>Planning & Performance has been involved in re-designing the questionnaire for the public</p>	Jane Owen (Head of Planning and Performance)	Dec 2007



Programme / Project	Actions	Update of Action	Lead officer	Time Table
	<p>respondents who wished to pursue these</p> <p>The Planning and Performance Unit has ensured that the issue of rape and domestic violence was prioritised at the MPS Crime, Control Strategy Meeting round which looks at performance in critical areas across all boroughs in London. This included the issue of multiple vulnerabilities of victims</p>	<p>consultation process to determine the policing priorities for 2009-10. To ensure that the process takes into account of concerns affecting different communities in London the Planning & Performance unit has ensured that the questionnaire includes a full diversity section, including sections for all 6 equality strands. This will not only enable the MPA and MPS to monitor who is completing the questionnaire but will enable analysis to be conducted on the results detailing specific areas of concern for particular groups of people.</p> <p>The Planning & Performance team have also assisted in designing a questionnaire to be used in the youth crime scrutiny. The demographic section of the questionnaire will include details of disability as well as the other five equality strands. Although completion of this information is voluntary, it may give a better understanding of the issues affecting Deaf & disabled young people.</p>		



Programme / Project	Actions	Update of Action	Lead officer	Time Table
Oversight of the Policing Plan production process	<p>Update:</p> <p>An EIA was conducted in 2006, results of which were utilised for the development of the DES</p> <p>This will be reviewed on a yearly basis to ensure that all equality strand issues are still relevant</p> <p>The MPA will ensure that when consultation is conducted for the 2007-08 Annual Policing Plan that Deaf & disabled Londoners are considered as part of this process</p> <p>The MPA/MPS Annual Policing Plan is available in a number of different languages and formats. The MPA will continue to ensure that this document is available to everyone.</p>		Jane Owen	Dec 2007



Chief Executive's Office

Generic work areas

The Chief Executive's Office exercises strategic and managerial oversight of all the operations of the MPA. This return relates particularly to setting corporate direction and leading by example, and two operational areas, namely Health and Safety and Security, in respect of which the MPA policies provide that the Chief Executive and Deputy Chief Executive have specific responsibilities as the MPA's most senior line managers.

Current priorities

The MPA Improvement Programme is a key task for 2006 and 2007. This will change the way the MPA is organised, and the way it works. The programmes of culture change and organisational development within the MPA will reflect the centrality of diversity in all that the MPA does.

Security - of accommodation, personnel, and information - is a vital concern of the Authority given its functions, the fact that the MPA building may be targeted or attacked by protestors, and the fact that the MPA holds sensitive, confidential and restricted information both in paper and within its IT systems.

In general the MPA must comply with relevant MPS standards of personnel, accommodation and information security. The priorities are to maintain an effective security regime for the MPA that is designed to protect staff, premises and visitors.

The MPA has legal responsibilities under the Health and Safety at Work (HASAW) Act as an employer, and a

role in the oversight of MPS performance in HASAW for police officers and police staff. The MPA HASAW policy and action plan relate to the MPA offices in Dean Farrar Street and to the working practices of all MPA staff. The MPA policy is concordant with the MPS policy as far as possible, in the interests of a unified approach to safety management across the two organisations.

The MPS carried out an audit of the MPA HASAW performance during 2006 and scored the MPA at 78%, a good score by comparison with other parts of the MPS. Our priority is to embed HASAW management as a core function of all line managers, and to maintain the level established by the audit.

What next?

The consultation and community feedback have been valuable in focussing our attention on the dimensions where these policies have a potential impact on Deaf & disabled people. The DES will provide a framework to embed this in day-to-day activities.

The consultation and community feedback has not pointed to areas where the MPA's present activity in respect of security or HASAW falls significantly short, but the key thing in the future will be to make sure that as these policies are monitored, reviewed and developed, that we collect and use information to highlight issues for Deaf & disabled people, and address those issues routinely in our day-to-day work.



Programme / Project	Actions	Update of Actions	Lead officer	Time Table
Corporate business management	<p>We will ensure that monitoring the DES action plan, and consideration of how the organisation is responding to the needs of Deaf & disabled persons, will be regular business items for the SMT meetings</p> <p>The Chief Executive and her senior management colleagues will strive to ensure that the MPA's legal obligations and the spirit of this action plan permeate and are reflected in the way the MPA does its business</p> <p>The MPA Improvement Programme, and in particular the Leadership and Development Programme, will reflect the centrality of diversity in the MPA culture and business delivery</p>	<p>An independent audit of access to the MPA building has been carried out and will provide the basis for action by the SMT with the landlord of 10 Dean Farrer Street.</p> <p>Proposals for the Leadership programme are being developed.</p>	<p>Sally Benton (Corporate Information Officer)</p> <p>Catherine Crawford (Chief Executive)</p> <p>Catherine Crawford</p>	<p>November 2006</p> <p>Onward from April 2007</p>
Security policy	Security policy is required to be regularly reviewed. A review will be carried out in 2007 and disability issues will be considered. Monthly monitoring reports are to be submitted to SMT and those will provide a basis to consider if the policy requires adjustment	Policy not reviewed during 2007 and will be reviewed in 2008	David Riddle (Deputy Chief Executive)	Bi-monthly report given to SMT
Health and Safety	Consideration by the internal MPA Health and Safety Committee in November 2006 and subsequent review of risk of all HASAW assessments and codes of practice	Safe systems of work will be reviewed in June 2008	David Riddle	June 2008



Programme / Project	Actions	Update of Actions	Lead officer	Time Table
	having regard to disability considerations			
Health and Safety plan	Accident reports will be monitored to consider any issues for Deaf & disabled people	The Health & Safety Committee reviews accident reports every 3 months. There have been no incidents in 2007/8 as at January 2008	David Riddle	On going by the Health and Safety Working Group
Health and Safety policy	At the next review of the policy statement arrangements will be made to consult staff and customers in relation to issues for Deaf & disabled people	Not completed as the MPS HASW Policy has been revised and the MPA policy will be reviewed by June 2008 to align it with the MPS policy.	David Riddle	June 2008



Committee, Liaison and Members Services

Generic work areas

The MPA was created to bring greater public accountability to the policing of London. The Committee, Liaison and Members Services Unit (CLAMS) plays a central role in this by ensuring that the work of the MPA, and in particular the way it takes decisions, is both effective and meets the highest standards of public accountability.

The Committee Services team in CLAMS manages the Authority's formal committees. It works with members and with officers in the MPA and MPS to develop committee work programmes to address the Authority's priorities. The core responsibility of this team is to manage the production of agendas and reports for committees to consider, to make a record of committee decisions, and to check that action is being taken on them.

Key priorities for the team are to make sure that reports are produced in good time (and to statutory deadlines), that as much business as possible is considered in meetings that are open to the public, and that those meetings and papers are, as far as possible, accessible to all members of the public.

The team also advise members and officers on the requirements of Authority's Standing Orders, which govern how meetings should be conducted and decisions taken, and the law relating to this area of the Authority's activities.

The MPA consists of 23 members – 12 are London Assembly members, four are magistrate appointments and seven are independent members. It is essential that these members receive whatever support they need to carry out their role effectively.

The Members Services team provide support, whether it is arranging briefings on particular issues, drafting correspondence or arranging meetings. It is important that this support is tailored to each individual member so that all members, whatever their personal circumstances, have the opportunity to contribute fully to the work of the MPA on an equal basis. Members' Services also manage the payment of members' allowances and expenses – it is particularly important in this respect to recognise that Deaf & disabled members will necessarily incur expenses (such as for travel or transcription) in carrying out their role.

CLAMS are also responsible for Liaison. Part of this role is to make sure that the MPA meets its statutory obligations under the Freedom of Information Act 2000 and to respond to information requests from members of the public. Another aspect is providing support to the MPA's SMT and other senior officers, providing briefings on significant issues and making sure that issues that cut across several MPA units are addressed corporately.

The unit is also responsible for investigating complaints made against the MPA or its staff.



However, the MPA's Complaints Procedure does not deal with complaints against the MPS or its officers/staff.

Current priorities

The MPA is currently going through a process of change – structural and cultural – by way of its Improvement Programme. The CLAMS Unit will be looking to contribute fully and to establish its role as part of this. In particular it will look to make sure that effective business management, public accountability and strong corporate governance are integral to the process of change.

The DES provides an opportunity for CLAMS to review how it works to develop specific disability initiatives. However, this is already an important dimension of the unit's work. For instance, the Chair of the EODB is blind and therefore has particular requirements around how information is presented to her and how she is supported in attending meetings or conferences.

Similarly the MPA is committed to providing any access requirements - on request - at meetings open to the public. Somebody making a request under the Freedom of Information Act may have particular needs as to how that information is communicated to him or her. The unit will give assistance where somebody needs help with their request and will look to respond in whatever format best suits the applicant.

What next?

The first consultation during the summer of 2006 raised a number of issues in relation to disability, such as:

- access to meetings and information;
- encouraging Deaf & disabled people to participate in public life or to join the MPA staff; and
- uncertainty about the differences between the MPA, MPS and Independent Police Complaints Commission (IPCC) complaints procedures.

Whilst these are not wholly within the role of the unit, CLAMS will lead or participate in a corporate initiative to take forward these issues.



Programme / Project	Actions	Update of Action	Lead officer	Time Table
Access to meetings	<p>A number of steps are already taken to make public committee meetings as accessible as possible. These arrangements will be reviewed to identify any improvements in, for instance:</p> <ul style="list-style-type: none"> • physical access to the meetings; • the written reports and alternative formats; and • any communication support required at meetings, such as Palantypist (speech-to-text reporter) or BSL signers. <p>In doing so, the advice of disability groups and organisations will be sought</p> <p>CLAMS is not the only MPA unit to arrange public meetings. Any findings will therefore be recommended to other units as best practice.</p>	<p>The MPA Disability Equality Audit was carried out. CLAMS have an ongoing responsibility to ensure that any requests for assistance can be met promptly, for instance by having identified in advance sources of assistance, such as alternative formats for reports, signers etc. This remains one of the objectives for the unit in 2007/08</p>	<p>Simon Vile (Head of CLAMS Secretariat)</p>	<p>April 2007</p>



Programme / Project	Actions	Update of Action	Lead officer	Time Table
Member recruitment	<p>The MPA is responsible for the recruitment of its independent and magistrate members. In doing so, it will continue to actively seek to provide a level playing field for Deaf & disabled people who might wish to apply, for instance in terms of:</p> <ul style="list-style-type: none"> ▪ how and where it advertises the vacancies to promote the contribution that Deaf & disabled people could make in this role; ▪ any specific information or support that someone might need to apply; ▪ the interview process; and ▪ any other issues 	Member recruitment process is uncertain at present as we are awaiting Home Office Regulations on the process to be followed and when the appointment will be effective from (they may delay them to later in 2008)	Simon Vile	2008 (when next round of member appointments is made)
Support for members	<p>On the appointment of new members, or when circumstances change for existing members, the MPA will continue to review the support it provides to any Deaf & disabled members, both directly or by means of the allowances and expenses provision</p> <p>There are resource implications. To date these have been managed within existing staff and financial resources.</p>	This will be dealt with the next round of appointments.	Simon Vile	2008 (when next round of member appointments is made)



Programme / Project	Actions	Update of Action	Lead officer	Time Table
Complaints Procedure	<p>Carry out an EIA on the MPA Complaints Procedure to identify where improvements are required</p> <p>In reviewing the Complaints Procedure, advice will be sought from disability groups on the kinds of problems that Deaf & disabled people face in making complaints to organisations like the MPA</p> <p>As part of any improvements to the MPA's complaints procedure, to provide an explanation of the different roles of the MPA's, MPS's and IPCC's processes and to provide links to MPS and IPCC websites</p> <p>There are likely to be resource implications in developing the MPA's Complaints Procedure, but some of the issues about disability access apply to a number of MPA corporate policies and not solely to the Complaints Procedure and this should therefore be a corporate initiative.</p>	This was unachieved, it has been carried forward as an objective in 2007/08.	Simon Vile	2007



Programme / Project	Actions	Update of Action	Lead officer	Time Table
Authority's Code of Conduct (Part D of Standing Orders)	The national Model Code is currently under review. When produced the MPA will review its code to ensure that DDA requirements are suitably addressed	A new national Model Code has been produced which the MPA has adopted in full. Through ongoing guidance to members on the Code we will look to ensure that they are made aware of their DDA obligations.	Simon Vile	2006 -2008
Protocol on member / officer relations	Review the protocol to ensure that any disability-specific issues are addressed	Not yet due for review but disability issues will be taken into account when it is	Simon Vile	2006 -2008
Statutory Staff Code of Conduct	Any statutory code is unlikely to apply to police authority staff. However, when / if a statutory code is produced the MPA will consider whether it is appropriate to adopt on a voluntary basis.	Withdrawn, as a statutory code will not apply to police authorities.	HR	2006-2008



Programme / Project	Actions	Update of Action	Lead officer	Time Table
Terms of reference of the Metropolitan Police Authority, its committees and sub-committees (Part B of Standing Orders)	Ensure that disability issues are taken account of in each review of the terms of reference Ensure that committee annual work plans address any disability issues relevant to that committee	Each committee has been asked to include at least one equalities objective in its work plan.	Simon Vile	Annually
Authority's procedural Standing Orders (Part A of Standing Orders)	Ensure that reviews of Standing Orders take account of any disability issues in relation to the conduct of meetings	These were reviewed in June, and an EIA was carried out.	Simon Vile	By October 2009
Records Management policy	Any disability issues (particularly relating to staff) will be addressed at the next review stage	This is not due till 2009	Simon Vile	2009



Programme / Project	Actions	Update of Action	Lead officer	Time Table
Scheme of delegation of powers to the officer (Part C of Standing Orders) Complaints Procedure	Any disability issues will be addressed at the next review stage	These were reviewed in June as part of Standing Orders and were included in the EIA	Simon Vile	2008



Internal Audit

Generic work area

The role of Internal Audit (IA) is to examine the business systems of the MPS independently from line-managers. The examination is intended to verify that an adequate level of internal control is maintained within all systems, including financial systems, and that policies, procedures and practices are complied with. Also that the system operates effectively, efficiently and economically.

The aim is to examine all systems over a five-year cycle, except for those systems that are deemed to be material systems by the Audit Commission, i.e. major financial systems, which are reviewed at a greater frequency. The forensic unit of internal audit also investigate case specific matters. At the conclusion of an examination recommendations can be made to improve the level of internal control and compliance with policies and procedures.

IA forms part of the MPA corporate governance arrangements and reports to the Corporate Governance Committee of the Authority.

The system audit staffs of IA are qualified auditors and are members of an appropriate professional body. The forensic auditors are either qualified by external accreditation or experience. The members of the MPA, in accordance with legislation, review the effectiveness of the work of IA annually and the Audit Commission reviews the professional standard of the work every three years.

It is important to note that IA does own the policies, practices and procedures they examine. Ownership remains with management in the area under review. Nor is it the role of IA to determine or challenge policy. The only exception to this is the Authority's high-level anti-fraud policy, which is owned by IA.

The work of IA is determined by an annual risk assessment, which includes factors such as the financial impact of the system, sensitivity, feedback from earlier work, any areas where fraud etc has been detected and time since the previous audit. Included in the systems to be audited will be the systems relating to equalities and diversity to confirm that the MPA and MPS follow their own policies and procedures.

Current priorities

In examining all systems the audit staff are mindful of equalities and diversity issues, including the needs of people who are Deaf & disabled, and when appropriate make recommendations to improve practice and procedures.

What next?

Internal Audit, in the conduct of its own business, will continue to ensure that it observes the policy and procedure of the MPA relating to recruitment and promotion to enable people with disabilities to be given the opportunity to be fully represented within the 36 audit staff. They will also continue to achieve their full potential by training and development focusing on individual needs.



Programme / Project	Actions	Update of Action	Lead officer	Time Table
Audit Systems	<p>Systems in the MPA and MPS relating to equalities and diversity, including disability, will remain included in the audit programme in order to measure compliance with policies and practices</p> <p>Audit reports will be supplied in formats/media to meet the needs of the recipient</p> <p>In the conduct of all audits we will continue to monitor for any adverse impacts on equalities and diversity groups, including Deaf & disabled people</p>	<p>Systems included in the audit programme</p> <p>Audit report produced on the findings, including recommendations</p> <p>Availability of reports in alternative formats/media</p> <p>Disability issues to be brought to the attention of MPS senior managers</p>	Peter Tickner (Director of Internal Audit)	<p>Completed for 2006/7 and 2007/8 audit programmes.</p> <p>Completed.</p> <p>No requests received but audit reports can be supplied in appropriate media.</p> <p>Completed for 2006/7 and arrangements continue for 2007/8.</p>
Internal Audit Strategy	<p>In the conduct of all future recruitment and promotion exercises IA will continue to make adjustments to meet the needs of Deaf & disabled people. Consulting the Deaf & disabled candidate and appropriate advisers on the needs of the individual candidate</p>	<p>Making reasonable adjustment for the needs of individual candidates</p>	Peter Tickner	<p>Immediate</p> <p>Two recruitment campaigns conducted in 2006/7 and on each occasion appropriate adjustments made to meet requirements of candidates.</p>



Internal Audit Communications Strategy	The strategy will be subjected to consultation with interest groups and will be revised on the basis of feedback to ensure the needs of Deaf & disabled people are included	Meeting the needs of individual staff members and Deaf & disabled people is on going.	Peter Tickner	March 2007 The strategy has been circulated for consultation with interest groups.
Internal Audit Training Strategy	The strategy will be subjected to consultation with interest groups to ensure that the needs of Deaf & disabled people are taken into account, particularly in the areas where training and development can assist candidates with disabilities Consulting with Deaf & disabled staff to confirm that their reasonable training and development needs are being met	Meeting the reasonable training needs and development needs of IA Deaf & disabled staff is ongoing.	Peter Tickner	March 2007 The strategy has been subject to consultation and the needs of IA staff with disabilities have been met.
Internal Audit Manual	The manual will be subjected to consultation with stakeholders	The manual will be available in alternative formats/media to meet the needs of IA Deaf & disabled staff	Peter Tickner	June 2007 The manual has been circulated for consultation and whilst no requests have been made for alternative formats arrangements can be made to meet needs.



<p>MPA Anti-Fraud policy</p>	<p>This policy is due for review. Interested bodies and stakeholders will be consulted as the document is revised.</p>	<p>That the policy has been subject to consultation with stakeholders, including those representatives from disability groups</p>	<p>Peter Tickner</p>	<p>June 2007 The policy has been reviewed, consultation conducted and approved by the Full Authority in June 2007. Further work remains to be undertaken.</p>
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Finance and Administration

Generic work areas

The Finance and Administration Unit provides services to MPA staff and members. Principally, the unit manages MPA office accommodation and facilities, is responsible for internal financial administration and procurement systems, oversees building and personnel security and maintains the organisation's Business Continuity Planning.

Current priorities

The delivery of cost effective office support is a key priority, as is maintenance of MPA offices to an acceptable standard, in conjunction with the landlord of the building and other tenants. The needs of Deaf & disabled staff and visitors to MPA premises are taken into account in office management and the operation of facilities.

What next?

The consultation and community feedback has been valuable in focussing our attention on the areas where these policies have a potential impact on Deaf & disabled people. The DES will provide a framework to embed this in day-to-day activities. The consultation and community feedback has pointed to some areas, such as the suitability of Deaf & disabled toilet facilities, that require consideration.



Programme / Project	Actions	Update of Action	Lead officer	Time Table
Office accommodation and building facilities	<p>All DDA requirements have been met including DDA Audit, turning circles, manoeuvrability, signage, floor, wall and ceiling contrasts, unobstructed access/egress, colour differentiation and contrasts, vision panels and handles/knobs. Induction loop facilities have been installed in all public meeting rooms since 2002 and updated in 2006. Strobe alarms to assist in the fire evacuation procedure are also now installed in meeting rooms and on office floors. All these arrangements will be kept under review</p> <p>In conjunction with CLAMS, arrangements will be made for all complaints about MPA premises or facilities to be recorded and responded to, and for the register to be reviewed half yearly by SMT</p> <p>The building landlord will be approached to consider improving the accessible toilet facilities in the basement, to meet all access standards</p>	<p>Record of annual review</p> <p>(DDA Audit has been reviewed by Equality & Diversity Team and a report issued)</p> <p>Complaints register and reports to SMT</p> <p>(No complaints received)</p> <p>Action on improvements</p> <p>Landlord is considering installing disable toilet on ground floor</p>	Terry Ampofo	<p>From June 2007</p> <p>From March 2007</p> <p>From January 2007</p> <p>April 2008</p>
General office support services	<p>Display Screen Equipment (DSE) Risk Assessment process to be extended so as to identify all special needs and adjustments required</p> <p>All staff and members to be advised of availability of specialised equipment</p>	<p>DSE Risk Assessment form revised and record of needs identified</p> <p>Notice on intranet</p> <p>Complete</p>	Terry Ampofo	From January 2007



Programme / Project	Actions	Update of Action	Lead officer	Time Table
Business Continuity Plan (BCP)	The BCP will be updated regularly to deal with any specific issues known relating to employees with specific needs	Updating of BCP (Conducted test on plan, improvements identified, recommendations being implemented)	Terry Ampofo	From January 2007 August 2008
Procurement	Ensure that audio cassette, CD with subtitles, BSL, Braille, large print, easy read, electronic (PDF and MS Word) of MPA terms and conditions are available on request Ensure that materials are placed on MPA website to encourage diverse suppliers to contact MPA and MPS	Availability Website System in place for other printing formats to be made available upon request Complete (Policy on website) Complete	Terry Ampofo	From March 2007 From March 2007
Physical security	From time to time there may be conflicts between the MPA's requirements for physical security and ease of access. These will be resolved pragmatically but may be insurmountable. Records will be kept of such conflicts to inform judgements about reasonable adjustments	Register of issues (Physical security reviewed in December 2007, annual report sent to SO16, with copies filed in MPA)	Terry Ampofo	From March 2007



Programme / Project	Actions	Update of Action	Lead officer	Time Table
		Complete		
Catering	The Team is responsible for the MPA kitchens. They have all been DDA audited but there is a difficulty with building levels on the first floor, which prevents wheelchair access to the kitchen. The situation will be kept under review in order to improve the facility if and when office reshaping allows	Yearly review and specific review when accommodation is re-planned (Reviewed by Equality & Diversity Team in November 2007) (Consideration for wheelchair access will be given when the need arise.) Complete	Terry Ampofo	From January 2007
Financial management for MPA Secretariat	Set up a system so that problems raised by MPA suppliers who are Deaf & disabled, relating to MPS finance processes, will be logged and reported quarterly to the Treasurer for them to be raised with MPS Issues for consideration may include Braille	Log of issues recorded and referred, and record of any changes agreed (No complaints were received but MPA will	Terry Ampofo (Head of Administration)	Complete, but future monitoring transferred to Treasury



Programme / Project	Actions	Update of Action	Lead officer	Time Table
	invoicing, accessibility of MPS forms and use of email for filling forms and bank details	convert Braille invoices upon receipt.)		
CAE Access audit of MPA building 10 Dean Farrar Street	Adequate car park provisions are required, especially for disabled visitors. Possibly by acquiring a car parking space in the basement and then having adequate access into the building from there.	This action will be unachievable due to the building constraints of having no adequate way up from the basement car park, and double yellow lines prevent parking in the street outside the building.	David Riddle & Terry Ampofo	To be reviewed in December 2008
	Security controls (card swipe & pin) at present may be difficult for some people, especially if they have visual or manual dexterity difficulties. Therefore a proximity card system may be better.	This action would be unachievable due to the nature of the work by the MPA would dictate's that we can not change from card & pin to proximity as this would result in a lowering of the level of security of the building.	David Riddle & Terry Ampofo	To be reviewed in December 2008
	Levels of floors in the building alter on some floors, therefore it is recommended ramps and slopped handrails, with visually contrasting surfaces on the slope, should be fitted.	The altering of floors on some floors would be unachievable due to the challenges of making the	David Riddle & Terry Ampofo	To be reviewed in December 2008



Programme / Project	Actions	Update of Action	Lead officer	Time Table
		alterations and the disruption it would cause. Although handrails and contrasting surfaces can be installed where required.		
	Many doors are too heavy to open; possibly automatic-opening mechanisms for doors could be fitted.	Security doors cannot be converted to automatic entry, as this will compromise our security.	David Riddle & Terry Ampofo	To be reviewed in December 2008
	Movement on floors needs to be more accessible, by make sure there are no physical obstacles, i.e. too much or ill placed furniture, to Deaf and disabled.	Physical obstacles and other items obstructing walkways are picked up during safety inspections every six months.	David Riddle & Terry Ampofo	April 2008
	Meeting room one is the only fully wheelchair accessible meeting room, efforts should be made to make all meeting rooms wheelchair accessible.	Wheelchair access in MR2 proved difficult to construct during the refurbishment of DFS but will be considered again to check if access can be improved with	David Riddle & Terry Ampofo	To be reviewed in December 2008



Programme / Project	Actions	Update of Action	Lead officer	Time Table
		new technology.		
	The building should be clearly marked outside saying who the occupiers are, and the reception should have a floor guide that contrast against the wall to make it easier to read.	This will compromise security at MPA and Nigeria Oil company. We will request the landlord to make changes to the backdrop on the signboard.	David Riddle & Terry Ampofo	To be reviewed in December 2008
	Work needs to be done on the disability accessible toilet in the basement, to improve size of the cubicles and rearranging layout of grab rails.	This work has already been requested but the landlord has refused to make changes. The Chief Executive will be meeting the landlord to make further request.	David Riddle & Terry Ampofo	April 2008



Treasury

Generic work areas

The Treasurer heads up the Treasury team and are the financial adviser to the MPA. He is responsible for ensuring that the financial affairs of the Authority and the MPS are properly administered having regard to probity, legality and appropriate standards.

The Treasury team as a whole is responsible for:

- providing financial advice to the MPA on all aspects of its activity, including the strategic planning and policy making process;
- advising the Authority on the content and implications of the budget and medium term financial plans;
- supporting the Authority in presenting budget proposals to the Mayor for approval through the GLA;
- assisting the Authority in seeking to obtain value for money;
- ensuring that accurate, complete and timely financial management information is provided to the Authority and the Commissioner;
- advising the Authority on financial propriety;
- securing the preparation of statutory and other accounts;
- securing appropriate banking arrangements and treasury management including loans and investments;
- advising on risk management and insurance;
- working with the Clerk to ensure effective corporate management of the Authority's resources;
- scrutiny and holding to account of the MPS in relation to information technology and property;
- ongoing review of government grant distribution;
- Contract and Financial regulations;
- the implementation of the prudential code⁵; and
- the implementation of Activity Based Costing⁶.

Current priorities

We currently work to ensure that:

- policing in London makes best use of available resources;
- we work jointly with the MPS to identify improvements;
- we establish modern local authority (as opposed to central government) based accounting systems; and
- we agree/implement appropriate arrangements with all interested parties (the MPA, the MPS, the GLA, the Mayor and his staff, and the Home Office) to secure the right level of funding for London's police service.

⁵ The code sets out the indicators that must be used and the factors that must be taken into account to demonstrate that capital investment plans are affordable, sustainable and prudent and that treasury management decisions are taken in accordance with good professional practice.

⁶ Whereby the costs of the MPS are allocated to a range of activities as defined by the Home Office.



What next?

The Treasury team has found the result of the consultation process useful in reconfirming areas where disability issues particularly need to be reviewed.

As a member of the GLA sustainable procurement steering group and project board, the MPA is working towards ensuring structures are in place that increase the number of diverse suppliers to whom contracts are let.

We will identify where and how the current structure in the Treasury Management Strategy might cause barriers to equal opportunities. This also applies to the Financial Guidance Policy. As the Financial Regulations are currently being redrafted, we will need to ensure that the revised regulations are not seen as creating barriers to equal opportunities.

As a member of the GLA sustainable procurement steering group and project board, the MPA is working towards ensuring structures are in place to increase the number of diverse suppliers to whom contracts for procurement staff is currently are let. A training programme underway.



Programme / Project	Actions	Update of Action	Lead officer	Time Table
New Contract Regulations (Part F of Standing Orders)	Conduct a review of Contract Regulations in consultation with the EDU and other interested parties, to ensure that structures are put in place to prevent barriers to equality of opportunity in accessing procurement opportunities. Also ensure that all reviews consider disability issues.	Revised Contract Regulations agreed at Full Authority June 2007. To be reviewed annually.	Annabel Adams	March 2007 and annually
Treasury Management Strategy	Undertake a review to identify if and how the current structure causes barriers to equality of opportunity On completion of the review draw up an action plan to address any issues highlighted in the review Ensure future reviews of Treasury Management Strategy consider disability issues	There has been some slippage in this review. The MPS aims to apply an ethical investment policy, which will be reflected in the 2008-09 Treasury Management Strategy (February 2008)	Ken Hunt	Sept 2007
Financial Guidance Policy	Conduct review of Financial Guidance in consultation with the EDU and other interested parties. Ensure all future reviews consider disability issues	Publication of revised financial guidance Publication of future policies that properly consider disability issues Revised financial guidance was considered and agreed by SMT in September. The	Ken Hunt	Sept 2007



Programme / Project	Actions	Update of Action	Lead officer	Time Table
		<p>guidance clearly identifies the responsibilities of various people/groups of people within the organisation in respect of budget management. Particular issue for businesses owned/managed by people with disabilities is our commitment to timely payment of invoices. The guidance will be reviewed annually following review of Contract and Financial Regulations</p>		
<p>Financial Regulations (Part E of standing orders)</p>	<p>Conduct review of Financial Regulations in consultation with the EDU and other interested parties</p> <p>Ensure all future reviews consider disability issues</p>	<p>Revised Financial Regulations adopted by Full Authority June 2007</p>	<p>Ken Hunt</p>	<p>March 2007 and annually</p>
<p>Finance Committee Equality Objective</p>	<p>To monitor progress against the Finance Committee objective: To monitor progress in implementing the Responsible Procurement Policy especially:-</p> <ul style="list-style-type: none"> ▪ Embedding the policy throughout the MPS ▪ Increasing the number of diverse suppliers we procure goods and services 	<p>This is a new objective agreed by Finance Committee in December 2007. It will be monitored by the Committee and the member-led Procurement Oversight Group</p>	<p>Annabel Adams</p>	<p>March 2009</p>



Programme / Project	Actions	Update of Action	Lead officer	Time Table
	<p>from</p> <ul style="list-style-type: none"> ▪ Implementation of the London Living Wage. <p>Of particular relevance to the DES will be opening opportunities to small and medium enterprises (SMEs) that are owned by, or employ, people from the Deaf & disabled community.</p>			



Professional Standards

Generic work areas

The MPA's Professional Standards Unit (PSU) works within a legislative framework. The unit supports the work of the Professional Standards and Complaints Committee (PSCC), whose functions include setting, monitoring and reviewing the operation of the MPS Directorate of Professional Standards (DPS).

PSCC recognises that the way in which the MPS responds to public complaints and allegations of misconduct is a key factor in maintaining public confidence in the policing of London. PSU is therefore committed to working with PSCC and the DPS to promote improvements in police practices in relation to all professional standards matters.

The need for there to be a greater focus on the accessibility of the police complaints system to all members of the community, including members of hard-to reach groups, is acknowledged and PSU supports the MPA in the monitoring of MPS complaints handling practices and in making recommendations for sustainable service improvement.

In addition to the role of oversight of how the MPS handles professional standards matters, PSU also undertakes a number of diverse statutory responsibilities including the handling of complaints and conduct matters involving ACPO officers, forfeiture of police pensions in accordance with the Police Pensions

Regulations 1987, consideration of business interest appeals in accordance with The Police Regulations 2003 and administration of Police Appeals Tribunals in accordance with Police Appeals Tribunal Rules 1999.

Current priorities

Supporting the MPA's oversight of the DPS remains a priority. PSU supports PSCC in monitoring the progress of individual projects and key activities that make up the programme of work within the DPS Review Implementation Programme. The Morris Inquiry Report recommended that the Commissioner should oversee a fundamental review of the way the directorate operates. That review has been completed and the MPA is currently monitoring project progress and emerging issues.

In addition, PSU continues to support PSCC in keeping the strategies of the DPS under review. Other key priorities and objectives include:

- monitoring MPS complaints procedures and oversight of the MPS handling of public complaints and allegations of misconduct to ensure that complaints are handled in accordance with relevant legislation and statutory guidance;
- reviewing high profile and sensitive cases in line with the MPA/MPS protocol;
- monitoring MPS activity in relation to Employment Tribunals and



grievances and to agree any proposed financial settlements;

- reviewing information for the purpose of tracking investigations following deaths in police custody and deaths following police contact. The purpose of the reviews is to ensure that investigations are conducted in an effective manner and that organisational learning from custody and contact issues is achieved; and
- exercising the PSCC's statutory duties in respect of equality and diversity including compliance with the Race Relations (Amendment) Act 2000 and the requirements of other equalities legislation.

What next?

The consultation process and community feedback has not included any specific criticism of policies and practices employed by the MPA in its oversight of MPS professional standards matters or in fulfilment of its statutory responsibilities, for example, about the way it deals with public complaints against senior police officers. The feedback from the consultation process has however proved valuable in terms of highlighting a number of key areas of concern about the way the police service responds to people with disabilities.

In response to the stated concerns, an action plan has been drawn up which, subject to any comments from the community, will be progressed in 2007/08 as part of the DES. The intention, in completing the listed

actions, will be to effect changes to policies and practices, to combat disability discrimination in policing and ensure that both the MPS and MPA comply with the requirements of the Disability Discrimination legislation.

Whilst PSU will continue to monitor work undertaken in response to recommendations made by the Morris Inquiry Team, the Commission for Racial Equality (CRE) and by William Taylor following his review of the police discipline procedures, the unit will also support the PSCC in:

- strengthening liaison with MPS and other key stakeholder groups in relation to key policy issues and programme initiatives relevant to professional standards matters;
- continuing to assess and monitor the standard of MPS complaints handling including a review of the application of the local resolution procedures;
- making recommendations and implementing any resultant changes to the police misconduct procedures following amendments to the police disciplinary regulations; and
- engaging with the DPS' Support Programme by working with individual BOCUs to raise the profile of professional standards matters and encourage a commitment to Support Programme initiatives, which includes suggestions for improvements in the way that public complaints are handled.



Programme/ Project	Actions	Update of Action	Lead officer	Time Table
Professional Standards (oversight of MPS professional standards matters i.e. public complaints handling and investigations of complaints and conduct matters against junior officers)	MPA to speak to members of the MPS Disability Independent Advisory Group (DIAG) and wider Deaf & disabled communities to better understand, for example, the frequency and nature of complaints about the MPS's response to hate crimes committed against Deaf & disabled people. The MPA will also seek further information from DIAG about the context in which those crimes occur		Claire Lister (Professional Standards Officer) In conjunction with the EDU	Dec 2007
			Claire Lister In conjunction with the EDU	Dec 2007
			Claire Lister In conjunction with the EDU	Dec 2007



Programme/ Project	Actions	Update of Action	Lead officer	Time Table
	The MPA will review the MPS handling and monitoring of complaints about the MPS' response to hate crimes committed against Deaf & disabled people	TO FOLLOW	Claire Lister In conjunction with the EDU	Jan- April 2008
			Claire Lister In conjunction with the EDU	Summer 2008



Programme/ Project	Actions	Update of Action	Lead officer	Time Table
	<p>The MPA will review whether the MPS is acting in accordance with provisions in the Police Reform Act (PRA) 2002 and Statutory Guidance relevant to third party reporting of complaints against the police</p>	TO FOLLOW	<p>Claire Lister In conjunction with the EDU</p>	Summer 2008
	<p>By reviewing the way in which the MPS responds to complaints made by or on behalf of Deaf & disabled people, the MPA will identify whether there is a lack of understanding of current legislation and will make recommendations to ensure that any training issues and knowledge gaps are addressed. The MPA will also ensure that any training issues are addressed in respect of its own staff</p>	TO FOLLOW	<p>Claire Lister In conjunction with the EDU</p>	Summer 2008



Programme/ Project	Actions	Update of Action	Lead officer	Time Table
	The MPA will, where necessary, make recommendations and support initiatives to amend legislation, policy and guidance	TO FOLLOW	Claire Lister In conjunction with the EDU	Summer 2008
Professional Standards (regulatory function i.e. (i) statutory responsibility for public complaints and conduct matters involving ACPO officers; (ii) responsibility for police pensions forfeiture, (iii) administration of Police Appeals Tribunals)	In addition to actions set out above the PSU will ensure that disability issues are addressed in the reports that it prepares for MPA committees i.e. the PSCC and Professional Standards Cases Sub-Committee	TO FOLLOW	Claire Lister In conjunction with the EDU	2007 - 2008



The social model of disability

The social model of disability says that physical and social barriers negatively impact on people who have impairments or medical conditions. The difference between impairment and disability is that impairment limits what someone can do physically or mentally, whereas disability limits their ability to take part in the normal life of the community on an equal basis.

The social model was developed by Deaf & disabled people in opposition to what came to be known as the individual or medical model of disability. The key difference between these two models is the location of the 'problem'.

In the medical model, Deaf & disabled people are unable to participate in the community as a direct result of their impairment; impairment causes disability.

So in the medical model it is a Deaf & disabled person's personal tragedy that they are excluded and this is 'incurable'. But in the social model exclusion is a social problem and it can be rectified by society removing its barriers.

Barriers that typically prevent Deaf & disabled people participating fully in society and which need to be removed can be:

- information and communication barriers;
- physical barriers;
- policy or procedural barriers; or
- attitudinal barriers.



MPA and MPS joint equality statement

6 December 2005

The Metropolitan Police Authority and Metropolitan Police Service are committed to the development of a customer-focussed workforce that respects, and is inclusive of, the diversity of the communities we serve and one in which individual talent and potential is recognised and cultivated.

We will continue, in a culture of fairness, to work towards the elimination of unlawful discrimination, the promotion of good relations between all persons and the promotion of equality of opportunity irrespective of race, gender, disability, age, sexual orientation, religion or belief, or working arrangement. We will strive to provide a working environment and service delivery that is free from harassment, bullying, or victimisation.

We jointly acknowledge our responsibilities towards the members of London's diverse communities. We will engage with, and value the contributions of, our partners and continue to nurture positive relationships of constructive support and scrutiny.

Together we will work to achieve our common vision of making London the safest major city in the world through effective and efficient means, improving our internal working environment and delivering excellence in governance and service provision.

Sir Ian Blair QPM

Commissioner
MPS

Catherine Crawford

Chief Executive and Clerk
MPA

Len Duvall AM

Chair
MPA



Legal definitions

What is a disability?

The DDA 1995 defines disability as a physical or mental impairment, which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities.

(DDA 1995)

Please see the website below for further information:

www.opsi.gov.uk/acts/acts1995/1995050.htm#aofs

What does impairment cover?

An impairment covers:

- (a) mobility;
- (b) manual dexterity;
- (c) physical co-ordination;
- (d) continence;
- (e) ability to lift, carry or otherwise move everyday objects;
- (f) speech, hearing or eyesight;
- (g) memory or ability to concentrate, learn or understand; and
- (h) perception of the risk of physical danger.

(DDA 1995)

Please see the websites below for further information:

www.opsi.gov.uk/acts/acts1995/Ukpga_19950050_en_10.htm

www.rethink.org/living_with_mental_illness/rights_and_laws/laws_you_need_to_know_about/disability.html

What is long term effect?

Long term means that the effect of the impairment has lasted, or is likely to last, for at least 12 months (there are special rules covering recurring or fluctuating conditions).

(DDA 1995)

The Act defines this further:

A Deaf & disabled person is someone who has a physical or mental impairment that has a substantial and long term adverse effect on his or her ability to carry out normal day-to-day activities.

For the purposes of the Act:

- 'substantial' means neither minor nor trivial; and
- 'normal day-to-day activity' must affect one of the capacities listed in the Act which include mobility, manual dexterity, speech, hearing, seeing and memory. These include everyday things like, for example, eating, washing, walking and going shopping.

Some conditions such as a tendency to set fires and hay fever are specifically excluded.

Provisions allow for people with a past disability to be covered by the scope of the Act. There are also additional provisions relating to people with progressive conditions.



The DDA 2005 amends the definition of disability, removing the requirement that a mental illness should be 'clinically well recognised'.

People with HIV, cancer and multiple sclerosis will be deemed to be covered by the DDA effectively from the point of diagnosis, rather than from the point when the condition has some adverse effect on their ability to carry out normal day-to-day activities.

Please see the website below for further information:

[www.direct.gov.uk/Deaf & disabledPeople/RightsAndObligations/YourRights/YourRightsArticles/fs/en?CONTENT_ID=4001069&chk=Bjab3%20B](http://www.direct.gov.uk/Deaf%20&%20disabledPeople/RightsAndObligations/YourRights/YourRightsArticles/fs/en?CONTENT_ID=4001069&chk=Bjab3%20B)

General duty under the DDA 2005

The Disability General Duty requires public authorities to have due regard to the need to:

- promote equality of opportunity between Deaf & disabled people and other people;
- eliminate discrimination that is unlawful under the DDA;
- eliminate harassment of Deaf & disabled people that is related to their disability;
- promote positive attitudes towards Deaf & disabled people;
- encourage participation by Deaf & disabled people in public life; and
- take steps to meet Deaf & disabled peoples needs, even if this requires more favourable treatment.

(Disability Rights Commission)

Specific duty under the DDA 2005

Under the specific duty all public authorities to whom the DDA applies must prepare and publish a Disability Equality Scheme. The Scheme should set out how they intend to fulfil their Disability Equality Duties (see general duty definition).

(Disability Rights Commission)

Please see the website below for further information:

www.opsi.gov.uk/SI/si2001/20013458.htm#n

Disability discrimination in the work place

An employer discriminates if for any reason, which relates to a Deaf & disabled person's disability, they are treated less favourably than others to whom that reason does not or would not apply; and the employer cannot show that the treatment in question is justified.

Reasonable adjustments

An employer has a duty to consider making reasonable adjustments to make sure persons with a disability are not put at a substantial disadvantage by employment arrangements or any physical feature of the workplace.

(DDA 1995)

Please see the website below for further information:

www.opsi.gov.uk/acts/acts1995/Ukpga_19950050_en_3.htm#mdiv5



Glossary

Access

This term refers to the methods by which people with a range of needs (such as Deaf & disabled people, people with children or people whose first language is not English) have the right to obtain or make use of or take advantage of something.

For Deaf & disabled people, access in London means the freedom to participate in the economy, planning, social and cultural life of the capital.

Access to Work (AtW)

A scheme that is managed by Jobcentre Plus to assist Deaf & disabled people who are in paid employment or running their own business to overcome disability barriers. AtW provides practical and financial support to overcome work related obstacles resulting from impairments.

BME (Black and Minority Ethnic)

BME is widely used as a generic descriptor and is accepted as appropriate ethnicity terminology across public services.

The term describes communities and individuals who belong to an ethnic group that is smaller in number than the UK's predominant white group. 'Black' is an inclusive term that refers to all groups (i.e. Asian or Asian British, Black or Black British, Chinese and other ethnic groups).

The term BAME (Black, Asian and Minority Ethnic) is also now accepted

terminology in public services throughout England and Wales.



Citizenship

In general, the rights, duties and responsibilities of a good citizen, of any state.

Disability

Deaf & disabled people's organisations define disability as: "The loss or limitation of opportunity that prevent people who have impairments from taking part in life of the community on an equal level with others due to physical and social barriers."

Deaf & disabled person

A person who has impairment and as a result experiences imposed barriers.

Diversity

The difference in values, attitudes, cultural perspective, beliefs, ethnic background, sexual orientation, skills, knowledge and life experiences of each individual in any group of people.

Diversity in the work place is an understanding that there are differences among employees, suppliers and customers (internal or external), an acceptance of these differences so that each person is treated and valued as a unique individual, and recognising that these differences can be an asset to work being done more efficiently and effectively.

The term does not mean the same as equal opportunities as it seeks to avoid reference to discrimination and the impact that power imbalances have on different communities.



Equality

A short hand term that refers to all work addressing issues of discrimination and disadvantage, particularly relating to age, disability, gender, race, religion or belief and sexual orientation.

This is the vision or aim of creating a society free from discrimination, where equality of opportunity is available to individuals and groups, enabling them to live their lives free from discrimination and oppression.

Equal opportunities

The provision of equal rights and development of practices that promote the possibility of fair and equal chances for all people to develop their full potential and the removal of barriers of discrimination and oppression experience by certain groups.

Gender

A concept that refers to the social differences between women and men that have been learnt. These are changeable over time and have wide variations both with and between cultures.

General and specific duties

The Race Relations (Amendment) Act 2000, Disability Discrimination Act 2005 and the Equality Act 2006 all place general and specific duties on public bodies which require them to have 'due regard' to the need to eliminate discrimination and to promote equality with regard to race, disability and gender. However there are different wordings in the

regulations of all three duties with each of the three duties having a different list of areas which public authorities should have 'due regard' to in carrying out their functions (see page 104 for the general and specific duties under the DDA 2005).

Metropolitan Police Authority

The independent statutory body established to secure and maintain an efficient and effective police service for London.

Policies

The formal and informal decisions taken by an organisation on how it carries out its duties and uses its powers.

Race

The Race Relations (Amendment) Act 2000 uses race both to describe the catch-all class that receive protection under the Act, that is, racial group, and as one of five sub-classes that fall within it (race, colour, nationality, ethnic or national origin).

Social inclusion

This allows a person to access and benefit from the full range of opportunities available to members of society. It aims to remove barriers for people and areas that experience a combination of linked problems such as unemployment, poor skills, low incomes, poor housing, high crime rates, poor health and family breakdown.



Acronyms and abbreviations

ACPO	Association of Chief Police Officers
AtW	Access to Work
APA	Association of Police Authorities
BAME	Black, Asian and Minority Ethnic
BCP	Business Continuity Plan
BME	Black and Minority Ethnic
BOCU	Borough Operational Command Unit
BVPI	Best Value Performance Indicator
CDRP	Crime and Disorder Reduction Partnership
CEP	Corporate Equality Plan
CEU	Community Engagement Unit
COI	Central Office of Information
CPCG	Community Police Consultative Group
CRE	Commission for Racial Equality
CRIS	Crime Reporting Information System
CSB	Community Safety Board
DEA	Disability Employment Adviser
DESWG	Disability Equality Scheme Working Group
DDA	Disability Discrimination Act
DIAG	Disability Independent Advisory Group
DRC	Disability Rights Commission
DSE	Display Screen Equipment
EIA	Equality Impact Assessment
ESLG	Equality Standard for Local Government
FTA	Fixed Term Appointment
FoIA	Freedom of Information Act
GESSG	Generic Equality Scheme Steering Group
GLA	Greater London Authority
GLA Group	The GLA Group includes the Greater London Authority; London Development Agency; London, Fire and Emergency Planning

Authority; Metropolitan Police Authority; and Transport for London.

GLAD	Greater London Action on Disability
GoL	Government Office for London
HASAW	Health and Safety at Work
HMIC	Her Majesty's Inspectorate of Constabulary
HR	Human Resources
HRA	Human Rights Act
ICVS	Independent Custody Visiting Scheme
ISIT	Information Systems and Information Technology
IPCC	Independent Police Complaints Commission
LDA	London Development Agency
LGBT	Lesbian, Gay, Bisexual and Transgender
LFEPA	London, Fire and Emergency Planning Authority
LRHCF	London-wide Race Hate Crime Forum
MPA	Metropolitan Police Authority
MPS	Metropolitan Police Service
PAB	Police Advisory Board
PCS	Public and Commercial Services Union
PCSO	Police Community Support Officer
PDR	Performance Development Review
PNB	Police Negotiating Board
PPRC	Planning, Performance and Review Committee
PSCC	Professional Standards and Complaints Committee
PSU	Professional Standards Unit
EDU	Equality & Diversity unit
RRA	Race Relations Act
RR(A)A	Race Relations (Amendment) Act
SLA	Service Level Agreement
SDA	Sex Discrimination Act
TASER	Thomas A. Swift's Electrical Rifle
TfL	Transport for London



List of organisations that were contacted and consulted for the Disability Equality Scheme

Action and Rights of Deaf & disabled People in Newham
Action Disability Kensington and Chelsea
Age Concern England
Asian Deaf Women's Association
Asian People with Disabilities Alliance
Association of Blind Asians
Association Of Sign Language Interpreters
Bexley Association of Deaf & disabled People
Black Deaf & disabled People's Association
Black Londoners Forum
Brent Advocacy Consortium
Brent Association of Deaf & disabled People
British Computer Association of the Blind
Commission for Racial Equality
Deafblind UK
Deafworks
Diabetes UK
Disability Equality in Education
Disability Hackney
Disability Independent Advisory Group
Disability Information Service Centre
Disability Rights Commission
Employers' Forum on Disability
Enfield Disability Action
Equal Opportunities Commission
Equalities National Council
Greater London Action on Disability
Hammersmith And Fulham Action for Disability

Hearing Concern
Independent Police Complaints Commission
Lambeth Mind
London Access Forum
London Development Agency
London Equalities Commission
London Ethnic Minority Deaf Association
MENCAP
Multicultural Disability Advocacy Association
National Deaf & disabled Police Association
Newham Ethnic Minority Disability People
North African Deaf & disabled People
Organisation of Blind African Caribbean's
Out and About Club
People First
Royal Association for Disability And Rehabilitation
Royal Association in Aid of Deaf People
Royal National College for the Blind
Royal National Institute for the Blind
Schools Out
Somali Care Association
Somali Disability Association
Somali Elders and Disability Association
Somali Teaching Group
Tower Hamlets Coalition of Deaf & disabled People
Trades Union Congress
Transsexual UK Support Group
Trident Independent Advisory Group
UK Council on Deafness
UK Youth Parliament, London
Westminster Human Rights and Race Equalities



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**Metropolitan Police Authority
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December 2006**

**The Metropolitan Police Authority (MPA) exists to make sure that London's
police are accountable for the services they provide to people in the capital**

