

## MPS Equalities Scheme – 2008 Disability Annual Report

### Introduction

The MPS is committed to providing excellent services to its entire staff and to all Londoners. Therefore, whilst throughout the report there are many examples of positive initiatives relevant to disability, many of the approaches, policies and good practice discussed are now mainstreamed into the day-to-day policing of London's diverse communities.

Since the publication of the MPS Equalities Scheme, the governance arrangements have been further refined to ensure that those business groups responsible for the delivery of the Action Plan objectives are held to account. Strategic oversight for the delivery of the action plan is through the MPS Equalities Scheme Programme Board.

In addition, during 2008, business groups, assisted by the Diversity and Citizen Focus Directorate (DCFD), have refined the objectives to clarify them, remove duplication and make them more suitable for delivering operational change within the organisation.

### Disability Actions

The Disability specific actions with progress, implementation dates and strategic-level owners, are detailed as follows:

#### **Objective D1 - Target date January 2009**

#### **Lead: Assistant Commissioner Territorial Policing**

#### *Implement the Social Model of Disability.*

The MPS seeks to implement the Social Model of Disability as the means of promoting inclusion and equality (including tackling discrimination) within the organisation, as a strategy or approach for tackling cultural and institutional barriers. Implementing the Model is an ethos, an aspiration, which involves disabled people in deciding how we implement our policies and practices.

Ensuring that people's reasonable adjustment requirements are met is an aspect of our everyday business and key to the implementation of the Social Model. The following examples demonstrate a varied number of ways this is being progressed within the MPS:

The DCFD Disability Strand Team (DST) on a regular basis answers questions and enquiries from members of staff, HR managers and line managers who are experiencing difficulties implementing reasonable

adjustments. The team often go one stage further and if necessary oversee a particular process, identify when the MPS is at risk and flag issues at a higher level. Attending case conferences is also part of the work.

As a result of an action from the Commissioner's Disability Focus Group, we have set out to:

- Identify knowledge gaps in relation to reasonable adjustments
- Identify where the processes stall
- Disseminate good practice

To achieve these, the Disability Strand Team, Disabled Staff Association (DSA) and DCFD Performance Diversity Monitoring Unit (PDMU) are working on a reasonable adjustment questionnaire. After a series of consultations the questionnaire has been sent to twelve HR managers, supported by Diversity and Citizen Focus Advisors (DCFAs), for them to complete and return.

In co-operation with the Disability Strand Team and Disabled Staff Association (DSA), Human Resources (HR) have held focus groups to identify barriers to progression and selection. Feedback has been incorporated into an action plan, which will be progressed during 2009.

In line with the Disability Discrimination Act (DDA), we impact assess corporate policies and procedures to ensure that their implementation does not adversely impact on Deaf and disabled people within the organisation and people within the community. The Equality Impact Assessment process includes the specific question: *Explain the likely differential impact (whether intended or unintended, positive or negative) of the proposal on individual service users or citizens on account of Disability in line with the Social Model.* The Disability Strand Team offer informed feedback and where necessary highlight areas to policy developers where we have identified the need to consult further; we also advise them on people or organisations with whom to consult. A separate team quality assures these assessments. This process helps to ensure that policies and procedures do not reinforce existing barriers to Deaf and disabled people and is one of the ways of assisting the MPS in implementing the Social Model.

The DCFD financially support the provision of British Sign Language (BSL) Interpreters for members of the Disabled Staff Association who are deaf and require communication support at meetings.

In September 2008 the Disability Strand Team (DST) had a stand at the 'No limits' event in London, the concept behind which is to engage with Deaf and disabled people on a variety of issues. We had previously identified the issues of personal safety, crime prevention and recruitment as the main focus. Invites were extended to a number of MPS business groups and the event was supported by the Local Safer Neighbourhood Team, HR Recruitment, Transport OCU, and MET Volunteers. Illustrating how barriers can be removed by interacting with the Deaf and disabled community, the positive outcomes included:

- Transport OCU supplied information on personal safety when travelling by bus
- HR Recruitment explained to interested parties that restrictions on recruitment do occur, but that each case will be individually assessed and reasonable adjustments made.

The Disability Strand Team, together with the Disabled Staff Association, is undertaking a piece of work around Workplace Based Assessments. This is a result of a number of enquiries received on barriers to progression and development within the MPS. Officers who have succeeded in achieving promotion whilst on restricted duties were invited to a meeting in December 2008. It is hoped that this group will develop into a mentoring network where candidates will mentor each other, share good practice in applying reasonable adjustments and assist in evidence gathering for promotion competencies.

### **Objective D2 - Target date December 2008**

#### **Lead: Assistant Commissioner Territorial Policing**

*To improve the service the MPS provides in relation to mental health issues.*

To quote from 'What's the Story?', produced by Shift, the Department of Health-funded campaign to tackle mental health-related stigma and discrimination:

People with mental health problems are one of the most excluded groups in society, their lives often blighted by stigma and discrimination. They are denied access to jobs, education and healthcare and, often shunned by neighbours and colleagues, from playing a full part in our communities. Many fear disclosing their condition, even to family and friends. People with mental health problems frequently say the barriers they face because of their diagnosis have an even bigger destructive impact on their lives than their symptoms. They say they can manage their symptoms, but fear, prejudice and discrimination take away the rights that others take for granted.

The activity described below not only seeks to improve the level of service provided, but also encourages a caring and compassionate attitude to those in mental health crisis and also aims to tackle the stigma and discrimination described above.

The Mental Health Project Team (MHPT), within Territorial Policing, leads on a MPS wide-ranging programme of work that seeks to enhance the police response to people with mental health needs. This Team were also the national leaders within the police service on mental health policing, holding the Association of Chief Police Officers (ACPO) portfolio up to April 2008, when Commander Jarman passed the national reins over to Deputy Chief Constable Gormley of West Midlands Police. As a result, through the ACPO Mental Health and Disability Portfolio, the MPS has shared best practice with other UK police forces.

The MPS has worked with the Metropolitan Police Authority (MPA) Implementation Board into Policing Mental Health to deliver a programme of work to improve the way mental health issues are dealt with by police. The work overseen by the MPA includes: strategic overview; mental health assessment on private premises or public places; the criminal justice system; skills and training; communication; confidentiality and information sharing; transportation; actions to reduce stigma; a full audit of performance across all London Boroughs; and management of violence within the mental health arena.

In October 2008 a new comprehensive Standard Operating Procedure (SOP) for the MPS was introduced, having undergone an Equality Impact Assessment (EIA), which gives all staff clear guidelines when assisting a person with mental health needs. This new SOP encompasses best practice from both London and nationally and also incorporates the changes in legislation introduced by central government via the new Mental Health Act and Mental Capacity Act.

Five years ago the MPS established local experts on each London borough to increase local service delivery in the subject of mental health. These experts are termed Borough Mental Health Liaison Officers (BMHLO). This practice has been extended to non Borough Operational Command Units to ensure that mental health and policing issues are met. These BMHLOs support the borough commander on local action plans, which include agreeing local protocols with the National Health Service (NHS). During the year the BMHLOs attend two refresher conferences to keep them informed of changes to their role, update them on legislation and changes to internal procedure. In addition when newly appointed to their role they are invited to a one-day induction programme. All of this has resulted in the status of a BMHLO being raised.

In 2008 the MPS finalised written agreement with the London Ambulance Service regarding the transportation of the service user with an appropriate medical vehicle when in crisis. In this way the service user is not criminalised by the use of police transport. If a mental health crisis turns into a physical health crisis, equipment and trained personnel will be on hand. This has also resulted in police resources remaining available to concentrate on core policing issues. Both the general public and the service user now receive an enhanced and more appropriately focused service.

We have continued our policy of not using police cells for persons in mental health crisis except in an emergency. Every borough now has a designated NHS place of safety. We continue to work with NHS London to enhance these medical facilities and to ensure that they will accept dual diagnosis individuals who not only have a mental health crisis but who are also under the effects of drugs or alcohol or who are violent. As a result of a meeting between the Commissioner and the NHS Chief Executive for London in September 2008, a new multi-agency working party has been formed to enhance the service further to this vulnerable part of the community.

A lengthy piece of work was completed with the Royal College of Psychiatrists in August 2008 on agreed national standards for places of safety for people in

crisis. A further strand of work was completed with both the Royal College of Psychiatrists and the NHS around the procedure to assess risk when the service user is released back into the community. This has resulted in the health service having in place in London standardised and enhanced risk assessment procedures to protect both the service user and the public.

Throughout 2008 regular consultation continued with service users and stakeholders, e.g. Disability Independent Advisory Group (DIAG), The Royal College of Psychiatrists, National Association for Mental Health (MIND), Sainsbury's, Home Office, National Police Improvement Agency (NPIA) and the Revolving Doors Agency (a charity with the mission: *To create opportunities for people caught up in a cycle of crisis, crime and mental illness to transform their lives*).

Work is now being progressed to meet the requirements introduced by the revised Mental Health Act 1983 Code of Practice to enhance the protocols between all stakeholders when dealing with mental health issues in private premises and people detained using Section 136.

We have reviewed and changed the initial police recruit training at Hendon and all other training centres in London. This training now includes attachments to service user groups in the local area where the training is centred and raises the profile of mental health in the early days of a police officer's career.

The MHPT has been leading on the development of a new national training programme, after obtaining funding, that will be produced by the NPIA. This major piece of work will raise awareness of mental health issues and improve the service offered nationally.

Another major project, on which MHPT has been leading, is the production of an Association of Chief Police Officers (ACPO) manual to provide national guidance in the area of mental health. This is due for publication in 2009.

We have worked with Forsters, a consultancy service employed by the NHS, to issue guidance to police forces concerning mental health issues and the media. As a result, police press statements concerning the service user both generally and specifically around their involvement in homicide are more factual. A guide to reducing and tackling stigma has been published on the MPS Intranet site for policing mental health.

A DVD has been produced and circulated concerning the restraint of prisoners, especially those believed to be going through some form of mental health episode. This DVD has been at the centre of frontline officers' training throughout the year, with the aim of reducing the risk of injury or death to service users.

We have improved our internal communication by introducing an Intranet site available to all MPS employees around the subject of mental health. This supports frontline officers specifically with detailed information around s.135

and s.136 detentions. Short and concise guidance for Borough Mental Health Liaison Officers (BMHLOs), operational officers and senior staff on borough has been issued through this portal to provide targeted updates about the recent legislative changes that directly affect the policing of mental health.

We have worked with Lord Bradley (appointed by the Minister for Justice Jack Straw) as part of his review concerning the treatment and prosecution of offenders who have mental health issues. The Bradley Review has been a major piece of work for the MPS and we have influenced it via our involvement with the ACPO Mental Health Group. As a result the review (which is due to be published in 2009) will include a more robust prosecution policy that puts the victim at the centre of decision-making and sets firm behavioural boundaries for the offender. At the same time it ensures that a treatment regime exists alongside both custodial and non-custodial sentencing. As a result of this national review we can expect London to significantly benefit from less crime as the potential offender is managed far better through statutory medical treatments prior to falling into criminal behaviour.

### **Objective D3 - Target Date December 2010**

#### **Lead: Assistant Commissioner Territorial Policing**

*Develop, maintain and co-ordinate effective relationships with HMIC, Home Office, ACPO, GLA and groups representing disabled people, to enable the MPS to be at the forefront in developing creative solutions to disability issues.*

The MPS, initially through the DCFD but now through HR, have been working within a GLA group on recruitment and retention, 'Towards the Group Wide Standard'.

As detailed under objective D2, the MPS is heavily involved within the ACPO Portfolio for Disability and Mental Health, now chaired by DCC Phil Gormley, West Midlands Police.

The Disability Strand Team (DST) are developing a database of contacts to further enhance the consultation pool of Deaf and disabled people. The database is designed to broaden the sources of advice and engagement open to the MPS when dealing with disability issues and involve more people in the development of practices and processes.

The team are at present exploring the possibility of setting up a Deaf BSL user group, to help the MPS better understand issues and experiences of deaf people and thereby improve the quality of our services for them.

The DST have met with members of 'Valuing People', a support group promoting the government's plan for making the lives of people with learning disabilities (who are members of the group), their families and carers better. An area of work that has been covered so far is the under-representation of people with learning disabilities in local partnerships. To address this, the

group had presentations from Safer Neighbourhood Teams and MET Volunteers to make them aware of how they could become involved; some members have applied for membership to ward panels and as volunteers. The group is moving on to explore themes for the future, for example, issues of vulnerability.

The MPS are members of the Employers' Forum on Disability (EFD) which allows members of the MPS to take advantage of a number of training and awareness-raising courses that they offer. Additionally, both the DST and other MPS personnel use the Forum on a regular basis to seek advice.

The DST regularly meet with the Disabled Staff Association (DSA) to discuss emerging issues, share information and offer support to members of staff, line managers and HR departments who are trying to resolve disability-related cases. The DST has assisted the DSA in facilitating groups of people within the DSA who have specific impairments i.e. Diabetes and Multiple Sclerosis.

The DST consult and respond to requests from organisations that represent or work for the interests of Deaf and disabled people, for example, the Royal National Institute for the Deaf (RNID), National Autistic Society (NAS), SCOPE, SENSE (charity for deafblind people) and the disability network RADAR. Meetings are a two-way process: sometimes we ask them for advice around a particular issue, or it may be they want to alert us to events that could impact on Deaf and disabled people. The DST interacts with the MPS Communities Together Strategic Engagement Team (CTSET) around emerging Deaf and disability issues and liaises with boroughs when issues are flagged.

The Diversity Learning and Development Branch, originally part of the DCFD but now coming under Human Resources, maintains the 'Policing Diversity Online' intranet website as a working tool for police officers and police staff to support best practise in their day-to-day working life. It is regularly updated, amended and extended to meet the needs of its users. This includes contacts and links representing 'organisations of disabled people' (or disabled people's organisations) and 'organisations for disabled people'.

'Organisations of disabled people' are disability organisations, run, managed and controlled by disabled people. They will generally have more than 75% representation of Disabled People on their Boards of Trustees, subscribe to the Social Model of Disability and practice this in their operational provision and through their service delivery. They will also employ a high proportion of disabled staff.

'Organisations for disabled people' are run, managed and controlled by non-disabled people providing services for and to disabled people.

Many local boroughs also have other disability groups, which may be Black and Ethnic Minority disability groups, or for example, Asian, Somali and Kurdish impairment-specific groups.

## Objective D4 - Target date July 2008

### Lead: Assistant Commissioner Territorial Policing

*Deliver on the recommendations contained in the MPA Report: Disabled People and the Police – a New Relationship?*

The MPA report *Disabled People and the Police – a new relationship?*, also known as the Greater London Action on Disability (GLAD) report, was published in 2004 following wide consultation with disabled people and organisations representing or working for the interests of disabled Londoners. The report included a 12-point 'Disability Agenda' (with 48 recommendations):

- Leadership – commitment to disability
- Implementing the Social Model of Disability as a principle
- Involve disabled trainers in delivery of Disability Equality Training to key local and strategic managers and provide regular Disability Equality Training for all police officers
- Ensure organisations of disabled people can tender fairly for police contracts
- Be responsive to disabled people's reports of crimes and be understanding
- Establish meaningful relationships with disability organisations at the local level
- Ensure consultation with representative disabled people is representative and achievable
- Make a priority campaigns against crimes of harassment and burglary against disabled people
- Treat all disabled people as adults whether or not they are supported by advocates
- Improvements to building access to involve the local disabled people's access committees
- Invite opinions from organisations of disabled people about the appropriate guidance when arresting disabled people
- Disabled officers and staff and those who become disabled people whilst employed by the MPS, must enjoy fair and equal treatment and job security.

Four years after publication of the GLAD report, this objective is to absorb its outstanding elements into the MPS Equalities Scheme. However, before that occurs, the MPS is completing an assessment of the status of each recommendation and will report to the Equalities Scheme Programme Board and the MPA Equalities Sub-committee, with each recommendation described in the following terms:

- Being progressed within the existing ES Action Plan, with the relevant objective given – this does not necessarily mean that the recommendation is complete, but that its activity is being driven forward within the ES and its governance arrangements. It should be



noted that Common objectives include disability activity, even if specific reference to disability is not made within each common objective.

- Being progressed within other existing policy or practice - with the same caveat as above.
- Outstanding – those that are not included within ES objectives; are not embedded in practice; and require sign-off or further activity. A proposal is put forward in each 'outstanding' case. Any recommendation requiring further activity will be contained within an objective in the refined action plan.

Where the MPS comes into receipt of such independent reports, for example, the SCOPE/Disability Now/United Kingdom's Disabled Peoples' Council report *Getting Away With Murder: Disabled people's experiences of hate crime in the UK* and the Stonewall report *Homophobic hate crime: The Gay British Crime Survey 2008*, it will as a matter of process consider these in the same terms. Where recommendations are found, which are not already being addressed, they will be considered for inclusion within the scheme by the Programme Board.

#### **Objective D5 - Target date December 2010**

##### **Lead: Assistant Commissioner Territorial Policing**

*Take full account of the advice and guidance provided by bodies such as the ACPO Disability and Mental Health Portfolio, MPS Disability Independent Advisory Group (DIAG), MPS Disabled Staff Association (DSA), the National Disabled Police Association (NDPA) and other disabled groups.*

The ACPO Disability and Mental Health Portfolio seeks, in the context of the overarching aims, objectives and guiding principles of the police service, to develop, in partnership with others, guidance and direction for police officers and support staff to assist them to deliver a professional and responsive service to those within the community who are elderly or who have a mental or physical disability.

Independent Advisors offer the MPS, (B)OCUs and investigators expertise, experience and knowledge across a wide range of diverse cultural and community matters. They come from a range of diverse communities across London and provide the MPS with views that may not otherwise be available within the service. An Advisory Group is defined by the MPS as *one that is constituted to help develop a genuine partnership between the Metropolitan Police Service and London communities. It consists of people who are brought together to provide advice to the police for the benefit of improving the quality of policing services to London.*

The role of the members of the MPS Disability Independent Advisory Group (DIAG) is to reflect the thoughts, feelings and issues of Deaf and disabled people in London with regard to policing issues and provide independent, often strategic, advice. Their goal is to enhance the Met's best practice as well as the confidence of Deaf and disabled people with respect to the service they receive.

'Independent Advice' comprises of advice, guidance or constructive critical appraisal that is provided to the police by an independent advisor to challenge or inform current police decision-making, policy or practice. The advice or observation may or may not be applied and it carries no liability to the person delivering it.

The mission of the MPS Disabled Staff Association (DSA) is making the contribution, experience and opportunities for disabled staff and officers more positive, valued and fair. It aims to enable its members in:

- Making their fullest possible contribution to a Safer London.
- Assisting decision makers to move away from focus on restrictions and inability.
- Reaching their full potential by focussing positively on capabilities, development and reasonable adjustment.

The National Disabled Police Association (NDPA) is a staff association and registered Charity set up to support disabled people both in the police service and the wider community. Launched in 2004, the NDPA provide a forum for individuals to seek advice and support. Circulating best practice and advising on police service policies, the NDPA aims to enable better access to policing for disabled people.

Much of the activity described here is already covered under other objectives, particularly D1 and D3.

The Disability Strand Team (DST) continues to support the DIAG. They ensure that their access needs are met and educate and inform other business groups in the MPS on how to interact with a group who have a variety of impairments with a range of access requirements. The importance of the DIAG and other engagement partnerships are emphasised to other areas of the organisation.

Environmental scanning of the media is ongoing. Through the Violent Crime Directorate's daily reports, disability-related critical incidents are included within the scanning function. Various groups and organisations are monitored for emerging issues via public access information and personal contacts. Disability issues are also fed into Specialist Operations' weekly Community Tension Returns.

### **Objective D6 - Target date February 2007 (achieved February 2007)**

#### **Lead: Assistant Commissioner Territorial Policing**

*Assistant Commissioner (AC) Territorial Policing assumes the responsibility for taking forward the disability agenda for the MPS.*

The Director of the DCFD is now responsible, on behalf of the AC, for delivery

on the disability agenda, and indeed on all the equality strand agendas.

In direct support of the disability agenda, the DST's annual workplans, which are monitored on a monthly basis, mirror the objectives outlined in the disability section of the MPS Equalities Scheme.

### **Objective D7 - Target date December 2010**

#### **Lead: Director Resources**

*Improve information on, and access to, existing and future MPS buildings, for disabled people.*

Property Services are fully engaged with the National Quality of Service commitment. This includes improving the quality of access to services and information and publicising access to local police services, for example, placing new signage at each and every Safer Neighbourhood base and improving the front counter environment at police stations. The involvement of the DIAG with Property Services is an ongoing activity.

Access information for MPS buildings has been improved for disabled staff after consultation in accordance with the Territorial Policing consultation strategy set out in the MPA/MPS Estate Strategic Plan. This is also the case in respect of Safer Neighbourhood bases, front counters, patrol bases, custody centres and office facilities. This improvement has been made through the use of a website called "Direct enquiries", available at <http://www.directenquiries.com/>

This allows disabled people to look on the website to ascertain the disabled facilities available at a particular building (not just MPS buildings). They will then know if that particular office is one they are able to visit. The web site also has direct access to MPS intranet sites so that there is access to each individual borough site. Our borough sites also have a direct link to "Direct enquiries".

Site and person specification adaptations are carried out for MPS buildings as and when specific issues arise.

Access Audits, looking at building access issues, are undertaken regularly by Property Services. Any ongoing unresolved issues are flagged up to the Director of Property Services every quarter. In addition, diversity and citizen focus issues are integrated into outsourced contracts for Facilities Management. As a result, buildings are easier to access and in some cases are accessible for the first time for some disabled people. Improvements arising out of the audits include: lifts, front counters, ramps and communication points at the front of buildings, where we have been unable to provide full access, better signage and lighting.

A programme to replace older custody suites, which are not fully DDA

compliant, is underway so that modern DDA compliant facilities will be provided. Consultation is undertaken with all relevant parties throughout this process. The Disability Independent Advisory Group (DIAG) has been and are being consulted on this. The same process will be followed when addressing the use of short-term holding facilities.

Where possible we have provided at least two fully accessible police stations per Borough. All new and replacement MPS buildings will as a matter of policy be commissioned as fully DDA compliant and as user friendly as possible. On a smaller scale the MPS has fitted out some cells with lower beds so that they are more comfortable for disabled people.

### **Objective D8 - Target date December 2010**

#### **Lead: Director Public Affairs**

*To ensure any MPS Communication Strategies take account of the needs of disabled people.*

The Directorate of Public Affairs (DPA) continues to ensure that our communications strategies and activities take into account the needs of Deaf and disabled people. This is apparent in our core areas of business: news, internal communications and publicity.

This includes any publicity and marketing material produced by or on behalf of the DPA and products subject to DPA oversight.

DPA communicators are fully aware of the importance of considering disability issues prior to communication activity. They are aware of and consistently apply the guidance within the DPA's document: Accessible Formats Guidance. This document is available to all DPA and MPS communications staff via the intranet:

[http://intranet.aware.mps/DPA/Directorate\\_of\\_Public\\_Affairs/Internal\\_Communication/Communication+toolkit.htm](http://intranet.aware.mps/DPA/Directorate_of_Public_Affairs/Internal_Communication/Communication+toolkit.htm)

This document offers advice and guidance on how to produce information in accessible formats and delivered in plain English. The guidance states that all MPS information and communication products, such as marketing materials (including leaflets and posters), forms, training manuals, corporate documents, events (including seminars and conferences) must be made as accessible as possible to as wide an audience as possible.

It includes background to the legislative requirements, good practice, useful contacts and links as well as practical advice on the most appropriate channels to use.

In his role as Head of Profession for all MPS Communicators, the Director of Public Affairs sets the professional standards to be applied by DPA and (Borough) Operational Command Units ((B)OCU) media and communications

staff and provides them with advice and guidance through workshops and regular forum. Borough media and communication staff will therefore be better placed to deliver communications that is designed to meet the specific needs of their local disabled community.

At a recent DPA workshop media and communications staff from across the MPS were provided with guidance on how to organise publicity campaigns, which included guidance on accessible formats.

All corporate marketing and publicity campaigns managed by the DPA give due consideration to the target audience and the channels used to deliver key messages. For example, where appropriate we have included voiceovers and subtitling on our TV advertising to ensure we communicate to our widest audience.

As a matter of course we instruct all materials produced by suppliers to be DDA compliant, for example, text is of particular font and size, combinations of colours used are accessible, etc. We are committed to ensuring all our products are as accessible as possible to as wide an audience as possible, within the constraints we were working within (such as breadth of information required in the leaflet). Where people or organisations are able to provide more details about how information can be more compliant, we are very grateful to receive it so that we can continue to improve accessibility to information.

For example, in September the first corporate Safer Neighbourhoods newsletters were distributed across London. The template was designed by the DPA to ensure that font size and use of colour was DDA compliant and presentation was easy to read and follow.

Images used in external and internal publicity material reflect the diversity of London, which includes people of all ages, mobility and ethnicity.

The DPA Communities Press Desk has established a database of contacts within disability media. We have kept regular contact with key contacts, including Disability Now and BBC 'Ouch', as well as disability charities promoting the work of the MPS in relation to disabled communities where appropriate. We have spoken to a number of charities and associations such as the Royal National Institute for Deaf People (RNID) and Royal National Institute of Blind People (RNIB). In particular we have made contact with people who are involved in communications, for example those that described themselves as working with press, dealing with press enquiries or working as part of the web team.

Earlier this year the DPA Communities Team organised an interview with *Disability Now* and arranged for one of their reporters to attend a police operation. This targeted offenders and so promoted an MPS initiative to tackle thefts and inappropriate use of disabled blue badges and to offer crime prevention advice to prevent them from being stolen. A copy of the article can be found online: <http://www.disabilitynow.org.uk/living/features/blue-badge-blues>

The DPA also arranged an interview with Deputy Assistant Commissioner Hitchcock by *Disability Now* regarding hate crimes affecting disabled communities. This was recommended by the DIAG and came after DAC Hitchcock had supported *Disability Now's* report and campaign into hate crimes. The interview can be read online here:

<http://www.disabilitynow.org.uk/latest-news2/news-focus/january/zero-tolerance>

The DPA Internal Communication Strategy, available via our intranet site, states that we always ensure that what is being communicated is accessible.

The DPA will consider incorporating positive attitudes towards disabled people in communication activities. It will promote or raise awareness of issues or initiatives if the MPS is operationally or corporately active in that area. The DPA does not initiate its own publicity campaigns, unless it is in support of the MPS corporate priorities, such as counter terrorism, Safer Neighbourhoods, etc.

Should a directorate or OCU in the MPS wish to promote or raise awareness of an issue or initiative, then DPA would provide communications services in support of it. Therefore, if a directorate wished to raise awareness about a particular issue impacting on the disabled community, then the DPA would support it.

### **Objective D9 - Target date December 2008**

#### **Lead: Assistant Commissioner Territorial Policing**

*Deliver the policing elements of the Greater London Authority's Disability Equality Scheme and Action Plan, including our response to Hate Crime.*

The GLA's DES can be found (particular detail on policing on pages 16-18) at:

[http://www.london.gov.uk/mayor/equalities/docs/disability\\_equality\\_scheme.pdf](http://www.london.gov.uk/mayor/equalities/docs/disability_equality_scheme.pdf)

The Violent Crime Directorate (VCD) Community Safety Unit Service Delivery Team (CSU SDT) owns this objective and have undertaken work within the following areas:

*Keeping Safe, Café Conversations Southwark* was a series of conversation events in cafes across the borough, during February 2008, using the Council's neighbourhood renewal map to help focus on specific local areas and to engage services and local people from them. For each of the four series of conversations, people from local communities were invited alongside representatives from statutory and voluntary sector services, including the Metropolitan Police Safer Neighbourhood Teams and the Community Warden teams, to look at key issues related to safety. The local organisation Toucan Employment supported people with learning disabilities, with job applications

and interviews for the posts of conversation facilitators. Once chosen, hosts and each facilitator received a thorough project induction. Each conversation was jointly planned, facilitated and hosted by people with learning disabilities who worked with facilitators from Speaking Up, Values into Action and Southwark Council.

John Emery, the local Adult Protection Coordinator, was closely involved with the original project and has made a commitment on behalf of the London Borough of Southwark to assist in progressing this work.

The following is a quote from a local Police Officer on the Safer Neighbourhoods team: 'The 'Keep Safe' Coffee House Challenge meeting was a great opportunity for the Safer Neighbourhood Teams to have direct contact with a hard to reach group in their immediate community. It gave people with learning difficulties specifically the opportunity to meet and become familiar with their local officers and to raise any concerns or questions they may have about their safety at home and on the street.'

A number of recommendations resulted from this project for ongoing activity:

- To map and strengthen contacts with learning disability services in each neighbourhood area
- To map and strengthen contact with community centres, day services, schools (including 'special' schools) and colleges where people with learning disabilities go in each neighbourhood area
- To consider the cafes that were used for the conversations as venues to hold surgeries, or further meetings
- To improve the accessibility of information about the services
- To increase other opportunities for regular contact and building relationships with people with learning disabilities at other events
- To look at how the Community Wardens and PCSO training could be improved to include working with people with learning disabilities and communication, including training that could be given by people with learning disabilities
- In accordance with good practice in information sharing, to share information amongst agencies to avoid people falling through the net and/or to avoid duplication
- To promote the work that the Safer Neighbourhood Teams and wardens have been involved with in the café conversations
- To use the model and the venues to develop links with other community groups
- To work in partnership with people with learning disabilities to go into schools (including 'special' schools) colleges and day centres to deliver

training and raise awareness

- To focus on the before and after school time as a hot-spot time – having more of a presence at bus stops, perhaps even travelling a few stops on buses

*Getting Away With Murder: Disabled people's experiences of hate crime in the UK* was published by SCOPE/Disability Now/United Kingdom's Disabled Peoples' Council in 2008. It includes recommendations for the police service. In response, the following areas of MPS activity are relevant:

- There is currently ongoing work around the subject of crimes committed against disabled people. The recently published CPS policy on vulnerable victims clearly sets out guidelines around evidence gathering and ensuring victims are given the opportunity to give “best evidence”.
- The new MPS policy for Safeguarding Adults At Risk (formerly known as Safeguarding Vulnerable Adults) deals with 'Carer Abuse', that is, committed by someone who is in a position of trust in relation to the victim is under development. This clearly states how such cases should be dealt with. The document was developed with statutory and non-statutory partners and underwent lengthy consultation with organisations representing or working for the interests of those who would fall under the scope of the policy.
- The policy also includes a list of relevant organisations, which may assist or offer advice when investigating disablist crime.
- ACPO and the VCD are also consulting on the “No Secrets” review, which is looking at reforming procedures around Social Care and the treatment of vulnerable adults.
- VCD are also developing ways via the Crime Reporting Information System, in which reported crimes against vulnerable adults are dip sampled. This allows good practice to be identified or any issues to be rectified. VCD are also developing work around “barriers to reporting”, where crimes are committed but not reported to police.

All of these projects reflect our determination to improve performance around this particular area and our commitment to improve the service given to vulnerable adults.

Concerning Disability Hate Crime Investigation: historically the Police Service has struggled to record Disability Hate Crime under that descriptor; as an organisation it has been recognised that MPS systems have not satisfactorily identified these crimes.

Disabled people may be reluctant to report crimes because of the identity that reporting assumes - to be seen as victims and not able to cope. Inaccessible police services are perceived as a barrier to disabled people reporting; disabled people may feel that they will not be believed, or be seen as an unreliable witness if they do report. Disabled people may believe certain crimes to be disability hate crimes, but criminal justice agencies may not recognise them as such. People may fear the repercussions for their own



freedoms should they report being attacked or exploited - will they be deemed to have failed in living independently?

From an examination by the VCD of Vulnerable Adult flagged crimes (denoted as AA) and all Disability targeted Hate Crime flagged crimes (denoted as VH), a summary of findings has been produced:

- Low levels of reporting
- Incorrect flags on crime reports
- Lack of previous history checks
- Failure to identify repeat offending
- MPS staff failing to recognise Disability Targeted Hate Crime where clear evidence exists
- A failure to identify effective means of communication with victims
- A lack of risk assessment during, or at the conclusion of, the investigations.

In addition, an in-depth diversity and equalities scrutiny of a sample of domestic violence incidents, conducted by the DCFD in conjunction with the VCD, showed that appropriate risk identification and management were less likely to take place in cases where the victims were disabled.

In order to address these problems, and to gain evidence of the current position, the Borough of Southwark is to implement a pilot scheme aimed at a pro-active approach to identifying and reporting disability targeted hate crime and incidents. The aim is to use Safer Neighbourhood Teams (SNTs) to achieve this in the following way:

- To identify the care homes and day centres for people who are deaf and/or disabled, or who have learning difficulties
- To conduct visits and speak with those people to identify concerns and criminal activity and generally promote the good work of the SNT and CSU, thus breaking down barriers to reporting and increasing the confidence of victims to come forward
- As issues are identified, to report them using the correct format, thus enabling appropriate action or investigation
- To identify and correctly flag Disability Targeted Hate Crime reports
- To identify repeat victims and deal with any risk posed to the victim.

Many changes to the Crime Reporting Information System (CRIS) are currently being formulated. This has been an ongoing project by police in consultation with the Disability Independent Advisory Group (DIAG), who have specifically contributed in the area of disabled victims' needs and requirements. In addition, the DIAG have initiated activity around the investigation of Disability Targeted Hate Crime; have assisted in the development of policy specifically in this area; and have provided advice regarding individual cases of disability targeted hate crime. The following are being progressed:

In conjunction with the Directorate of Information, changes are being made to

CRIS that will make the identification of Disability Targeted Hate Crime (DTHC) far easier for initial investigators:

- It will identify the particular impairment group (for example, physical, sensory, learning difficulties)
- It will identify the access needs of the victim concerned
- It will identify the preferred means of communication for the victim as well as any medical or care concerns
- Many mandatory questions will be included in the creation of a CRIS report that will enable correct identification and flagging of offences; this in turn will provide a more reliable and accurate picture of DTHC
- The information that these improved reports will contain will enable secondary investigators to conduct their enquiries more efficiently, leading to the effective identification and detection of offences and the successful prosecution of perpetrators of DTHC.

In co-operation with the Crown Prosecution Service (CPS), activity is underway to educate CPS and police officers regarding DTHC. It aims to provide prosecutors with the means to identify offences correctly and explore investigative techniques with Police officers. Relevant points are:

- This work centres on the distinction between vulnerability and hostility
- What might constitute relevant and admissible evidence of hostility for the purposes of s.146 Criminal Justice Act 2003 (sentence uplift)
- Ensuring charges are brought where appropriate, even for minor offences and against a greater number of people
- To provide evidence of offences being deliberately targeted against deaf and/or disabled people
- To improve evidence placed before Crown Prosecutors and assist them in charging appropriately.

### **Objective D10 - Target date July 2008**

#### **Lead: Director Strategy, Modernisation and Performance**

*To implement an independent 'Mystery Shopper' approach to measure the quality of the service provided to disabled people. To provide a source of performance management information on the success of the Equalities Scheme, including the delivery of the Action Plan and evaluation information on the effectiveness of equalities based learning and development.*

The rules around using people as "mystery shopping operatives" are tightly governed at a national level. The MPS maintains the national database of mystery shopper operatives for policing which includes those of other forces. Operatives are selected following a structured recruitment and training process. All operatives who undertake police mystery shopping exercises are supported by force welfare processes as they are either officers or employees of the force. National rules do not allow external people to undertake these activities.

Other mechanisms by which the service can measure the quality of service given to people with disabilities will be employed. These include the use of the quality of service commitment and other performance management targets regarding accessibility to the estate. These are covered within other ES objectives.

### **Objective D13 - Target date December 2007**

#### **Lead: Director Human Resources**

*Reduce barriers experienced by disabled people:*

- *in applying for employment within the MPS*
- *who become disabled whilst employed by us.*

A policy review has led to a single recruitment policy and nine Standard Operating Procedures, all of which were subject to consultation, including the Disabled Staff Association (DSA). As policy and SOPs are reviewed and EIAs conducted in the future, consultation will take place both internally and externally.

All application forms ask candidates to declare any disability that may need to be taken into account during the selection process. This will trigger further communication with the candidate in respect of any reasonable adjustments required. HR Recruitment identifies reasonable workplace adjustments at case conferences chaired by the Head of Recruitment, with the DSA Chair invited to attend in an advisory capacity, so that disability views can be included within any decisions made. The social model informs the decision-making process and this builds proactively on best practice. HR Recruitment is working with other partner organisations in the Greater London Authority (GLA) family group, to share best practice and establish a single benchmarking scheme.

HR Recruitment is collecting high-level data using MetHR to identify the numbers of employment opportunities taken up by people with disabilities. MetHR is the corporate human resources database application containing details relating to all MPS police officer and police staff applicants, employees and ex-employees. The system provides a complete HR record of every employee in one database, from the point of first contact with a recruitment advisor to after they leave the organisation.

This data is reliant on a confidential self-service screen being completed by the employee on MetHR and so provides an indication, rather than an accurate picture. The workforce is actively encouraged to complete this information. A page has now been published on the MetHR site promoting diversity monitoring, and includes a link to the confidential screen. The information provides an overview of the screen and the drivers for collecting the data. Following requests to do so, whereby the rationale has been explained, there have been marked increases in completion rates since the start of the year. For example, between January and June 2008 entries in

relation to Disability increased from 1211 to 2844. An evaluation of the barriers to completing the screen is underway and feedback will be captured in order to assess options to work towards further increases in completion rates. The workforce diversity pack is being developed to cover all strands of diversity, including disability and the first edition should be available this Financial Year. As more information becomes available with regard to the Economically Active Population (EAP), we will have an indication of whether the MPS is an employer of choice for people with disabilities.

People with disabilities are encouraged to apply for all positions in the MPS and bespoke advertising is available that promotes the MPS as a career choice to people with disabilities. HR Recruitment will focus on this area during initial client consultation. Specific guidance is given to officers and staff at recruitment events with regards to people with disabilities to reduce the barriers and encourage applications. This includes a Frequently Asked Questions handout covering questions concerning: hearing; eyesight; learning difficulties; physical disabilities; psychological disabilities; and weight and Body Mass Index. The handout provided refers individuals directly to a doctor in HR Recruitment should there be any further specific medical enquiries, removing any confidentiality issue that otherwise may arise.

Recruitment events are made accessible to people with disabilities and when events are conducted externally, suitable venues are selected. Recruitment literature is made available in alternative formats.

Reasonable adjustments are identified and made for individuals undertaking selection processes, both those conducted under National Police Improvement Agency (NPIA – see paragraph below) processes for Police Officer and Police Community Support Officer (PCSO) and those conducted outside NPIA protocols for Metropolitan Special Constabulary (MSC), Police Staff recruitment and all internal selection processes.

- The NPIA's purpose is to make a unique contribution to improving public safety, by
- Driving improvement and leading-edge practice where it matters, fostering self-improvement and helping to shape the future of policing.
- Delivering and developing critical essential services and infrastructure to support policing day-in and day-out.
- Providing accessible, responsive and joined-up solutions, enabling the police services to put more time into front line police work.

A process is being developed to capture information and obtain a fuller dataset from the various sources available to inform the recruitment plan and provide an intelligence-led approach to recruitment. NPIA data already includes disability within the assessment centre data (this includes Police Officer, PCSO and MSC). The intention is to develop a 'Community Engagement' style approach and 'Candidate Journey' for people with disabilities, along the lines of those from other under-represented communities.

Currently, a Community Engagement approach is based on the operational

requirement for second languages and an in-depth knowledge of under-represented communities. The MPS is focusing initially on the following communities: Turkish (including Turkish Kurdish and Turkish Cypriot), Somali, Bangladeshi and Pakistani, with the intention to attract people from these communities to the MPS as an employer of choice and to breakdown perceived barriers.

In terms of the Candidate Journey, additional contact points are provided for candidates, initially from the above communities, to overcome barriers. The aim is improve conversion rates by keeping in contact via a mentoring process with the candidate through the various stages of the recruitment process, to offer additional advice, support and guidance and to keep them motivated.

The Met Volunteer Programme, now active in all 32 London Boroughs and other directorates, provides volunteers to support the MPS with the aim of increasing contact between local communities and the police, building upon Safer Neighbourhoods to improve the service the MPS gives to the public. Through the 'Fit to Volunteer' procedure, volunteers are offered extra support, via OH, if they have impairments which might otherwise impede their volunteering contribution or experience.

#### **Objective D14- Target date August 2008**

##### **Lead: Director Human Resources**

*Integrate the direction provided by: Disability and the Police – The Complete Works (Home Office Guidance) into organisational policy and practice.*

This report was published in 2004 and updated in October 2006 and overlaps with the guidance provided within the statutory Disability Equality Duty Code of Practice. The Home Office Guidance provides Best Practice Principles, which are evidenced below:

**Leadership** – As noted under Objective D6, the Director of the DCFD is now responsible, on behalf of the Assistant Commissioner Territorial Policing, for delivering on disability equality. The Equalities Scheme Programme Board reporting to Diversity Board, which in turn reports to Management Board and the MPA, provides governance. In this way leadership concerning disability starts at the very top of the MPS. In addition, the requirement for local action plans from 2009 ensures that local leadership is required and provided via Operational Command Unit leaders.

**Resources and Expertise** – A specific Disability Strand Team, complemented by other specialists within the DCFD (for example, the Diversity Strategy and Co-ordination Unit, Diversity and Citizen Focus Advisors and the Performance Diversity Monitoring Unit) provide disability and other equalities expertise in enabling the MPS to progress disability equality. The Disabled Staff Association and externally, amongst others, the Disability Independent Advisory Group provide important advice and constructive

criticism to the organisation.

**Training** – This is provided through the Police Race and Diversity Learning and Development Programme, which links National Occupational Standards with the Personal Development Review process and is available through the National Centre for Applied Learning Technologies (NCALT) Managed Learning Environment. In support of this are workbooks and contextualised learning according to role, rank or band.

**Effectiveness** – The guidance emphasises the need to look at the success or otherwise of disability-related activity. It was with this in mind, that the existing action plan is being refined in order to clarify objectives, remove duplication and make them more suitable for delivering change within the organisation. In addition, the ES Reference Group, set up to oversee the production of the scheme, has been transformed into the ES Programme Board, with responsibility for overseeing the implementation of the scheme, supported by workgroups.

**Partnerships** – The guidance directs police forces to engage in partnerships. As an example, 'Safer Neighbourhoods' is a partnership-based approach, with support provided by a centrally based Partnership Team responsible for a number of different areas, including:

- External Funding Accountancy Guidelines
- Information Exchange with partners
- The Safer London Foundation (a charitable limited company for the MPS to provide funding, research, education and product services to help reduce crime and increase public safety in local neighbourhoods and across London)
- Crime and Disorder Reduction Partnerships ('responsible authorities' - the Local Authority, Health, Probation and the police - co-operating and collaborating with a range of organisations to develop a local strategy to tackle the problems of crime and disorder)
- Voluntary Sector (establishing a strong working relationship between the London Voluntary Sector Centre, 3RD Sector Alliance and the MPS to reduce crime, disorder and the fear of crime by adding value to existing activity. This will be achieved by the delivery of joint events, initiatives and pilot projects with specific objectives agreed by all Partners)

**Procurement** – Notwithstanding that Procurement Services processes are constrained by EU, UK and MPA purchasing rules, this is being progressed within ES Objective C6 - *To ensure equality is embedded into all procurement and tender specifications and contract processes.*

The MPS does not treat engagement with disabled peoples' organisations as a standalone item but as part of our core work to promote a diverse supplier pool that has equality at its core. MPS targets in these areas are arrived at as part of the GLA family's responsible procurement plan, attempting to:

- highlight opportunities to as many suppliers as possible
- work with suppliers to improve their effectiveness in winning contracts, for example:
- promotion of Supply2gov (<http://www.supply2.gov.uk/>) - the only official Government lower-value (typically below £100,000) contract opportunity portal, created by the Government to provide small businesses with access to lower-value public sector contracts - a huge potential market which can provide small businesses with the stability they need to thrive and grow. The portal unites buyers and suppliers together for the first time and is [cited as a best practice](#) means of advertising lower-value contract opportunities by HM Treasury and the European Commission.
- Diversity works for London workshops - this is the Mayor of London's campaign to engage organisations in harnessing the benefits of a diverse workforce and supplier base, providing all Londoners with a chance to share in the city's opportunities and prosperity.
- 'meet the buyer' events, where buyers and suppliers can meet each other directly
- negotiate contracts with supported organisations (e.g. the current MPS contract with Remploy for socks)

A new 4 year responsible procurement plan awaits approval by the MPA.

**Disability Equality Scheme** – The MPS scheme and its component parts was produced along the lines of the guidance given, while reflecting the ethos of the Code of Practice and the Disability Discrimination Act in involving disabled people in identifying and providing priorities.

**Involving Disabled People** – Reflecting a challenging yet rewarding process, the guidance included a lengthy case study: *Setting up the Metropolitan Police Service Disability Independent Advisory Group*. In addition, the engagement events set up as part of the development of the MPS Equalities Scheme proved a success in terms of the scope of the participants, their extensive comments and feedback and their incorporation into the scheme and action plan. Section 11 of the scheme states: *“This part of the Scheme helps fulfil the requirements of the DDA and also contains what disabled people told us they specifically required us to improve. It is important for us to be able to demonstrate how disabled people were involved in the production of this Scheme. From the outset, active steps were taken to ensure that disabled people’s views helped shape the contents and direction of the Scheme.”* Examples were provided within the Scheme detailing how this was achieved.

**Impact Assessments** – The guidance provided, together with that provided within other documents (e.g. statutory Codes of Practice issued by the Disability Rights Commission, Commission for Racial Equality and the Equal Opportunities Commission), is reflected within the MPS Equality Impact Assessment (EIA) Policy, Standard Operating Procedures and Form 6119A.

**Objective D15 - Target date September 2008**

## **Lead: Director Human Resources**

*Deliver the work of the MPS Health Commission, to ensure that our staff receive the support they require in relation to health issues.*

The Health Commission was formed to explore ways of improving operational resilience and deployment flexibility within the workforce. It was initially a response to future major incidents, but subsequently incorporated day-to-day policing activity, particularly within the category of officers on restricted duty. The MPS Health Commission has been working on a revised process for managing officers on restricted duty, with the aim of improving operational resilience and career opportunities. The new process was launched in the first week of November and supported by a new deployment policy framework. It has been decided to expand the remit in order to pick up and deal with new emerging issues where there is no obvious current lead, or the issue is a broad one requiring a corporate overview.

A case-by-case review of restricted duty officers' capabilities will shortly commence, incorporating the current medical assessment process but with a specific assessment around an officer's ability to undertake Officer Safety Training (OST) and Emergency Life Support (ELS). The review will also inform all parties on how general capability can be translated into specific policing activities.

The role of Occupational Health (OH) is to ensure that mechanisms exist to support officers whether off sick or at work to maximise their potential. Policies and SOPs are reviewed in the light of emerging health issues and developments in the medical field that may assist officers to maximise their potential. For example, we have altered the way those with diabetes are assessed for high risk roles (see below) and we are currently working on new testing arrangements to improve our response and understanding of officers and staff with hearing impairments. We use external consultants to assist and advise on specific medical conditions, where necessary. Areas routinely covered include cardiology, diabetes, dyslexia and audiology.

OH encourages all staff and line managers to adopt the principles of the DDA irrespective of whether the case is implicitly or explicitly covered by the Act. This encourages a more even-handed and innovative approach for dealing with cases that may require adjustments to their working environment or role (or both).

OH acts as a source of information for staff associations and individuals through publication of information on the OH website. Special interest groups are catered for upon request, where that request is manageable.

## **Objective D16 - Target date September 2007**

### **Lead: Director Human Resources**

*Implement the direction provided by Diabetes UK's report Diabetes and the*



*Police Officer - A Survey Report, to improve the experiences of relevant staff.*

Previously police forces were exempt from the DDA, with a ban on diabetics being recruited into the service. For those already employed within the MPS, the onset of diabetes resulted in officers being withdrawn from specific roles, for example, firearms and driving. Since 2006 the DDA has prohibited employers from discriminating against individuals for reasons associated with their disability, which includes diabetes.

There are those diabetics who need insulin to regulate their condition (type I) and those that are not insulin dependent (type II) that need to monitor their diet and may need medication to avoid hyperglycaemia - where the blood sugar levels drop too low that can give symptoms similar to drunkenness and may occasionally lead to loss of consciousness. It is now accepted that it is possible to minimise the risk of low blood sugar, without compromising a police officer's control and long-term safety.

Within the MPS, an occupational physician conducts a documented, individual assessment for diabetic officers and staff. The individual is then referred to an external diabetologist, under Dr. Michael Feher at Chelsea and Westminster Hospital, who assesses the degree of control of the condition and considers what duties the individual can perform with reasonable adjustments as appropriate. This external process provides reassurance for the individual and the organisation. The external diabetologist provides a set of clinical recommendations to the MPS Medical Officer who, in turn, provides line management with a set of practical recommendations in relation to the individual's capabilities in the workplace.

Most type I diabetics need very little accommodation, whereas type II diabetics may (but may not) require any reasonable adjustments. These adjustments, for example, can take the form of frequent meal breaks, no night duty, or being able to undertake a blood glucose test before undertaking driving duties. Motivated and healthy officers who control their diabetes have proved to be fit for specialist duties, such as firearms, thereby ensuring fairness and a return on the training and economic investment the MPS has expended on the individual. However, officers who have or are experiencing many incidents of hyperglycaemia would be recommended to not apply for such roles.

Since May 2007, seven insulin treated diabetic officers have been recruited as MPS police officers, which included two who had previously been PCSOs.

#### **Objective D17 - Target date August 2007**

**Lead: Assistant Commissioner Central Operations**

*To give disabled people the opportunity to be involved in the MPS Emergency Planning process to ensure that the needs of disabled people are met.*

In March 2006, Transport for London (TfL) and the MPA hosted the London

Emergency Planning (Resilience) Conference at City Hall. The 2007 Disability Annual Report explained the background to the setting up of the London Resilience Team (LRT) Programme Board, supported by the establishment of a work group under the governance of the London Regional Resilience Forum. Much of this was as a result of the efforts of the MPS Disability Independent Advisory Group (DIAG).

The London Resilience Disability Advisory Group (LRDAG) was established in March 2008 as a work group for disabled people and their organisations to work on detailed emergency planning issues with London Resilience partners and advise the LRT. The MPS DIAG Co-chairs are full members of the LRDAG. The objectives of this group are:

- To secure the engagement of partner agencies and organisations and to develop a London Resilience strategy incorporating disability issues into multi-agency emergency planning processes.
- To develop a program of work priorities to address the needs of disabled people in an emergency.
- To deliver Disability Impact Assessments for all existing and future pan-London partnership plans.
- To consider how best to address each of the 7/7 Disability Seminar recommendations, initiating action where appropriate; and develop and implement tactics for delivering the strategic intention of the group.

The group will impact assess all current London-wide emergency plans, all future plans, and will be addressing the recommendations from the MPA/TfL conference.

One of the recommendations being addressed is the arranging of simulations of disaster scenarios involving disabled volunteers. Another seeks to ensure that communications during an emergency to reassure or inform the wider public, including via the media, are made in accessible ways, together with accessible and inclusive post-event support.

The London Resilience Strategy for Disability Equality in Emergency Planning has now been published. The Strategy provides guidance and advice to all those engaged in emergency planning, to ensure that deaf and disabled people are included within planning processes and that disability equality issues are considered.

This Strategy is specifically concerned with considering the implications of the Disability Discrimination Act 2005 in the context of multi-agency, strategic emergency planning and it defines a common partnership approach towards fulfilling the duty to promote disability equality in regional emergency planning.

Representatives from disability organisations and disabled people provided advice on the key themes that need to be considered at every stage of the planning process, both at the regional and the local level, which have been outlined in the Strategy document.