



**Metropolitan Police Authority**  
**Disability Equality Scheme**  
**2006 - 2009**

**Metropolitan Police Authority  
10 Dean Farrar Street  
London SW1H 0NY  
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**



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The MPA would like to thank all those who took part in our user involvement events over the summer of 2006, without whom the development of this scheme would not have been possible.

Within the Authority we thank all members of staff, and in particular the Race and Diversity Unit, for their contribution to the Disability Equality Scheme (DES): notably Julliett Fearon-Knott for devising, managing and co-ordinating the development of the DES and the work of the Disability Equality Scheme Working Group; Tina Patel for administration support; and Kim Webster who designed our Scheme. A special thanks also to Rubina Hassanali who provided support, advice and expertise in the development of our DES. In doing so, we would equally wish to acknowledge Transport for London for their agreement to second Rubina to the Authority as we developed our DES.



## Foreword

We welcome the new Disability Discrimination Act (DDA) 2005 and are pleased to present the MPA's first Disability Equality Scheme (DES), which we will review annually over the next three years.

This Scheme will stand alongside our existing Race Equality Scheme (RES) and our Generic Equality Scheme (GES), which is under production.

Together these documents will show, in the areas of service provision and employment, the MPA's continuing commitment to combat discrimination, promote equality of opportunity and promote good relations between all people. We will do this for all London's communities including those defined by age, disability, gender, race, religion or belief/non-belief and sexual orientation.

In our role of scrutinising, overseeing and holding the Metropolitan Police Service (MPS) to account, this document will be one of the key standards by which we operate so that we achieve for Deaf and disabled people a confidence in the MPS and a good experience of policing, to meet their needs and aspirations.

Through our Scheme and action plan, we will demonstrate how we are meeting the Disability Equality Duty to:

- publish a Disability Equality Scheme (including within it a three year action plan);
- involve disabled people in producing the Scheme and action plan;

- demonstrate how we have taken actions in the Scheme and achieved appropriate outcomes
- report on progress; and
- review and revise the Scheme.

MPA members, the Chief Executive and Clerk and all MPA staff share the Mayor's vision for disability equality which states that the GLA 'family' group, of which we are part, should:

- promote equality so that disabled people who live in or work in or visit London can enjoy their full human, social and political rights free from discrimination;
- challenge and eradicate discrimination against disabled people;
- provide responsive and accessible services for all Londoners;
- embrace London's diversity as a source of strength and opportunity;
- promote equality for disabled people in the mainstream; and
- ensure that our workforce reflects the diverse population of London and encourage exemplary employment practices in the public, private and voluntary sector across London.

In all our considerations around disability we will move towards defining disability according to the social model (see Appendix 1, page 100). We accept that disabled people do not face disadvantage because of their impairments but experience discrimination in the way we organise society. This includes failing to make education, work, leisure and public services accessible; failing to remove



barriers of assumption, stereotype and prejudice; and failing to outlaw unfair treatment in our daily lives. We will endeavour to play our part in improving the lives of disabled people.

**Len Duvall**

Chair of the Authority

**Catherine Crawford**

Chief Executive and Clerk to the Authority

**Kirsten Hearn**

Independent member and Chair of the MPA Equal Opportunities and Diversity Board





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# Disability Equality Scheme

Part A

Arrangements for meeting the general duty

2006 to 2009

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## The Metropolitan Police Authority - who we are and what we do

The MPA was established under The Greater London Authority Act 1999 and came into effect in July 2000. Our main function is to secure and maintain an efficient, effective and fair police service for the capital and to hold the MPS accountable for the services they provide to London.

We are an independent statutory body with 23 members. Four of these are magistrates, seven are independent members and twelve are London Assembly members of the Greater London Authority.

The MPA is part of the GLA 'family' which includes the Greater London Authority (GLA), London Fire and Emergency Planning Authority (LFEPA), the London Development Agency (LDA) and Transport for London (TfL).

### What does the MPA do?

The MPA is required to:

- set objectives for policing in London;
- issue a local policing plan, including details of objectives, targets, performance and actions;
- produce an annual report;
- bring improvements to policing by meeting a duty to provide best value;
- consult those who live and work in London about policing in their areas;
- co-operate with the London boroughs, the Commissioner of the

MPS, and other agencies in Crime and Disorder Reduction Partnerships (CDRPs);

- promote equality of opportunity for all persons; eliminate unlawful discrimination; and promote good relations between people of different racial groups, religious beliefs and sexual orientation (GLA Act 1999, Section 404); and
- operate an Independent Custody Visiting (ICV) Scheme to make sure the welfare of people detained in London's police stations is maintained.

Planning and managing the annual police budget is one of the Authority's core responsibilities. We are required to:

- be accountable for the management of the police budget;
- keep a police fund and accounts;
- make proper arrangements for the administration of the financial affairs of the MPS;
- be responsible for the purchasing and disposal of police property in London;
- agree contracts and services; and
- conduct audits of the MPS.

Finally, we have responsibilities for staff under the command and control of the MPS Commissioner:

- overseeing the statutory complaints and discipline process for the MPS and dealing directly with complaints and disciplinary proceedings



against senior police officers of Association of Chief Police Officers (ACPO) rank;

- overseeing employment issues involving police staff; and
- appointing ACPO rank officers.

### **The MPA and the MPS**

Although the MPA and the MPS are separate bodies the MPA has powers to influence and lead the MPS. For example, we can:

- ask the Commissioner to submit a report on matters connected with the policing of London;
- determine the priorities and performance targets of the MPS;
- receive a general report annually from the Commissioner;
- be responsible for delivering best value work carried out by the MPS; and
- make arrangements for consultation, which helps the MPS provide more effective policing.

Generally, we have the same functions and responsibilities as the 41 other police authorities in England and Wales. There are some differences, which are linked to the existence of the Greater London Authority, and the importance of the MPS in terms of its size, together with its national and international policing responsibilities.

### **The MPA and the GLA**

The MPA is a separate legal entity from the GLA and the Mayor of London must consult us before preparing a draft budget and when preparing statutory strategies for London.

### **The MPA and the Home Secretary**

Both the MPA and the Home Secretary have a role to play in ensuring that the MPS discharges its national and international duties efficiently and effectively. These duties are set out in the Greater London Authority (GLA) Act 1999.

In addition, we comply with, or take into account, various directions and targets on policing matters given by the Home Secretary including any direction following a report about the MPS by Her Majesty's Inspectorate of Constabulary (HMIC).

### **The MPA as an organisation**

We currently employ 98 permanent staff, with 62 employed in the secretariat and 36 in Internal Audit.

The Chief Executive and Clerk to the Authority is responsible for corporate leadership, relations with the MPS and other key external partners and agencies.

The Deputy Chief Executive and Deputy Clerk and Solicitor to the Authority is responsible for all MPA secretariat operations on a day-to-day basis and is the monitoring officer, warning of illegality or maladministration.

The Treasurer is responsible for the proper administration of the financial affairs of the MPA and has a supervisory role over the entire police budget.



MPA members are fully briefed and regularly updated on their duties under equality and human rights legislation including:

- Equal Pay Act 1970
- Sex Discrimination Act 1975
- Race Relations Act 1976
- Disability Discrimination Act 1995
- Human Rights Act 1998
- Data Protection Act 1998
- Greater London Authority Act 1999
- Sex Discrimination (Gender Reassignment) Regulations 1999
- Race Relations (Amendment) Act 2000
- Sex Discrimination Act 1975 (Amendment) Regulations 2003
- Race Relations Act 1976 (Amendment) Regulations 2003
- Disability Discrimination Act 1995 (Amendment) Regulations 2003
- Employment Equality (Religion or belief) Regulations 2003
- Employment Equality (Sexual Orientation) Regulations 2003
- Equal Pay Act 1970 (Amendment) Regulations 2003 and 2004
- Gender Recognition Act 2004
- Civil Partnership Act 2004
- Disability Discrimination Act 2005
- Employment Equality (Age) Regulations 2006

All members have signed the MPA's Code of Conduct, which sets out the standards they must meet when undertaking public duties on behalf of the Authority.

### **Want to know more about us?**

See our website [www.mpa.gov.uk](http://www.mpa.gov.uk) or write to:

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# Introduction to the MPA Disability Equality Scheme

The MPA, as a public authority, has to produce a Disability Equality Scheme (DES) as part of its Disability Equality Duty defined in the Disability Discrimination Act (DDA) 2005.

## Welcoming this opportunity

We at the MPA support the introduction of a DES, as this will encourage us to improve and to be active in challenging disablism within our operations. We define disablism as “abusive, discriminatory or oppressive behaviour arising from the belief that Deaf and disabled people are inferior to others”.

One of the aims of the DDA 2005 is to change the experiences of Deaf and disabled people when they receive public services. This is the overall aim of our DES: to take the steps which will lead to there being *no significant disparity between the experiences of people based on their identity* (e.g. age, disability, ethnicity, gender, religion or belief/non-belief and sexual orientation) as they receive a service from the MPA.

Our Scheme and action plan outline not only where we want to get to but also how we propose to get there. In developing our action plan, we have used the experience of our Race Equality Scheme (RES) to inform our approach. However, in producing our DES we have actively involved Deaf and disabled people. A number of actions we have committed ourselves to achieve over the next three years arose from the direct involvement of

Deaf and disabled people and we are grateful for their input.

## Our commitment to disability equality

The MPA is committed to promoting disability equality and we aim to support the social approach to disability. We aim to:

- be active in challenging barriers which may hinder Deaf and disabled people from working for and with the Authority;
- both lead and participate in projects and/or initiatives that will improve the quality of life for Deaf and disabled Londoners; and
- improve relationships between Deaf and disabled individuals and groups with the MPS.

## Building our Scheme

In order to build our Scheme we have worked with Deaf and disabled individuals and groups as well as reviewed the findings from a number of engagement initiatives (see user involvement section, page 20).

We have undertaken some initial impact assessments on our existing operations which have enabled us to identify the gaps and barriers within our operations in relation to disability equality. Collectively these strategies have enabled us to identify a series of disability equality priority areas and a number of actions which we are committed, as an organisation, to implement (see action plans section, page 33).



Each action has been defined practically and is designed to be achievable within a set timeframe. Also, in the future we will identify how each action will assist the MPA to meet Level 3 of the Equality Standard for Local Government (ESLG) (see ESLG section, page 26).

**Defining disability**

The DDA 1995 says that “A person has a disability if he has a physical or mental impairment, which has a substantial and long term adverse effect on his ability to carry out normal day to day activities.”

We recognise that for some Deaf and disabled people this definition is too individualistic and reflective of the medical model of disability. The medical model is interpreted by Deaf and disabled people as being oppressive. On account of this, the MPA is committed to the social model of disability. We draw on a statement made in the Disability Rights Commission Code of Practice for the DDA 2005: “*The poverty, disadvantage and social exclusion experienced by many disabled people is not the inevitable result of their impairments or medical conditions, but rather stems from attitudinal and environmental barriers*” (see Appendix 1, page 100).

Using the social model of disability as a tool has enabled us to explore the attitudinal, structural (e.g. policies, procedures, and communication methods) alongside environmental barriers that may or may not exist within our organisation and externally in the communities we serve.

We believe that society creates disability and consequently socially constructed barriers restrict people with impairments. By dealing with these barriers we hope that Deaf and disabled people will feel valued as members of society (as they rightly should) and be able to participate and feel safe within their communities.

It is also our aim, by encouraging the involvement of Deaf and disabled people, that we can improve our own organisation. To this end, we have established partnerships with key related organisations within London. However, we realise that we can do more. We have also taken actions to encourage the potential of Deaf and disabled employees within our workforce.

We also recognise the existence of disablism and its impact on people’s lives. Such attitudinal barriers not only limit inclusion they can also lead to hate crimes, which is a priority area we have identified to be addressed within our Scheme.

Part of this work is also to recognise and celebrate Deaf culture. This is in recognition that many Londoners who use British Sign Language (BSL) see themselves as a linguistic minority not as ‘disabled’ people. Deaf (with a capital D) is a way of describing a culture with its own sign language, lifestyle, history, and a sense of belonging. This is a cultural model of deafness rather than a medical model and defines being Deaf as a positive way of experiencing the world visually.



The medical model of deafness focuses on how much someone's hearing differs from the average.

In line with the legislation we have used the term disabled people throughout this Scheme, but wish to express our recognition that the population this term covers includes (but is not limited to): Deaf people; people who are blind, visually and physically impaired; people who have disfigurements; people with learning difficulties; individuals who are living with mental health issues; and those living with a life threatening illness. We also recognize the impact that living with these circumstances may have on other family members.

### Legislative framework

The DDA 1995 has been amended by the DDA 2005 so that it now places a general duty on all public authorities, when carrying out their functions, to have due regard to the need to:

- promote equality of opportunity between disabled persons and non-disabled persons;
- eliminate discrimination that is unlawful under the Act;
- eliminate harassment of disabled persons that is related to their disability/impairment;
- promote positive attitudes towards disabled persons;
- encourage participation by disabled persons in public life; and
- take account of disabled persons' needs in delivering services and employment, even where that involves treating disabled persons more favourably than other persons.

Due regard means that authorities should give due weight to the need to promote disability equality in proportion to its relevance to disability.

(Section 49A DDA 2005)

As a public authority, the MPA is expected to have due regard to these six parts of the general duty. In all our decisions and functions we should give due weight to the need to promote disability equality in proportion to its relevance.

Due regard comprises two linked elements: proportionality and relevance. **Proportionality** requires greater consideration to be given to disability equality in relation to functions and/or policies that have the most effect on disabled people. Where changing a function or proposed policy would lead to significant benefits to disabled people, the need for such a change will carry added weight when balanced against other considerations. Consequently like other public authorities we will need to take care when assessing **relevance**, as addressing disability equality will be more relevant to some operational areas than others.

For the MPA, the Disability Equality Duty will require us to think about the needs of disabled people when we develop our policies, services and functions. It will bring about a shift from a legal framework, which relies on individual disabled people complaining about discrimination, and adjustments, made often on an individual basis, towards one in which the public sector becomes a proactive agent of change.





As outlined in the Statutory Code of Practice the MPA needs to do the following to meet our general duties:

- carry out impact assessments;
- collect and study evidence and identify and address gaps;
- prioritise actions;
- actively involve disabled people;
- let people know what we are doing;
- set an example to others;
- train our staff on disability equality issues and our DES; and
- work with others to deliver disability equality.

As a named public authority, the MPA also has a specific legal duty to prepare a DES, which sets out:

- the involvement of disabled people in the development of the scheme;
- how evidence will be collected and used in future;
- the way we will assess our impact on disabled people and making improvements where necessary;
- the steps which the MPA will take to fulfil its general duty encapsulated in a three year action plan;
- ways we intend to monitor and review our performance; and
- our methodology for preparing and redrafting our scheme every three years with an annual review process.

### **Our approach to equalities**

Our DES is an integral part of our equalities and diversity work. As such it is a significant strand of our Generic Equalities Scheme (GES). By

Integrating the DES into our mainstream equalities work, enables us to do the following:

- carry out effective targeting of our resources to enable us to make more responsive actions;
- recognise that the disabled population is diverse in its nature, not just in terms of different impairment experiences but also in terms of age, gender, race, religion or belief/non-belief and sexual orientation;
- recognise that most people belong to more than one community or group and can experience discrimination on several levels from different perspectives e.g. a Muslim disabled man; and
- be aware in our work that there may be conflicts of perspectives, for example, between religion or belief and disability.

It is, however, possible to make a distinction between the strands through our reporting and recording mechanisms. There is a separate action plan and we aim to establish long term sustainable involvement strategies building on our existing initiatives to evaluate and advise this work. The impact assessment process is the same for all the equality strands but we aim to consider the impact on disability separately from other equality considerations such as race and gender.

This distinction is made with the understanding of the Disability Discrimination Act's requirement to make reasonable adjustments – highlighting that equality of opportunity



cannot be achieved merely by treating disabled and non-disabled people in the same way. This is further recognised by the Disability Equality Duty requirement that public authorities need to give due regard to the need to treat disabled people more favourably. This is distinct and unique to disability discrimination in equality law.

**Generic Equality Scheme**

In order to challenge, champion and drive disability and other diversity issues, the MPA is committed to producing a GES.

Our GES is designed to apply a series of standards which are both consistent and flexible to recognise the differences, similarities, and conflicts that exist within the equalities and diversity arena.

The focus of the scheme is on six equalities strands: age; disability; race; religion or belief (including non-belief); gender and sexual orientation. This sits within the framework of the Human Rights Act 1999. The key elements of the GES include promoting equality of opportunity in service delivery, employment practice and in the MPA's scrutiny role of the MPS. Alongside outlining our monitoring and scrutiny processes, we aim to ensure equality of opportunity for our employees, in our service delivery and appropriate initiatives. Throughout the development and proposed monitoring of our GES we have involved and engaged with staff, MPA members and voluntary partners.

In order to assist with the development of the GES we have developed a Generic Equality Scheme Working Group (GESWG), which works on behalf of the MPA Equal Opportunities and Diversity Board (EODB). The EODB is an MPA committee that has a responsibility to lead on the development and implementation of the MPA's GES of which the DES is a significant strand. The membership of GESWG consisted of one nominated person from each team within the MPA, invited community members, MPA members and some MPS representatives.

The GES will be launched, to include the DES, in autumn 2007.



## Gathering information and using the information gathered

In order to meet our duty, we will gather information and evidence to assist us improve our services in the following ways:

### In employment through:

- internal data collection exercises;
- staff surveys;
- feedback from staff network groups; and
- internal complaints.

### In service delivery through:

- research;
- use of the Safer London Panel;
- customer surveys and questionnaires;
- focus groups;
- analysis of complaints; and
- feedback given at meetings (such as EODB).

### Case study: data collection

In November 2006, the MPA Interim Human Resources and Change Manager conducted a review of how the Authority's Human Resources Team handles information relating to staff. The purpose of the data collection exercise was to ensure that the information held by the Authority is accurate. This information will assist the Authority in ensuring that it is aware of the numbers and needs of all its staff, including to assist in identifying potential barriers faced by Deaf and disabled staff, thus enabling to Authority to make reasonable adjustments.

### Using the information gathered

We are committed to using the information we have gathered to assist us in our aim to become an employer of choice and to improve the performance of the Authority and the MPS. The following are some of the ways in which we propose to use the information gathered through our DES:

- we are committed to using data gathered to improve the quality and delivery of our services, for example in how we consult internally with our Deaf and disabled staff and externally with Deaf and disabled individuals, groups and organisations;
- we are committed to using the information gathered to help us annually review the action plan;
- we will use the information and expertise held by the Disability Equality/Strategy Working Group to help inform subsequent reviews of the Scheme;
- we are currently exploring systems and mechanisms to support teams and managers on a monthly basis in relation to the achievement of their outcomes as identified in the action plan;
- as a result of our objective to meet level 3 of the Equality Standard for Local Government by December 2007, we will gather the evidence needed to meet the various equality standards in relation to disability and share the outcomes publicly as appropriate; and
- we will update the Scheme to take into account any relevant legislative changes. Using the information in this way will help us prepare and improve subsequent Schemes.



## User involvement

A number of activities have been undertaken by the MPA to ensure wider user involvement of Deaf and disabled people. This has included the establishment of a GES Working Group and a DES Working Group, as well as engaging with the MPS Disability Independent Advisory Group (DIAG).

Since April 2005, the MPA has taken significant steps and engaged in several events to elicit views from a variety of community groups. These include:

### **Disability Equality Scheme Working Group (DESWG)**

The DESWG was established in 2005 and is chaired by Sarah Long, a disability equality expert. The group included Deaf and disabled individuals and representatives from local and national Deaf and disabled groups, as well as staff members from the MPS. The purpose of the group was to ensure issues in relation to disability equality were addressed. As a result of the active involvement of Deaf and disabled people, a number of interventions to the MPA DES were made. Some of these can be found in section on priority themes (page 22). The involvement of Deaf and disabled people ensured that issues specific to disability remained high on the MPA agenda.

The DESWG has also contributed to the work of the GES Working Group, which worked in parallel.

### **Deaf and hearing-impaired user involvement event**

The MPA user involvement event, took place on 12 July 2006. The aim of the event was to hear views on the improvements that could be made to the work of the MPA in regard to disability issues, with a focus on the needs of the Deaf and hearing-impaired people.

During the course of the event a number of focus discussions took place to obtain views on what had been done so far, what still needed to be done, how to get further involved with developments being made by the MPA and identify key priorities for the MPA DES.

There was general acceptance that the social model of disability offers a more practical solution in understanding needs of Deaf and disabled people<sup>1</sup>.

Feedback from the event included an acknowledgement of the work being done by MPA and that the MPA is seen to be much further ahead in its thinking than some organisations. We recognise, however, there is still more to be done. With the support of various organisations we hope to take even

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<sup>1</sup> In the social model of disability the notion of discrimination is key - disabled people do not face disadvantage because of their impairments but experience discrimination in the way we organise society.



greater strides to address the range of issues identified.

Other issues identified for further action by delegates included:

- More face-to-face engagement is necessary rather than telephone interviews;
- Concern that the MPS was doing well at a strategic level but not at local level;
- Concern regarding training procedures for the MPS around the needs of disabled people; and
- Concern at the extent to which Black and Minority Ethnic (BME) disabled communities are involved in the consultation process.

**MPS Disability Independent Advisory Group**

In conjunction with this, the MPA has been involved with the MPS Disability Independent Advisory Group (DIAG). DIAG have invited representatives from the MPA to attend their meetings and have jointly worked on key areas of work, including:

- providing updates on disability hate crimes
- assisting the MPS response to the Greater London Action on Disability (GLAD) Report “Disabled people and the police - a new relationship?”; and
- responding to the MPS DIAG questionnaire on the quality of service provision.

The MPA has been proactive in ensuring that information is available in a variety of alternative formats for Deaf and disabled people, as well as raising issues in relation to accessibility for

disabled people attending public events.

**Looking to the future**

Much work has taken place over the past year and the MPA remains committed to this agenda. The changes in legislation make clear the duties of all public authorities in relation to their duty. Our commitment will be in taking forward the recommendations from these events in our work with other statutory partners, to ensure London is a safe place for all its citizens and visitors.

**Case Study: Disabled People and the Police – A New Relationship?**

The MPA commissioned GLAD to produce a report and hold a conference on policing issues affecting disabled people in January 2004. The key findings and action areas from the draft report were presented to EODB in September 2004 and formed the basis of discussion at the community conference in October 2004. Over 100 people attended the conference bringing together disabled Londoners, MPS employees, members of the MPS Disabled Staff Association, the MPS Strategic Disability team and representatives from organisations across London. The final report presents the ‘Disability Agenda’ giving clear directions by which the MPA and MPS can provide a fair police service to the requirements of London’s disabled people. The report considers the gaps in engagement with disabled people. The MPA is clearly aware of the need to ensure involvement from as many organisations as possible and has endeavoured to ensure the substantial work continues.



## Priority themes

Nine overarching themes have emerged through our consultation and/or involvement processes, which we have used to define our priority areas.

### 1. Challenging hate crime

The MPA will consider how to increase awareness of and how to challenge and manage hate crimes towards disabled people through appropriate strategies and initiatives. This will impact on our work with the MPS.

### 2. Developing ways of monitoring performance

This will include methods in which to collect data to support these monitoring processes. Data collection points need to take into account the diversity of the disabled population including the fact that disabled people are men and women, young and old, gay and lesbian, and from the BME communities, etc.

### 3. Developing access initiatives

This covers all our operations to ensure that access considerations and adjustments are available within our systems. Access refers to the process that enables a disabled person to participate, to the same extent that other non-disabled people are able to, through the provision of accessible communication, provision of personal assistant support or an accessible environment to name a few. For example, our access strategies will be integral within our health and safety policies, wherever possible, using these procedures to promote inclusion of disabled people.

### 4. Review and improve our communication strategies

As part of our access strategies, we will challenge barriers in communication and ensure that a basic standard is used in all materials as well as providing translations and interpretations as appropriate. This covers both electronic and paper communications.

### 5. Review our human resources policies

We will examine how we can improve provision to Deaf and disabled employees currently working for the MPA. We will also look at how we can attract more disabled people to work for us. For example, we are committed to exploring whether we could aim to become a two-ticks employer (see page 23).

### 6. Respecting Deaf and disabled people's experiences

We will work towards ensuring that our code of practices, complaints and harassment policies are not only accessible to Deaf and disabled people but also respect their needs and experiences.

### 7. Disability equality training

We will ensure that a programme of disability equality training is developed using appropriate disabled trainers. This is aimed at increasing awareness and knowledge throughout the organisation.



## **8. Ensuring that Deaf and disabled people's views are represented**

Strategies will be explored to ensure that Deaf and disabled people are represented within all the public forums which inform the operations of the MPA.

## **9. To continue to develop involvement strategies**

Involvement strategies will be designed to ensure that there is a dialogue between the MPA and the disabled community by developing relationships with organisations of disabled people and their representatives. The aim is to encourage active involvement in directing and assessing the development of our DES.

The two ticks disability symbol is awarded in recognition of employers who have agreed to meet five commitments regarding the recruitment, employment, retention and career development of disabled people.

### The Five Commitments

1. To interview all disabled applicants who meet the minimum criteria for a job vacancy and consider them on their abilities.
2. To ensure there is a mechanism in place to discuss, at any time but at least once a year, with disabled staff what they can do to make sure they can develop and use their abilities.
3. To make every effort when employees become disabled to make sure they stay in employment.
4. To take action to ensure that all employees develop the appropriate level of disability awareness needed to make your commitments work.
5. Each year, to review the five commitments and what has been achieved, to plan ways to improve on them and let employees and Jobcentre Plus know about progress and future plans.



## Equality Impact Assessment process

The purpose of an Equality Impact Assessment (EIA) is to improve the work of the MPA by making sure it does not discriminate and that, where possible, it promotes equality. It is a way to make sure individuals and teams think carefully about the likely impact of their work on equality target groups and take action to improve services, policies, strategies and projects.

It involves anticipating the consequences of policies and projects on the target groups and making sure that, as far as possible, any negative consequences are eliminated or minimised and opportunities for promoting equality are maximised.

EIAs originate from the Race Relations (Amendment) Act 2000 as well as the ESLG, both of which place obligations on local authorities and public sector organisations to carry out impact assessments.

The GLA Family Group adopted the ESLG as a result of the Best Value Review of Equalities and in 2001 the MPA signed up to achieve level 5 of the ESLG. The Equality Standard is a Best Value Performance Indicator (BVPI) and as such is audited in the same way as any other BVPI.

The Equality Standard has been developed as a tool to enable authorities to mainstream disability, gender and race into policy and practice at all levels. The Standard provides a framework that has been extended to anti-discrimination policies for age, religion or belief and sexual

orientation within the GLA Group and MPA. The MPA is also required under the Greater London Authority Act 1999 'to have regard to the need to promote equality of opportunity for all persons irrespective of their race, sex, disability, age, sexual orientation or religion' (section 404). The MPA process is therefore aimed at assessing the impact of policies, strategies or projects across the six equality groups.

As previously stated, the MPA defines equality target groups as: women; black and minority ethnic people; young people and children; older people; Deaf and disabled people; lesbians; gay men; bisexual people; trans people and people from different faith groups. The equality areas, or strands as they are commonly called, are age, disability, gender, race, religion or belief and sexual orientation. The strands are inclusive of all people.

When conducting an impact assessment the MPA looks at two possible impacts; positive or negative (adverse) impacts.

An impact could be considered to have a positive effect on one or more equality target groups. This positive impact may be differential, where the positive impact on one particular group of individuals or one equality target group is likely to be greater than on another.

For example: a targeted training programme for disabled women would have a positive differential impact on disabled women, compared with its





impact on non-disabled women. It would not, however, necessarily have an adverse impact on disabled and non-disabled men.

An impact could be considered negative if there is a disadvantage for one or more equality target groups. This disadvantage may be differential, where the negative impact on one particular group of individuals or one equality target group is likely to be greater than on another. It should be noted that some negative impacts may not be intended. The EIA provides an opportunity to assess this.

For example: an event that was held in a building with no induction loop facilities would have a negative or adverse impact on some attendees with a hearing impairment.

We have applied a two-stage framework to the application of our impact assessment process to our DES. Firstly, each section of our organisation undertakes an initial impact assessment of all their policies, practices and procedures.

Efforts have been made to identify the gaps and barriers within the organisation that may directly and/or indirectly affect disabled people. Within our impact assessment we have considered:

- if the policy is a major one in terms of scale or significance for the authority's activities; or

- there is a clear indication that, although the policy is minor, it is likely to have a major impact upon disabled people.

Our second stage is to ensure that all new initiatives, policies, practices and procedures are examined in terms of impact on the disabled community.

### Case Study

In the course of a forensic audit visit by Internal Audit to a property store at a police station, the forensic auditor noticed a number of major health and safety infringements that affected the safety of those who worked in the store and visitors. The nature of the infringements were such that they would have particularly affected Deaf and disabled people. The matter was drawn immediately to the attention of the senior police officer in charge of the area. Within thirty minutes the highest risk had been eliminated and within twenty-four hours the risks that would have particularly affected Deaf and disabled people were resolved.



## Equality Standard for Local Government

The Equality Standard for Local Government (ESLG) sets out a generic equality framework to mainstream and audit equality of opportunities across all parts of the authority. There are five levels of the Equality Standard. Level 1 is the lowest and 5 is the highest. For each of the levels there is a list of indicators, for which the MPA has to provide evidence. The MPA has been self-assessed as Level 2 and is moving to Level 3 by December 2007.

In the future the MPA will produce updated versions of its DES with clear reference throughout the action plan to the ESLG. An example of how the DES will be linked to the ESLG is provided in the table below. In this way, the MPA will demonstrate and show with evidence the steps it has taken to ensure that it has given 'due regard' to all the equality strands in the development of its policies, procedures and practices. The outcomes of the assessment against the Equality Standard will contribute towards implementing our DES.

### An example action plan including ESLG link:

Programme / Project	Actions	Evidence of success	Link to ESLG	Lead officer	Time Table
Corporate Equality Plan (CEP)	Obtain agreement from SMT and Members to 'sign off' the CEP and that it has been overtaken by the MPA's RES, DES and Generic Equality Scheme	Members agreeing at EODB (Jan 07) to MPA DES and CEP has been superseded by Equality Schemes	Compliance with Levels 1-3 of ESLG	Laurence Gouldbourne (Head of Race and Diversity)	Feb 2008
	To host an annual meeting with SMT, Policy Officers Group (POG) and the DES WG to review progress of the MPA DES	Meeting arranged for November 2007 with deaf and disabled individuals and groups	Meets ESLG: 1.2.1, 1.2.4, 2.2.1, 2.2.3, 3.1.10, 3.2.2, 3.2.5.	Laurence Gouldbourne	Dec 2007 – Jan 2008



# Arrangements for publishing and monitoring the Equality Impact Assessment results

## Publishing Equality Impact Assessment results

A list of assessments carried out and the assessments themselves will be available on request, and online at the MPA website ([www.mpa.gov.uk](http://www.mpa.gov.uk)).

Equality impact assessments carried out as part of the committee reporting process will appear in the relevant published reports.

Part of the MPA performance plan will be used to report on the development of the RES. It will highlight the main issues and achievements arising from the equality impact assessments and the action plan section on page 33.



## Monitoring and governance arrangements

The MPA will review the DES action plan annually, and will update the public on progress in our Scheme through the MPA EODB, which leads on all issues relating to equal opportunities and diversity within the MPA and the MPS.

Members of the Authority will be at liberty to scrutinise the Scheme in its entirety, as well as make suggestions on improvements or considerations for specific areas as part of the annual review.

Members, who act for Londoners, can represent community views or invite community members to come and put forward their own views at an EODB community meeting. EODB meetings are held every two months and the DES will be scheduled to form part of the committee's agenda on an annual basis. Full Authority will sign off major documents produced.

The MPA will formally review the whole Scheme every three years. The Chief Executive and Clerk of the Authority will champion disability equality within the MPA. MPA team leaders, who make up the Policy Officers' Group (POG) and our Senior Management Team (SMT), will internally monitor our DES.

The MPA Race and Diversity Unit will be responsible for facilitating, co-ordinating and supporting responses to the Scheme, and the SMT will call for bi-annual updates from all units within the MPA.

Teams will report back to SMT on the progress of the actions within the Scheme. They will also add to or amend the actions as appropriate. Our Scheme is a living document. The quarterly update (as in the attached action plan) will contain evidence that indicates how the Authority is progressing, and will inform any revision of our monitoring of disability equality within the MPA and MPS.

The MPA Race and Diversity Unit will continue to support the SMT and all staff in the delivery of the action plan within the Scheme.

The MPA will continue to involve Deaf and disabled Londoners in the monitoring of the Scheme, through its already established working group, the Disability Equality Scheme Working Group (DESWG). The DESWG was set up to help take forward the development of this first DES, but have also been invited, along with Deaf and disabled Londoners who participated in our user involvement events, to continue to scrutinise our Scheme, and to hold us to account on the actions to which we have committed.

The MPA will continue to encourage wider participation of Deaf and disabled Londoners in the monitoring of the Scheme through further planned user involvement events, as well as in our mini-project teams, which will be needed to take forward some specific actions within our Scheme.



In 2007 the MPA will produce a GES. Work is already well underway to ensure that the Authority considers both the single and multiple dimensions of equality of opportunity in terms of age, disability, religion or belief (including non-belief), gender, race, and sexual orientation. This new Scheme will highlight commonality amongst the diversity stands but will still have a focus on disability, and the development and monitoring of this new Scheme will also involve Deaf and disabled Londoners.

### **The MPS's 'fair practice' monitoring**

The MPA will use the information from systems developed by the MPS to monitor the impact and fairness of the MPS's service delivery to different Deaf and disabled groups. We recognise that, at the time of writing, the MPS's systems for monitoring disability equality, particularly in relation to service delivery and community engagement, is limited. However, with Deaf and disabled people, the MPA will encourage the MPS to consult on and develop monitoring systems as quickly as practicably possible and appropriate and seek to implement these systems in every borough across London.

### **Local scrutiny**

The MPA will work with the MPS to develop local and London-wide analysis of the results reported by each borough. To this end, the MPA will invite local community organisations and agencies to monitor and offer advice about their borough services with regard to disability equality. These arrangements will seek to utilise the knowledge and interest of

forums that already deal closely with the police service in many boroughs. They will also seek to set up and develop new arrangements for working and monitoring the police service in some boroughs through the active involvement of Deaf and disabled people.

The MPA will work with Crime and Disorder Reduction Partnerships (CDRPs) to embed equalities and diversity in the work and objectives of each partnership (see CDRPs section, page 70).

### **Internal scrutiny**

The MPA will also invite trade unions and staff associations to help it develop a framework for monitoring the implementation of the Scheme and its intended outcomes within the service.

### **GLA support**

The MPA recognises the important role the GLA will play in the Authority's monitoring of the MPS. In particular, the GLA's Budget and Equalities Group will play a key part in establishing the link between, and scrutiny of, budgets and performance.

### **Crime and Disorder Reduction Partnerships**

Each CDRP has a variety of policies aimed at reducing crime and disorder on a local level. The MPA, as a CDRP partner, overviews CDRP policies to ensure that they have equity of impact on all groups and adhere to ethical and legal frameworks, including compliance with the Human Rights Act (HRA) 1998 and the Race Relations (Amendment) Act 2000.



## Arrangements to ensure public access to information and services

### The role of the MPA in consultation

When it comes to consultation, the MPA's key function is to enable the people of London to voice their views about the MPS. To be truly effective the MPA needs to gain the confidence of all sections of the community. Together, the Community Engagement Unit and the Communications Unit will be responsible for promoting the MPA to London's diverse communities.

### Access to information and services

Members of the public can access MPA information and services most easily by using the Authority's accessible website, or can attend committee meetings, all of which are open to the public. To increase awareness of these meetings, and make the public feel welcome at them, the MPA aims to:

- publicise the meetings in a variety of ways - on the MPA website, in press releases, in local media and on email circulation lists;
- ensure committee agendas are available five working days in advance of a meeting and are published on the MPA website;
- where possible, meet requests to provide translators and interpreters;
- if practical, try to notify an individual community of forthcoming committee discussions that will be of particular relevance to that community;
- set standards that will encourage report writers to adopt a clear, straightforward style of presentation, which can be understood by all;

- consider adopting a system that will enable the public to ask questions and submit petitions at any committee meeting. At present, the public can raise points at its Full Authority meeting and at EODB meetings; and
- consider and seek to meet the needs of Deaf and disabled people who wish to attend meetings.

Occasionally the MPA holds other meetings to which members of the public are invited. Every effort will be made to achieve the standards set out above for these meetings, too.

### MPA communications

The MPA has its own website, which is used to provide the public with information/access to services. The Communications Unit ensures that information and supporting documents can be provided in various community languages and are accessible in a variety of formats. The MPA recognises that the Internet, like most channels of communication, has a limited reach. So, in order to widen the Authority's communications base, consideration will be given to a more effective use of broadcasting and print media.

### Customer service

The MPA understands the importance of good customer service when it comes to providing access to information and services. To help promote high customer service standards, the MPA will aim to:



- support and train staff to meet the highest customer service standards;
- investigate any complaints of disablist behaviour and attitudes shown towards members of the public; and
- investigate any staff complaints of disablist and other discriminatory behaviour from members of the public.

### **Access to the MPS - the MPA's role**

The MPA will direct and encourage the MPS to adopt the Authority's priorities and share its own best practice with regard to access to information and services.

The MPA will be particularly concerned with promoting:

- engagement between the MPS and Deaf and disabled people; and
- access to jobs within the MPS. If the service can attract, and meet the needs of, a diverse and representative workforce, its service delivery will better reflect the population it serves.

### **Consultation**

The MPA will work jointly with the GLA group and other public bodies to:

- reduce duplication with regard to when, where and with whom it consults;
- implement the recommendations arising from the Best Value Review of Equalities, the Best Value Review of Consultation, and other forthcoming reviews as relevant;
- identify and agree common standards, including achieving level

5 of the Equality Standard for Local Government (ESLG); and

- develop shared resources on issues of translation and interpretation.

### **Arrangements for consultation**

#### **Aims**

The MPA wants to ensure that the consultation it carries out reaches all sections of London society, that it engages with disaffected and under-represented groups, and that community relations and local crime problem solving are improved through consultation.

The MPA intends to make the entire consultation process representative of London's diverse population - from the people who participate in and respond to the consultation through to those who undertake and manage it.

#### **Arrangements**

An appropriate method of consultation will be determined for each functional and policy equality impact assessment review.

The Community Engagement Unit is currently developing a community engagement strategy. The strategy aims to provide effective ways for Londoners to understand and to be able to influence the policing decisions and policies that affect them, and to hold the MPS to account for their services at local level.



It details how the MPA will strengthen Londoners' own voices in directly shaping the nature of policing by allowing the MPA to speak on their behalf with a legitimate and informed voice. It will also provide a framework for a strong local democratic process over policing in London.

The MPA and the MPS will work closely with the GLA group to develop its community consultation. The MPA will make use of the GLA's stakeholder networks such as the London Civic Forum.

The MPA Co-ordination and Policing (CoP) Committee will receive reports on the findings of all consultation activity.

**Arrangements for consulting with the MPS**

A key objective of the community engagement strategy will be to ensure consultation is fully inclusive, regardless of whether the Authority carries out the consultation itself, or simply supports it, e.g. through funding Community Police Consultative Groups (CPCGs).

The Community Engagement Unit will support the work arising from the MPA CoP Committee. The Head of the Unit is responsible for ensuring the proper administration and funding of borough consultative arrangements.

**Collaboration**

The MPA will continue to establish good partnerships with a range of pan-London organisations, as well as local Deaf and disabled individuals and organisations, to help it to meet its consultation duties.

In addition, it funds CPCGs to engage with communities and uses other qualitative and quantitative research to identify policing priorities.





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# Disability Equality Scheme

Part B

Action Plans

2006 to 2009

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## Community Engagement

### Generic work area

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 negotiate priorities for action and shape and deliver 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 borough police accountability 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 also has a pan-London community engagement mechanism - the Safer London Panel. The panel comprises 3,000 London residents who are regularly asked by the MPA to give their views on a wide range of crime, community safety and policing issues. The panel reflects London's diverse population: 12% of panel members are disabled people and a further 8% have a disabled household member. As a comparison, data supplied by the GLA states that 20% Londoners identify as disabled.

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 and the Safer London Panel at a pan-London 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. An example of this is the MPA's current year-long programme of community engagement to counter-terrorism.

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.

Disabled people have participated in the various consultative activities which constitute this programme of work.

**Current priorities and 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; and
  - liaising with local statutory partners to ensure joined up structural arrangements are in place.
  
3. Enlarging the MPA's community engagement profile at a pan-London level by:
  - ensuring that the 3,000 member Safer London Panel is effectively



used and the results are widely disseminated and promoted;

- 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
- facilitating community engagement to counter-terrorism through a series of public hearings, local consultations and focus groups.

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.



<b>Programme / Project</b>	<b>Actions</b>	<b>Evidence of success</b>	<b>Lead officer</b>	<b>Time Table</b>
Safer London Panel	<p>Bi-annual refreshment and recruitment of membership to maintain the representation of 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 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>A disproportional number of disabled people are successfully recruited onto the Safer London Panel</p> <p>A representative sample of the disabled Panel members takes up the opportunity to become involved in Panel activities</p>	Tim Rees (Head of Community Engagement)	2006 - 2009

Programme / Project	Actions	Evidence of success	Lead officer	Time Table
Counter - Terrorism: The London Debate	<p>To continue to ensure programme activities are fully accessible</p> <p>To continue to publicise and invite participation from the disabled community</p> <p>To produce all programme-related written materials in appropriate formats upon request</p>	<p>Deaf and disabled people take up the invitation to attend the remaining public hearings</p> <p>Deaf and disabled students take up the invitation to take part in the remaining student hearings</p>	Tim Rees	March 2006 – March 2007
Independent Custody Visiting (ICV) Scheme	<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 disabled people</p> <p>Ensure all information is produced in appropriate formats upon request</p>	<p>A more representative ICV Scheme in place</p> <p>Information available in a variety of formats and additional languages</p>	Kerry McClelland (please note that Kerry manages this micro-unit within the Community Engagement Unit)	2007 – 2009



Programme / Project	Actions	Evidence of success	Lead officer	Time Table
Community Engagement Strategy and work plan	<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 and disabled communities, who have particular policing needs and are disproportionately impacted by crime and disorder</p>	Identified work streams completed within the identified time frames	Tim Rees	2006-2007





Programme / Project	Actions	Evidence of success	Lead officer	Time Table
Community Engagement Groups including Community Safety Boards	<p>A more rigorous equality dimension has been introduced into the assessment criteria for providing MPA funding to borough-based community engagement groups. Documented evidence of the representation of Deaf and disabled people on both the membership and executive of groups is required and monitored. In addition groups are required to identify in their programme activities how they are involving and addressing the needs of Deaf and disabled people</p> <p>In addition to the above, the MPA will be:</p> <ul style="list-style-type: none"> <li>• collecting and analysing further information on disabled representation in groups;</li> <li>• collecting and analysing each group's disability policy;</li> <li>• developing and publishing Good Practice examples;</li> <li>• reviewing policies and practices to ensure that they adhere to MPA equality and diversity principles; and</li> <li>• reviewing and amending grant conditions to reflect the community engagement needs of Deaf and disabled people.</li> </ul>	<p>Information collected</p> <p>Disability policies collected</p> <p>Good practice identified</p> <p>Revised policies and practices</p> <p>Revised grant conditions</p>	Tim Rees	2007 – 2009



Programme / Project	Actions	Evidence of success	Lead officer	Time Table
	<p>In continuing to develop Community Safety Boards, the MPA will:</p> <ul style="list-style-type: none"> <li>• meet with Deaf and 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;</li> <li>• maintain relationships with Deaf and disabled people outside of Board meetings in order to build sustained relationships;</li> <li>• remove the identified barriers to involvement;</li> <li>• ensure that Deaf and disabled people are actively considered when devising relevant Board policies and procedures and those Deaf and disabled people who are unable to attend meetings are given alternative opportunities to participate; and</li> <li>• work towards ensuring that all Boards are self sustained independently constituted bodies without the need for daily input from the MPA.</li> </ul>	<p>Minutes of Board meetings and identification of reasons for lack of attendance and interest</p> <p>Records of participation and revision of board policies</p>	Tim Rees	2007/08 – 2009/10



## Race and Diversity

### Generic work areas

The Race and Diversity Unit's 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 diversity strands.

The team leads on the Equality Schemes, the Equality Standard for Local Government 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 EODB and ensuring the MPA Equal Opportunities and Diversity Strategic Objectives 2004 – 2007 are achieved. 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 has responsibility for supporting the MPA Stop and Search Review Board, which oversees implementation of the recommendations of the MPA Scrutiny on MPS Stop and Search Practice.

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- led 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-wide Race Hate Crime Forum (LRHCF). The LRHCF 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 unit works with the MPS Diversity and Citizen Focus Directorate. Areas of collaboration include the production of the Equality Schemes, responding to the Mayor of London's budget and equality scrutiny and embedding the recommendations of the Morris Inquiry Report<sup>2</sup>.

The team supports the work of external organisations as a means of eliminating discrimination, promoting equality of opportunity and promoting good relations between persons of different groups and assists the GLA and other functional bodies to formulate cross London policies and strategies.

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<sup>2</sup> An independent inquiry into professional standards and employment matters in the MPS commissioned by the MPA and published in December 2004.



## **Current priorities**

The unit continues its ongoing work on the Equality Standard for Local Government. When we have achieved Level 5 we will have demonstrated that we have all the policies, practices and procedures in place to demonstrate the embedding of equalities in all that we do.

Work and negotiations continue to secure the funding that is necessary to allow the LRHCF 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, 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 early 2007. The unit also notes that there is a wider recognition that people cannot be defined purely by a particular grouping or community, and therefore we are also in the process of developing a Generic Equality Scheme, which will enable the MPA to review our services whilst recognising the complexity of the communities we serve.



Programme/ Project	Actions	Evidence of Success	Lead officer	Time Table
Corporate Equality Plan (CEP)	<p>Obtain agreement from SMT and members to 'sign off' the CEP as it has been overtaken by the MPA's RES, DES and GES</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 and disabled community representatives to ensure that the key equality objectives are set for the MPA in its business planning for 2007 – 2008</p>	<p>Members agreeing at EODB (Jan 07) that MPA CEP has been superseded by the Equality Schemes</p> <p>Meeting arranged for November/ December 2007 with Deaf and disabled individuals and groups</p> <p>That all members of staff and MPA committees set one disability equality target in 2007 - 2008</p>	<p>Laurence Gouldbourne (Head of Race 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>
Equality and Diversity Policy	To revise and update the Equality and Diversity Policy, including the Policy Statement, ensuring compliance with existing legislation	That the Equality and Diversity Policy Statement is amended	Laurence Gouldbourne	Jan 2007



Programme/ Project	Actions	Evidence of Success	Lead officer	Time Table
		That the Equality and Diversity Policy reflects the changes in disability equality legislation	Laurence Gouldbourne	Nov 2007
London-wide Race Hate Crime Forum	<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 (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 and disabled people</p>	<p>Encourage MPS to continue to work with Deaf and disabled people</p> <p>Meeting with EODB Chair on issue; communicate to Deaf and disabled people through letter; if agreed, letter to published on MPA website</p>	<p>Laurence Gouldbourne Community Engagement Unit</p> <p>Laurence Gouldbourne</p>	<p>Jan 2007</p> <p>Feb 2007</p>



Programme/ Project	Actions	Evidence of Success	Lead officer	Time Table
	<p>Encourage the MPS to communicate as widely as possible its definition of 'domestic violence' in relation to disability issues</p> <p>To identify ways of further resourcing the LRHCF through Government Office for London (GoL), local boroughs and other funding bodies/streams</p> <p>To encourage greater participation in LRHCF by Deaf and disabled people</p>	<p>Work through the disability oversight scrutiny; raising issues through MPA Domestic Violence Board</p> <p>Approaching funding bodies such as King's Fund and Safer London Foundation</p> <p>Invite Deaf and disabled people to LRHCF borough presentation meetings</p>	<p>David Riddle (Deputy Chief Executive)</p> <p>Laurence Gouldbourne</p> <p>Laurence Gouldbourne</p>	<p>On-going</p> <p>Jan 2007</p> <p>On-going</p>



## 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, many staff have received disability awareness training from 'Disability Matters' and other providers.

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 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 and disabled staff. The HR function will review the MPA's approach to employing 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	Evidence of Success	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 and disabled people (see page 23 for an explanation of the scheme)</p> <p>By achieving recognition the MPA will be able to demonstrate to 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 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 and disabled people. The recognition will also make a real difference to existing Deaf and Disabled staff by cultivating a culture where difference is celebrated	Nick Toko (Interim Head of HR and Change Manager)	March 2007



<p>Set up an MPA Deaf and 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 and 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 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 disabled staff</p>	<p>Nick Toko</p>	<p>March 2007</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 and 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 disabled staff</p>	<p>Nick Toko</p>	<p>January 2007</p>



<p>Review policies, procedures and working practices in the following areas: disability leave, reasonable adjustments and access to work</p>	<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>	<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</p>	<p>Nick Toko</p>	<p>March 2007</p>
<p>Equal Pay Audit</p>	<p>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</p>	<p>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</p>	<p>Nick Toko</p>	<p>May 2007</p>



## Press and Communications

### Generic work area

The Press and 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 RDU, 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 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 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 RDU and Community Engagement colleagues, as well as the MPS and GLA, to survey 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	Evidence of success	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 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 and 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 disabled people and disability organisations and the media</p>	Phillip Powell (Director of Communications)	March 2007



Programme / Project	Actions	Evidence of success	Lead officer	Time Table
Major Incident Communications Strategy	<p>We have made communication with Deaf and 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 RDU to raise standards of MPS or joint press conferences</p>	Fast, effective and efficient dissemination of relevant information targeted at disabled people and in a variety of easily accessible formats	Phillip Powell	2007-2008
Feedback	<p>We will work with stakeholders, as well as with Deaf and disabled people and the organisations that represent them, to establish the views of Deaf and disabled people on how they wish to receive information; and the tone and content of information they receive from the Authority</p> <p>We will hold regular meetings with RDU to ensure we are meeting our corporate objectives</p>	<p>Feedback from stakeholders and Deaf and 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> <p>The way in which we communicate with the disabled enhanced so that we are seen as an exemplar in the field</p>	Philip Powell	<p>2007</p> <p>2007-2009</p>





Programme / Project	Actions	Evidence of success	Lead officer	Time Table
Online communication	<p>We will promote our website to 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 disabled people, organisations and media</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 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 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 disabled users in meeting their needs and ensure disability awareness and issues remain an active component of the technology work programme.



Programme / Project	Actions	Evidence of Success	Lead officer	Time Table
Draft Information Security Policy	Ensure the policy is equality impact assessed Consult technology users and involve disabled people in the community	A policy reflecting disability equality in information security, providing reasonable adjustments where applicable	Sudhen Swami (Head of IS/IT)	By March 2007
BlackBerry Acceptable Usage Policy	Ensure the policy is equality impact assessed Consult Deaf and disabled staff to ensure they are aware of alternative options	A policy reflecting disability equality around mobile computing and providing reasonable adjustments where applicable	Sudhen Swami	By March 2007
Reasonable adjustments	Utilise solutions such as: <ul style="list-style-type: none"> <li>• mobile computing solutions for visually impaired users;</li> <li>• enable accessibility options on desktops/laptops;</li> <li>• speech recognition software;</li> <li>• speech output software;</li> <li>• video magnifiers;</li> <li>• speech output software for websites and web based content; and</li> <li>• modified keyboards and mice, Braille printers</li> </ul>	Implementation of reasonable adjustments for use by Deaf and disabled staff and Members  Technology user awareness of support services and facilities available to the Deaf and disabled staff and Members  Formal adoption of reasonable adjustments through the Access to Information Policy and Access to Technology Policy	Sudhen Swami	On-going



Programme / Project	Actions	Evidence of Success	Lead officer	Time Table
Access to Information Policy	<p>Develop a policy on how MPA information assets are accessed, highlighting access methods for Deaf and disabled users</p> <p>Encourage awareness of disability issues throughout the information lifecycle management process from the start of each cycle</p>	<p>A culture of approaching access to information assets with disability equality at the forefront of solution and process design</p> <p>Highlighting access options to all new starters and bi-annual reviews of access requirements</p> <p>Periodic consultation on information technology utilisation</p>	Sudhen Swami	By Dec 2007
Access to Technology Policy	<p>Develop a policy on how MPA technology assets are accessed, highlighting methods and facilities available to Deaf and disabled users</p> <p>Encourage awareness of disability issues throughout the technology lifecycle management process from the start of each cycle</p>	<p>A culture of approaching access to technology assets with disability equality at the forefront of solution and process design</p> <p>Highlighting access options to all new starters and bi-annual reviews of access requirements</p> <p>Periodic consultation of the disabled community on technology utilisation</p>	Sudhen Swami	By Dec 2007



## 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. disproportionality). 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	Evidence of success	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>Evidence for this will include material in accessible formats inviting feedback from Deaf and disability groups and individuals. We will collate responses and demonstrate how they have influenced the evaluation of the framework</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>Siobhan Coldwell</p>	<p>Annual</p>



## 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 which 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 and 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 and 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 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 Race and 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.

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	Evidence of success	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 disabled. The current system does have the facility to record whether a victim is 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) has 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 respondents who wished to pursue these</p>	<p>EIA completed</p> <p>Data requested from the MPA and analysis into the level of recording conducted</p> <p>Report published on website. PPRC will monitor for continuous improvement in recording standards</p> <p>MPS in progress of assessing borough performance in rape and domestic violence and best practice to be shared to all BOCUs</p>	Jane Owen (Head of Planning and Performance)	Dec 2007



Programme / Project	Actions	Evidence of success	Lead officer	Time Table
	<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>Oversight of the Policing Plan production process</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 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>	<p>EIA completed</p> <p>Consultation process is open and transparent</p> <p>Annual Policing Plan being made available in alternate formats</p>	<p>Jane Owen</p>	<p>Dec 2007</p>



## 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 and 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 and disabled people, and address those issues routinely in our day-to-day work.



<b>Programme / Project</b>	<b>Actions</b>	<b>Evidence of Success</b>	<b>Lead officer</b>	<b>Time Table</b>
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 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>Minutes of meetings will record consideration</p> <p>Record of interventions</p> <p>Content of the Programme and monitoring outcomes through staff surveys</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	<p>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</p>	<p>Record of consultation on review and completion of review</p>	<p>David Riddle (Deputy Chief Executive)</p>	<p>Review by June 2007</p>
Health and Safety	<p>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 having regard to disability considerations</p>	<p>Record of consideration in minutes of meetings</p>	<p>David Riddle</p>	<p>June 2007</p>



Programme / Project	Actions	Evidence of Success	Lead officer	Time Table
Health and Safety plan	Accident reports will be monitored to consider any issues for Deaf and disabled people	Health and Safety Committee highlighting concerns and monitoring action	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 and disabled people	Record of consultations and completion of review	David Riddle	Policy statement to be reviewed by the end of 2007



## Crime and Disorder Reduction Partnerships

### Generic work area

The CDRP 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 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 CDRP team also helps MPA link members oversee the use of that fund. The work is divided on a geographical basis with the 3 partnership support officers (PSO) working with 8-9 boroughs (4-6 members) and a partnerships officer with 6 boroughs. An administration worker supports the team.

Officers also have lead project areas and actively supports MPA-wide initiatives and events e.g. working groups, problem solving conferences, Safer Neighbourhoods, London-wide Race Hate Crime Forum, Domestic

Violence Board, Stop and Search Scrutiny, community engagement work etc.

### Current priorities

The CDRP 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 CDRP work, and where and how the team shall endeavour to heighten awareness across the CDRP partnership of disability issues.

The CDRP 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 CDRPs case study, page 71). 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 where it is seen to be a responsibility of the MPA to do so.

### 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 review impact assessments and present a report to Full Authority as well as highlight the need for diversity training for staff and members relevant to disability.

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 disabled people locally across London.

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 may change in its make-up and responsibilities.

**Case Study: CDRPs**

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 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.



Programme / Project	Actions	Evidence of Success	Lead officer	Time Table
Support Members in their role as statutory partners on CDRPs	<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 disabled people</p>	<p>Record of CDRP minutes</p> <p>Record of CDRP minutes</p>	<p>Keith Dickinson (Head of CDRP)</p> <p>Keith Dickinson</p> <p>Keith Dickinson</p>	<p>Dec 2006</p> <p>Jan 2007</p> <p>First quarter of 2007</p> <p>First quarter of 2007</p>
Sharing good practice	Look for good practice examples that may impact disabled people and ensure they are shared as widely as possible	<p>Examples posted on good practice list</p> <p>Monitoring of take-up of good practice examples</p>	Keith Dickinson	On-going





Programme / Project	Actions	Evidence of Success	Lead officer	Time Table
£50k partnership fund	<p>Expand the fund profile to ensure responses explicitly identify how it can impact on all equality strands including disability</p> <p>Instruct the MPS to include the impact on Deaf and disabled people into their report on the use of the fund</p> <p>Include a section in the fund criteria to encourage consideration to support youth diversion activities that are inclusive of all young people, including those who are Deaf and disabled and/or specific groups working with disabled victims/offenders</p>	<p>Greater number of initiatives open to local CDRPs</p> <p>Written, quantifiable impact addressing disability issues</p> <p>Greater number of initiatives open to the Fund</p>	<p>Keith Dickinson</p> <p>Keith Dickinson</p> <p>Keith Dickinson</p>	<p>2007 amend fund spend profile to include disability</p> <p>Report on 2006/7 spending in 2008</p> <p>January 2007 amend criteria for use of the funding</p>
Regional partnership fund	Amend the application process to include a section on how the application would impact on all equality strands including disability	Written, quantifiable impact addressing disability issues	Keith Dickinson	January 2007 amend process



Programme / Project	Actions	Evidence of Success	Lead officer	Time Table
Processes	<p>The MPA scrutiny process should look to scrutinise issues relating to young people as victims and witnesses as well as perpetrators of crimes. This process should also include risk factors and the needs of disabled young people</p> <p>Part of the EODB report above should address the issue of engagement with all community and voluntary sector groups</p>	<p>Scrutiny conducted on issues relating to young people as victims and witnesses of crime</p> <p>MPA officers will identify key issues for the MPS to address and for MPA Members to champion on behalf of all Londoners</p> <p>Proof of engagement with all community and voluntary sector groups</p>	<p>SMT</p> <p>CEU and RDU</p>	<p>Strategic plan to include youth scrutiny as/when resources available</p> <p>Immediately</p> <p>January 2007</p>
MPA internal review	<p>The internal review process must pay due regard to the activities and time scales set out in this report when considering the responsibilities and allocation of job specifications to the new unit</p>	<p>A fair transparent process is agreed in consultation with all staff on the responsibilities and allocation of job specifications to the new unit in accordance with best practice and current legislation</p>	<p>SMT</p>	<p>April 2007</p>



Programme / Project	Actions	Evidence of Success	Lead officer	Time Table
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 and disabled people	Written, quantifiable impact addressing disability issues	Keith Dickinson	June 2007



## 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 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 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	Evidence of Success	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"> <li>• physical access to the meetings;</li> <li>• the written reports and alternative formats; and</li> <li>• any communication support required at meetings, such as Palantypist (speech-to-text reporter) or BSL signers.</li> </ul> <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>	Success will be when the MPA can demonstrate with confidence that a disabled person can attend an MPA committee meeting and not be disadvantaged in understanding what is going on	Simon Vile (Head of CLAMS Secretariat)	April 2007



Programme / Project	Actions	Evidence of Success	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 disabled people who might wish to apply, for instance in terms of:</p> <ul style="list-style-type: none"> <li>▪ how and where it advertises the vacancies to promote the contribution that disabled people could make in this role;</li> <li>▪ any specific information or support that someone might need to apply;</li> <li>▪ the interview process; and</li> <li>▪ any other issues</li> </ul>	Ability to demonstrate what practical measures have been taken; possibly a questionnaire to those applicants who have declared a disability in their application	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 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>	Feedback from disabled members that they are satisfied with the support they receive	Simon Vile	2008 (when next round of member appointments is made)



Programme / Project	Actions	Evidence of Success	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 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>	Evidence that disabled people are not disadvantaged in being able to access or make a complaint to the MPA	Simon Vile	2007
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	That through the Code of Conduct or guidance on it, members are aware of their obligations under the DDA	Simon Vile	2006 -2008





<b>Programme / Project</b>	<b>Actions</b>	<b>Evidence of Success</b>	<b>Lead officer</b>	<b>Time Table</b>
Protocol on member / officer relations	Review the protocol to ensure that any disability-specific issues are addressed	That, where appropriate, the Protocol refers to specific disability issues	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	If a Staff Code of Conduct is developed, it addresses any specific disability issues	HR	2006-2008
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	That this requirement is made explicit to those carrying out the review of committee terms of reference and developing work plans	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	That any record of how these reviews were carried out demonstrated that disability issues had been taken into account and what the outcome was	Simon Vile	By October 2009



Programme / Project	Actions	Evidence of Success	Lead officer	Time Table
Records Management policy	Any disability issues (particularly relating to staff) will be addressed at the next review stage	That any record of how this review was carried out demonstrates that disability issues were taken into account and influenced the outcome	Simon Vile	2009
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	That any record of how this review was carried out demonstrates that disability issues were taken into account and influenced the outcome	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 staff 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 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	Evidence of Success	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 and 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)	Immediate
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 and disabled people. Consulting the 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	Immediate
Internal Audit Communications Strategy	<p>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 and disabled people are included</p>	<p>Meeting the needs of individual staff members and Deaf and disabled people</p>	Peter Tickner	March 2007



Internal Audit Training Strategy	<p>The strategy will be subjected to consultation with interest groups to ensure that the needs of Deaf and disabled people are taken into account, particularly in the areas where training and development can assist candidates with disabilities</p> <p>Consulting with disabled staff to confirm that their reasonable training and development needs are being met</p>	Meeting the reasonable training needs and development needs of IA Deaf and disabled staff	Peter Tickner	March 2007
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 and disabled staff	Peter Tickner	June 2007
MPA Anti-Fraud policy	This policy is due for review. Interested bodies and stakeholders will be consulted as the document is revised	That the policy has been subject to consultation with stakeholders, including those representatives from disability groups	Peter Tickner	June 2007



# 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 and 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 and 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 disabled toilet facilities, that require consideration.



Programme / Project	Actions	Evidence of Success	Lead officer	Time Table
Financial management for MPA Secretariat	<p>Set up a system so that problems raised by MPA suppliers who are disabled, relating to MPS finance processes, will be logged and reported quarterly to the Treasurer for them to be raised with MPS</p> <p>Issues for consideration may include Braille invoicing, accessibility of MPS forms and use of email for filling forms and bank details</p>	Log of issues recorded and referred, and record of any changes agreed	Terry Ampofo (Head of Finance and Administration)	Feb 2007
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>Complaints register and reports to SMT</p> <p>Action on improvements</p>	Terry Ampofo	<p>From June 2007</p> <p>From March 2007</p> <p>From January 2007</p>



<b>Programme / Project</b>	<b>Actions</b>	<b>Evidence of Success</b>	<b>Lead officer</b>	<b>Time Table</b>
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>	Terry Ampofo	From January 2007
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	Terry Ampofo	From January 2007
Procurement	<p>Ensure that audiocassette, CD with subtitles, BSL, Braille, large print, easy read, electronic (PDF and MS Word) of MPA terms and conditions are available on request</p> <p>Ensure that materials are placed on MPA website to encourage diverse suppliers to contact MPA and MPS</p>	<p>Availability</p> <p>Website</p>	Terry Ampofo	<p>From March 2007</p> <p>From March 2007</p>
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	Terry Ampofo	From March 2007





Programme / Project	Actions	Evidence of Success	Lead officer	Time Table
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 replanned	Terry Ampofo	From January 2007



## Treasury

### Generic work areas

The Treasurer heads up the Treasury team and is 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 code<sup>3</sup>; and
- the implementation of Activity Based Costing<sup>4</sup>.

### 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.

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<sup>3</sup> 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.

<sup>4</sup> 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 are let. A training programme for procurement staff is currently underway.



Programme / Project	Actions	Evidence of Success	Lead officer	Time Table
New Contract Regulations (Part F of Standing Orders)	<p>Continue to be member of GLA sustainable procurement steering group and project board so that structures are put in place to prevent barriers to equality of opportunity being created</p> <p>Conduct review of Contract Regulations in consultation with the RDU and other interested parties</p> <p>Ensure all future reviews consider disability issues</p>	<p>Attendance at meetings</p> <p>Publication of Contract Regulations</p> <p>Publication of Contract Regulations that properly consider disability issues</p>	Ken Hunt (MPA Treasurer)	March 2007
Treasury Management Strategy	<p>Undertake a review to identify if and how the current structure causes barriers to equality of opportunity</p> <p>On completion of the review draw up an action plan to address any issues highlighted in the review</p> <p>Ensure future reviews of Treasury Management Strategy consider disability issues</p>	<p>Completion of review</p> <p>Completion of the action plan</p> <p>Publication of future strategies that properly consider disability issues</p>	Ken Hunt	Sept 2007
Financial Guidance Policy	<p>Conduct review of Financial Guidance in consultation with the RDU and other interested parties.</p> <p>Ensure all future reviews consider disability issues</p>	<p>Publication of revised financial guidance</p> <p>Publication of future policies that properly consider disability issues</p>	Ken Hunt	Sept 2007



<b>Programme / Project</b>	<b>Actions</b>	<b>Evidence of Success</b>	<b>Lead officer</b>	<b>Time Table</b>
Financial Regulations (Part E of standing orders)	<p>Conduct review of Financial Regulations in consultation with the RDU and other interested parties</p> <p>Ensure all future reviews consider disability issues</p>	<p>Publication of revised Financial Regulations</p> <p>Publication of Financial Regulations that properly consider disability issues</p>	Ken Hunt	March 2007
Procurement policy	<p>Continue to be member of GLA sustainable procurement steering group and project board so that structures are put in place to prevent barriers to equality of opportunity being created</p> <p>Conduct review of procurement policy in consultation with the RDU and other interested parties</p> <p>Ensure all future reviews consider disability issues</p> <p>Monitor implementation/effectiveness of training programme</p>	<p>Attendance at meetings</p> <p>Publication of policy</p> <p>Publication of future policies that properly consider disability issues</p> <p>Reports on outcome of effectiveness and implementation</p>		Sept 2007



## 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	Evidence of Success	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 disabled communities to better understand, for example, the frequency and nature of complaints about the MPS's response to hate crimes committed against Deaf and disabled people. The MPA will also seek further information from DIAG about the context in which those crimes occur	MPA PSCC to monitor the continued progress on the recommendations in the GLAD Report "Disabled people and the police- a new relationship?" through the MPS DES, and consult representative disabled people, to include members of the MPS DIAG, to determine the exact nature of concerns about police failure to deal properly with complaints made by disabled people	Claire Lister (Professional Standards Officer)  In conjunction with the RDU	Dec 2007
		The findings will be reported to the MPA PSCC and will be used to inform the MPA's dip sampling of public complaints' files	Claire Lister  In conjunction with the RDU	Dec 2007
		The issue of third party reporting will also be addressed as part of the stakeholder consultation and will be picked up within the MPA's dip sampling exercise	Claire Lister  In conjunction with the RDU	Dec 2007





Programme/ Project	Actions	Evidence of Success	Lead officer	Time Table
	<p>The MPA will review the MPS handling and monitoring of complaints about the MPS' response to hate crimes committed against Deaf and disabled people</p>	<p>Information obtained through MPA stakeholder consultation and engagement, will be used to inform the MPA's review of MPS closed public complaints files. On behalf of the MPA PSCC, MPA officers will undertake to review a specific selection of complaints about police officer conduct made by disabled people or by a third party on their behalf</p> <p>Findings will be reported to the MPA's Professional Standards and Complaints Committee and will be communicated to DIAG, the MPS's Diversity Directorate and to Prevention and Organisational Learning Command within the DPS. The MPA will, where appropriate, also make specific recommendations for changes in MPS complaints handling practices and procedures. All findings and recommendations will be reported on the MPA website</p>	<p>Claire Lister In conjunction with the RDU</p> <p>Claire Lister In conjunction with the RDU</p>	<p>Jan-April 2008</p> <p>Summer 2008</p>



Programme/ Project	Actions	Evidence of Success	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>	<p>Through the review of a specific selection of complaints about police officer conduct made by disabled people or by a third party on their behalf, MPA officers will identify whether in its complaints handling procedures the MPS is acting in accordance with PRA 2002 and complying with general duty under the DDA. All findings and recommendations will be reported to the MPA PSCC and posted on the MPA website</p>	<p>Claire Lister In conjunction with the RDU</p>	<p>Summer 2008</p>
	<p>By reviewing the way in which the MPS responds to complaints made by or on behalf of Deaf and 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>	<p>The MPA will encourage and support the training of officers and their managers to enable them to respond to complaints appropriately and to engage with and effectively interface with the disability community</p>	<p>Claire Lister In conjunction with the RDU</p>	<p>Summer 2008</p>



Programme/ Project	Actions	Evidence of Success	Lead officer	Time Table
	The MPA will, where necessary, make recommendations and support initiatives to amend legislation, policy and guidance	See Above	Claire Lister In conjunction with the RDU	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	For each committee report as prepared by PSU, care will be taken to ensure that disability issues are highlighted and properly addressed. For example, in reports which are prepared for consideration in accordance with the Police Pensions Regulations 1987, specific reference will be made to disability issues  [To note: disability suffered by a police officer or disability within the officer's family, is a relevant consideration when deciding whether to forfeit a percentage of an officer's police pension in circumstances where the officer has been convicted of an offence in connection with their service as a member of a police force]	Claire Lister In conjunction with the RDU	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 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, 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 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 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](http://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](http://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](http://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 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/DisabledPeople/RightsAndObligations/YourRights/YourRightsArticles/fs/en?CONTENT\\_ID=4001069&chk=Bjab3%2B](http://www.direct.gov.uk/DisabledPeople/RightsAndObligations/YourRights/YourRightsArticles/fs/en?CONTENT_ID=4001069&chk=Bjab3%2B)

### **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 disabled people and other people;
- eliminate discrimination that is unlawful under the DDA;
- eliminate harassment of disabled people that is related to their disability;
- promote positive attitudes towards disabled people;
- encourage participation by disabled people in public life; and
- take steps to meet 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](http://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 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](http://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 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 and 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 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

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."

### 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
RDU	Race and 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 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 Disabled People

Black Disabled People's Association

Black Londoners Forum

Brent Advocacy Consortium

Brent Association of 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 Disabled Police Association  
Newham Ethnic Minority Disability People  
North African 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 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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For a copy, please contact the MPA:

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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**

