

Surrey Police

Disability Equality Scheme

2010 – 2012



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Foreword from the Chief Constable

Surrey Police published its first Disability Equality Scheme in December 2006. This is the first review of our Equality Scheme which will build on work already commenced, re-focus our priorities to reflect the changes in the organisation.



Policing in a diverse society has never been more important than it is today. It is vital that Surrey Police is equally effective at meeting the needs of all communities. We should also be seen to do so.

The Force's revised Disability Equality Scheme is written at a time of significant change at Surrey Police. It is about to see significant restructuring including changes to the estate. We aim to provide the best local policing and it is therefore essential that we deliver the highest quality of service so all can have trust and confidence in us. By promoting and encouraging this, we can create an environment where officers, staff and the community can feel valued and included and contribute to their full potential to the service and to our communities regardless of disability.

We have made much progress and a number of improvements during the three year lifespan of the first Disability Equality Scheme. Many of our buildings have been refurbished to ensure they are compliant with the Disability Discrimination Act, making them more accessible to staff and members of the public. Hate crime has been a key priority for the Force which has resulted in the launch of an on-line hate crime reporting service on the Surrey Police website, making it easier for everyone to report hate-crimes but in particular for those with impairments. We have recruited Force Hate Crime Co-ordinators to give bespoke service to victims of hate crime. The Force also has improved access to services which consists of a number of different

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contact methods, including E-SMS, SMS texting service, online crime reporting and the use of Police Link Officers for the Deaf (PLOD). One of our key priorities was to raise awareness of disability issues internally. The creation of the staff support group SPAN and training has helped us do this.

Whilst we should be proud of all that we have achieved there is still much to be done. In consultation with our colleagues and public affected by disabilities we will:

- strive to remove barriers to justice for those with disabilities especially for victims and witnesses
- consider the key recommendations from the Bradley report with our Mental Health Working Group, chaired by the Assistant Chief Constable, Ian Dyson.
- continue to promote Hate Crime reporting to improve the under-reporting of disability related Hate Crime incidents.
- support our staff with disabilities and those with caring responsibilities

Finally the Disability Equality Scheme has been a learning process and I would like to sincerely convey my thanks to all those people who were involved in the work to date in developing this revised scheme.



Mark Rowley
Chief Constable

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Aim of this Report

Since the introduction of the Disability Discrimination Act in 2005, all public authorities are obliged to publish a Disability Equality Scheme. This scheme shows how a public body will address the key issues of disabled people and deliver improvements to improve their lives over a three year period

Surrey Police launched their equality scheme in December 2006 and this report shows our revised scheme for the next three years, 2009-2012. We will show you our achievements since 2006 and also set out our new priorities and action plan to deliver tangible benefits and improvements to the experiences of those members of the public we serve and our dedicated staff with disabilities, as well as those who provide essential care for others

Our aim is for this Disability Equality Scheme is to continue to address the barriers that exist for disabled persons within society, including attitudes, policies, physical and those linked to empowerment. By removing these barriers we can help to empower disabled persons and provide opportunities for disabled individuals to exercise responsibilities as equal citizens – at home, in the community and in the work place. We aim to work towards ending the dependency culture which results in low self esteem and low expectations, and move towards a society where disabled persons are valued, empowered and included.

What is the Disability Discrimination Act?

The Disability Discrimination Act (DDA) 1995 was introduced to end the discrimination that many disabled people face. This Act has been significantly extended, including by the Disability Discrimination Act 2005. It now gives disabled people rights in the areas of:

- employment
- education
- access to goods, facilities and services, including larger private clubs and land-based transport services
- buying or renting land or property, including making it easier for disabled people to rent property and for tenants to make disability-related adaptations
- functions of public bodies, for example issuing of licences

The Act requires public bodies to promote equality of opportunity for disabled people.

General Duty

Under the general duty, public bodies must have 'due regard' to the need to:

- promote equality of opportunity between disabled persons and other persons
- eliminate discrimination that is unlawful under the Disability Discrimination Act
- eliminate harassment of disabled persons that is related to their disabilities
- promote positive attitudes towards disabled persons
- encourage participation by disabled persons in public life; and
- take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other

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persons (e.g. the provision of an accessible parking bay near a building, where parking is not available for other visitors or employees).

More information can be found at the Direct Gov website:

http://direct.gov.uk/en/DisabledPeople/RightsAndObligations/DisabilityRights/DG_4001068

or The Equality and Human Rights Commission#

<http://www.equalityhumanrights.com/your-rights/disability/>

Social Model of Disability

The social model of disability is a civil rights based approach to disability developed by disabled people in the 1970s and 1980s. The Social model of disability rejects the medical idea that the problem lies with the individual who is damaged, sick and in need of a cure. Instead it puts forward the view that it is the way society is run and organised that is the problem.

For example:

- Buildings are built that disabled people cannot get into.
- Information is produced in ways that disabled people cannot use.
- Attitudes and stereotypes about disabled people prevent disabled persons from having the same opportunities as non-disabled people.
- Special services are created that keep disabled persons segregated and cut off from everybody else.

What is so exciting about this social model of disability is that it shows how we can achieve equality for disabled people; not by medical interventions, miracles or acts of charities but by:

- creating buildings that are accessible
- by producing information in different ways
- by challenging stereotypes and assumptions
- by ending segregated services
- by disabled people, doing it for themselves
- by disabled people having full civil rights under the law

Surrey Police recognises that 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. By following the model, Surrey Police aim to provide a basis for the successful implementation of the duty to promote disability equality.

About Surrey Police

Since writing our previous Disability Equality Scheme in 2006, the structure of the Force has changed considerably as well as some of our key priorities

Strategic Priorities

Surrey Police Pledge

The Surrey Policing Pledge describes the service we will provide to you. It shows what we will do and what we request of you, to make our neighbourhoods safer. The National Policing Pledge lays out the minimum standards - we have added some extra pledges to deliver a higher level of service (shown in italics).

In Surrey we have also detailed what you can do to help us and your community.

By putting the Surrey Public First, we are putting our resources and efforts into those things that matter to you and enabling you to influence what we spend our time on. The Pledge focuses on the visible services rather than the hidden work we do on issues such as organised crime or protecting vulnerable victims

To view the Surrey Police Pledge, please access the following website

[http://www.surrey.police.uk/2859 Police Pledge.pdf](http://www.surrey.police.uk/2859_Police_Pledge.pdf)

Surrey Public First

Surrey Public First was launched on 1st June 2008 and allows officers the freedom to move away from targets and instead adopt a more common sense approach to policing. Previously, the Force was measured exhaustively by the Home Office in all areas of business. However, Surrey joined three other pilot forces to launch the Discretion Project, known locally as *Surrey Public First*. This evolved from a review by Sir Ronnie Flanagan who recognised that

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the rigid, performance-led culture of policing was overly influencing crime decisions and disproportionately emphasising the recording and detection of crime. The new culture has allowed officers to use their common sense and proportionate measures and has moved away from targets and bureaucracy. This approach has naturally extended to many areas of key business and has resulted in increased public confidence as well as a belief that officers are tackling issues that matter to specific communities and neighborhoods, according to the latest survey of policing in the county¹

Local Policing Plan 2009-12

Our governing body, the Surrey Police Authority, has published its Policing Plan for 2009-12.

This year we have continued to build our plan around three strategic priorities: confidence and satisfaction; safety; and making the most of our people and resources. The focus of the plan is putting the 'Surrey Public First' - dealing with those issues that matter most to local communities.

Since the plan was first published in March 2009, the targets have been amended to reflect our weakened financial position given the Government's proposal to 'cap' the police budget for Surrey. These challenging revised targets are based on the assumption that the Authority's budget will be capped and officer & staff numbers reduced. In the event that this decision is rescinded by Government, the Authority will reconsider these targets.

To view the plan in its entirety, please access the following website

http://www.surreypa.gov.uk/policing_plan_0708.asp

¹http://www.surrey.police.uk/media/news_item.asp?area=12&itemID=12381 *Neighbourhood Policing Survey 2009*

Hate Crime

Did you know?

**71% of people with mental health conditions
have been victims of hate crime
(*MIND Another Assault 2007*)**

What is hate crime?

Any incident perceived to have been committed against any person or property on the grounds of a particular person's ethnicity, sexual orientation, gender identity, religion or disability, whether it amounts to a crime or not is commonly referred to as a hate crime.

Hate crimes can take many forms, including: verbal abuse, physical assault, intimidation and damage to property. Surrey Police with its partners take hate crime very seriously and treat them as a priority when they are reported. This means we want to increase the reporting of such incidents and take positive action wherever possible

It is widely recognised that disability hate crime is vastly under reported

Hate crime is wrong and victims do not have to put up with it.

Help is available.

Hate crime should not, and must not, be tolerated.

Who to Contact About Hate Crime

There are a variety of ways you can contact Surrey Police regarding hate crime (anonymously if you prefer)

You can report Hate Crime to Surrey Police by:

- 1. Call 999 in an emergency**

2. Website

<http://www.surreypoliceonline.co.uk/reportcrime/hatecrime/>

By accessing our website, you can report any incident on our short, secure and confidential form. This can be done anonymously

Also, for those with impairments we have installed *Talklets Text Reader* to make our form more accessible. Here you can hear the text spoken or change the font to suit your needs

**3. Call the non-emergency line on 0845 125 222
(Minicom 01483 539999)**

4. Call Crimestoppers on 0800 555 111

5. Call our partner agencies who will act as a third party

- **Guildford Borough Council Community Safety Unit
01483 505050**
- **Guildford Citizens Advice
01483 576699**

Part 2 – Diversity and Equality at Surrey Police
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Diversity and Equality at Surrey Police

The Force remains committed to embedding diversity through training and creating a workforce which more accurately reflects the community it serves. We will continue to improve our attractiveness as an employer for all minority groups, including disabled staff, by ensuring that barriers to employment are identified and, where possible, removed. This includes maximising the use of technology and ensuring staff can access their place of work. We will examine the representation of staff to ensure any disproportionality is identified and dealt with. We will continue to develop staff retention strategies and examine the wastage rate of staff to identify any possible areas of concern.

Diversity Champion

The implementation of this Disability Equality Scheme will be overseen by the Force ACPO Diversity Champion, Deputy Chief Constable Craig Denholm

Employment

Surrey Police recognises that its staff is its most important asset. Ensuring that this workforce is representative of the communities we serve is fundamental to understanding and respecting equality and diversity. By approaching employment in this way it also encourages individuals to reach their full potential by ensuring that opportunities and choices are accessible to all.

In meeting the duties of Disability Discrimination Act 2005, Surrey Police will:

- achieve a more representative workforce
- attract able staff
- avoid losing or undervaluing able staff
- improve staff morale and productivity
- improve staff management
- identify and develop good practice; and

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- avoid claims of unlawful discrimination

To meet this duty we will ensure that individuals' specific requirements in relation to disability are taken into account during their Surrey Police career including recruitment, retention, progression and working conditions. We will monitor data in these areas to ensure that any disparity or barriers are identified and addressed.

Recruitment

All candidates with disabilities who show that they meet the essential criteria for the job will be invited for interview.

For further information on how we support candidates with disabilities, please use the following link

http://www.surrey.police.uk/careers/Surrey_Police_Application_Pack.pdf

Positive Action



We are accredited to the Jobcentre Plus Disability Symbol which demonstrates Surrey Police's commitment to promoting equality of opportunity for disabled persons throughout the employment functions.

Surrey Police fund reasonable adjustments both centrally and on division under Health and Safety requirements. Access To Work has been used to fund adjustments, notably; lift access, automatic doors, furniture; dedicated parking and structural alterations.

Surrey Police employ a Positive Action Manager who is responsible for ensuring those from minority groups, including disabled persons, have equal opportunity and access to Surrey Police as an employer. This includes providing support from application through to assessment centre and induction

SPAN – Staff Support Group

Surrey Police Ability Network has been established to offer support to employees who are



affected by disability and will provide a consultative forum for reviewing policies and procedures in relation to recruitment, retention, progression and working environments to ensure that our processes are robust, transparent and promote equality wherever possible.

SPAN has played an integral role in raising issues and concerns on behalf of our staff who are affected by disability and without their input many of our achievements would not have been possible. The Chair of SPAN attends the Force Diversity Programme Board, chaired by the Deputy Chief Constable to ensure the Force is regularly updated on the latest issues faced by our colleagues with disabilities and those with caring responsibilities

Carers

SPAN also offers membership to those with caring responsibilities in the Force. At Surrey Police, we recognise the difficulties are employees face when trying to combine their employment with their caring duties.

The Carers Equal Opportunities Act (2005) ensures that carers are able to take up opportunities that people without caring responsibilities often take for granted, such as working, studying or leisure activities

For more information on your rights as a carer whilst in employment (such as flexible working) please see the following links

<http://www.direct.gov.uk/en/CaringForSomeone/index.htm>

http://www.direct.gov.uk/en/CaringForSomeone/CarersRights/DG_4018108

http://www.direct.gov.uk/en/CaringForSomeone/CarersRights/DG_4001078

Independent Advisory Groups

There are several members of our IAGs who represent disability issues and we are indebted to them for their unique perspective and valuable input. These individuals also represent other bodies at a regional and national level and therefore keep us updated on the latest developments on key disability issues

The Surrey IAG has a key role in promoting community confidence. It does this by acting as a "critical friend" to the Force in relation to major or critical incidents and in relation to the development of policing policy and strategy. The IAG can also support the Surrey Police Authority around public consultation particularly where issues affect minority communities/groups. IAG members are appointed for their specialist knowledge, experience and/or links with particular minority groups or other special interests. The IAG aims to consist of a cross-representation of Surrey's minority communities and to include members who are able to advise on the following issues:

- Age
- Disability
- Race
- Religion/Belief
- Sexual Orientation
- Gender

Membership of the IAG

IAG members are appointed for their specialist knowledge, experience and/or links with particular minority groups or other special interests. The IAG and Surrey Police are mindful of the transient nature of communities; and where it is known that new minority communities are establishing in Surrey, then members from these communities are actively recruited. This does not imply that they represent or speak on behalf of those communities.

**If you are interested in becoming a member of the Surrey IAG, please
contact the Diversity Directorate on 01483 630491**

Procurement

Surrey Police will ensure that all procurement policies and procedures take account of the legal duties to promote equality as required by the Disability Discrimination Act 2005. We will do this by ensuring that our systems for selecting providers of goods and services identify those who support our equality and diversity requirements in the first instance. Our terms and conditions, which are agreed to by all providers of goods and services, demonstrate Surrey Police's commitment to equality and diversity and place an expectation on the service provider to adhere to the same requirements.

Equality Impact Assessments

An impact assessment is a mechanism for ensuring due regard is given to disability equality when writing policies and procedures. All new or existing policies which affect the public and/or internal procedures are assessed to measure the possible impact on different members of the community, including those with disabilities.

The purpose of impact assessments is to ensure that Surrey Police's policies and procedures do not disadvantage disabled persons (and other minority groups) and also identify where we might better promote equality of opportunity, including consideration of where different parts of the disability equality duty (such as promoting positive attitudes) might be built into those policies and procedures.

Impact assessments will take account of all information that is readily available and relevant. Where existing information is either not available or considered insufficient to conduct a proper impact assessment then alternative methods of obtaining such information will be explored.

Consultation / Involvement

As part of each full impact assessment Surrey Police will consult with relevant organisations and other affected groups or individuals.

Publication of Assessments

We recognise that publishing the results of our research, assessments, consultation and monitoring increase public confidence, and publicly demonstrates our commitment.

Copies of policies or procedures are available to the public through the Freedom of Information Act, apart from where this would compromise our operational effectiveness

Please see appendix B for Copy of Guidance notes and form

Consultation

Surrey Police strongly believes that the thoughts and opinions of those directly affected by disability **MUST** shape our Disability Equality Scheme and the issues and actions it seeks to improve

Internal Stakeholders:

SPAN

Police Officers including PLOD (Police Link Officers for the Deaf)

Police Staff including Police Community Support Officers

Human Resources: Health & Safety

Occupational Health

Employee Relations

Learning & Development

Estates

Unison

Police Federation

Surrey Police Authority

South East Regional Police Mental Health Forum

External Stakeholders:

Independent Advisory Group Members

Surrey Coalition of Disabled People

Surrey Local Involvement Network (LINK)

Surrey Empowerment Boards (for Physical, Sensory, Cognitive Disabilities and HIV and AIDS)

Surrey Independent Living Council

Surrey County Council

Surrey County Council Adult Social Care

NHS Surrey

RNID

RNIB

Surrey Disability Advisory Service

British Dyslexia Association

National Autistic Society

My Plus Consulting

Community Engagement

Surrey Police aim to involve all members of the community in their service delivery. There are already a number of methods by which people can get involved, including:

- Neighbourhood Panels
- Joint Neighbourhood Partnership Surveys
- Surgeries
- Independent Advisory Groups
- Independent Custody Visitors
- Environmental Visual Audits
- Partnership Boards

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2006-2009 Progress Report

What have we achieved?

Since the introduction of our Disability Equality Scheme and action plan, we have identified many actions in consultation with our staff and members of the public to improve the lives of disabled people

A summary of some of our main achievements follows

1. Improved Access to Buildings
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You said:

“Not enough offices and police stations are fully accessible to staff and members of the public. All buildings need to be accessible”

“Lack of knowledge of staff at police stations as to how to deal with certain impairments – i.e. how to switch on a hearing loop”

What we did

Many of our buildings have been refurbished to ensure they are compliant with the DDA, both internally for staff and also our stations and front counters to make our buildings more accessible to members of the public

Examples of improvements made include:

- Fitting ramps, handrails and lighter accessible doors to front counter stations and some custody cells
- Allocating disabled parking bays for staff and the public and monitoring their use to ensure they are not abused
- Fitting hearing loops to stations and public meeting rooms and training staff on how to use them

- Adjusting height of front counters desks and available literature to aid wheelchair users

Access to public meetings has been improved with all neighbourhood officers asked to give consideration to venues being used and also accessible transport links. Consultation with disabled groups has also made us aware of the timings for these meetings as, for example, evening meetings may not be suitable for those with caring responsibilities.

2. Improved understanding of Hate Crime

You said

“More focus on hate crime involving disabled persons and follow up calls”

“Harassment – bullying and verbal abuse, being followed or shouted at due to an impairment or disability – for example, some people will not use a white cane anymore for fear of being attacked.”

What we did

Hate Crime has been a key priority for the Force. Much work has been done to raise understanding within our staff and the public, especially vulnerable groups

Achievements include:

- Intensive training for all operational staff on types of hate crime and necessary action
- Recruitment of Force Hate Crime Co-ordinators to give bespoke service to victims of hate crime
- Accessible communications including *True Vision* Hate Crime reporting packs and inputs at local disability group meetings

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- Launch on-line hate crime reporting to make it easier for everybody to report hate crime but especially those with impairments. Also, for those with impairments we have installed *Talklets Text Reader* to make our form more accessible. This allows you to hear the text spoken or change the font to suit your needs
- Work with our partners to allow people to report hate crime via Guildford Borough Council Community Safety Unit & Citizens Advice Bureau for those who may find dealing with the police directly too difficult

3. Improved Access to Services

You said

“Contact Centre – disabled people aren’t confident to contact. Phone use can be difficult or intimidating.”

“Not all impairments are visible but consideration still needs to be given”

“Officers shout or speak loudly to people with disabilities – not always needed and can be offensive or scary to some. People fear they are judged on their disability or impairment, culture or background”

What we did

The majority of contact with police is now done by telephone but for many people with disabilities this can cause big issues. We are continually looking at ways to make our contact methods more accessible.

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Here are some examples of improvements to improve the lives of our public:

Contact methods

- E-SMS – national texting service for emergency 999 calls launched in September 2009² **For further information please see**
http://www.rnid.org.uk/VirtualContent/84927/ESMS_leaflet.pdf

- SMS texting service for non-emergency calls - **07786 20 40 20**

- Online Crime Reporting using the Surrey Police website

- **PLOD – (Police Link Officers for the Deaf).**

Launched in 2007, we have trained several officers and police staff in British Sign Language (at various



levels). For more information please contact plod@surrey.pnn.police.uk

- **Pocketcomms**



➤ ² All users must register before they can use the service. Either via website go to <http://www.emergencysms.org.uk> or by texting register to 999. Free service although pay as you go customers must have some credit on phone (but will not be charged)

Pocketcomms is a communication tool specifically designed to help front line staff liase with members of the public who have communication difficulties, be it language barriers, learning difficulties or physical impairments

It contains over 1000 Police related pictures including Braille, sign language, 70 language identifiers, 185 country flags and every day pictures. It can be used by officers on patrol as well as custody and front counter officers to improve the service we offer.

Education & Training

Numerous training events haven been held in Force covering many areas affected by disability. These have increased our awareness of disability issues as well as our respect for disabled colleagues and public. Wherever, possible we use experts from our communities to deliver Masterclasses as we regard them as experts in their field. Their knowledge and experience is far more powerful and provides more effective learning

Topics covered include

- Mandatory diversity training for all staff
- Disability Discrimination Act training all line managers
- Mental Ill Health training provided by Validium
- Masterclasses include visual impairments, dyslexia, autism provided by experts in the field
- NHS Mental Health training for Public Protection Units
- Vulnerable Adult inputs
- Flexible working – highlighting caring responsibilities
- BSL training for our Police Link Officers for the Deaf
- Customer Service training (covering members of the public with particular needs)

4. Disability at Work

Our staff said:

“Fear of disability – officers do not feel comfortable declaring a disability as they feel they will be put on restricted duties automatically.”

“Management misunderstandings of disability can lead to uncooperative colleagues, managers.”

“Occupational Health – whilst the unit provide good support and guidance, access to the building and environment once inside is not welcoming, practical or accessible.”

What we did

Our aim is to reduce the fear of disability by regularly raising awareness of disability issues and how they can be managed effectively by way of practical reasonable adjustments

Our Occupational Health unit provides vital support to our colleagues with disabilities by providing a confidential source of support. The unit has now been moved to a separate standalone unit at Headquarters providing much more privacy and accessibility

SPAN Surrey Police Ability Network

The Surrey Police Ability Network (SPAN) was launched in March 2007 and offers advice and support to any employee or officer of Surrey Police who is affected by disability – whether disabled or a carer. The Association also aims to assist the Force in working towards an environment that is free from discrimination and in raising the profile of disability within the organisation as a whole.

SPAN is represented at the Diversity Programme Board meetings. SPAN membership is open to all members of the Surrey Police family. You do not have to be covered by the DDA to be a member



Monitoring

Before the DDA was introduced we began to collate and monitor information regarding disability about our staff. This was to ensure we were aware of the current disability issues and representation within our workforce. Currently, in respect of employment, Surrey Police monitor disability data in the following areas:

- Police Officer and Police Staff numbers in total
- Police officer and staff numbers shown by rank and gender
- Police Officer and Police Staff leavers and wastage rate
- Police officers and Police staff on reduced hours with a disability
- Police Officer and Police Staff Applications
- Police Officer Successful Applications
- Police Officer and Police Staff Joiners
- Grievances in relation to Disability Discrimination

Since 2006, we have noticed an increase in declaration rate

	March 2007	Dec 2009
Number of police officers and staff with disabilities	33	82
Number of officers with a disability	9	22
Number of police staff with a disability	24	60

This data is produced quarterly in the Diversity Digest and is presented to the Diversity Programme Board and the Surrey Police Authority for scrutiny.

Staff surveys

Staff surveys are held quarterly. Staff are asked to declare if they have a disability so that we are able to identify any key issues experienced by this group.

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2009-2012

Next Steps

Whilst we have made some significant progress, we are fully aware that more needs to be done to achieve equality for people with disabilities and improve our service

2% of the working age population becomes disabled every year³

Disabled people are four times more likely to be the victim of a crime

***Disabled people and are twice as likely to be
the victim of a violent attack⁴***

As a result of our consultation, our priorities for the next three years are:

We will continue with our previous work to ensure that we continuously improve in the following areas:

- **Improving access to buildings and services**
- **Increasing awareness of disability issues both at work and within our communities**
- **Improving life at work for our colleagues with disabilities and/or caring responsibilities**

We will also have a specific focus on the following issues which were of particular importance to our communities and staff

1. Mental Ill Health

On the 30th April 2009 Lord Bradley's review of people with mental health problems or learning disabilities in the criminal justice system was published which made 82 recommendations across the Criminal Justice System.

³ Managing Disability at Work Conference, Bela Gor Sept 2009

⁴ EHRC, <http://www.equalityhumanrights.com/media-centre/commission-to-investigate-disability-related-harassment-and-role-of-public-authorities/>

There were a list of recommendations made to improve this service to **victims, witnesses and offenders** who have mental ill health conditions and/or learning disabilities to ensure they receive an equitable service from the police and our multi-agency partners.

There were a number of key recommendations made specifically for the Police force which are as follows:

- Information on an individual's mental health or learning disability needs should be obtained prior to an Anti-Social Behaviour Order or Penalty Notice for Disorder being issued or for the pre-sentence report if these penalties are breached.
- All agencies involved in the use of Section 135 of the Mental Health Act 2007 must agree a joint protocol on the use of this section.
- All partner organisations involved in the use of Section 136 of the Mental Health Act should work together to develop an agreed protocol on its use.
- Discussions should begin immediately to identify suitable local mental health facilities as the place of safety, ensuring that the police station is no longer used for this purpose.
- A review of the role of Appropriate Adults in police stations should be undertaken and aim to improve the consistency, availability and expertise of this role.
- Appropriate Adults should receive training to ensure the most effective support for individuals with mental health problems or learning disabilities.
- The NHS and the police should explore the feasibility of transferring commissioning and budgetary responsibility for healthcare services in police custody suites to the NHS at the earliest opportunity

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- All police custody suites should have access to liaison and diversion services. These services would include improved screening and identification of individuals with mental health problems or learning disabilities, providing information to police and prosecutors to facilitate the earliest possible diversion of offenders with mental disorders from the criminal justice system, and signposting to local health and social care services as appropriate.
- Mental health awareness and learning disabilities should be a key component in the police training programme.

Where we aim to be:

With direction provided by the Bradley report and collaboration with our local partner agencies our future aims around mental health are as follows:

- To improve access to policing for people with mental ill health issues.
- To improve service delivery and customer satisfaction amongst people with mental ill health issues.
- To improve the treatment of offenders, witnesses and victims with mental ill health issues.
- To improve support to staff who have mental ill health issues.
- To ensure we have reviewed and implemented where necessary the recommendations from the Bradley report and guidance from the NPIA.
- To develop and sustain effective partnerships which contribute to comprehensive multi-agency responses to people with mental ill health or learning difficulties, including joint protocols.
- Incorporating mental ill health guidance into force policy and standard operating procedures.
- To ensure all training needs of staff are met and that the training is relevant for their area of the business.

What we will do

- Establish a Force Mental Ill Health working group, chaired by the Assistant Chief Constable to implement and govern the recommendations made for the police service
- Continue to develop key partnerships between ourselves, borough councils and NHS to deliver a joined up, professional service to our public
- Train all front-line staff to increase their awareness of Mental Ill Health conditions and how to recognise symptoms and respond appropriately

To be implemented in 2010

2. Increase levels of reporting, recording and successful prosecutions of disability hate crime.

Crime statistics for Disability Hate Crime in Surrey show a steady decline in the numbers of crimes reported. On the one hand, this may signify a reduction in this type of crime. However, on the other this may more worryingly signify an increasing number of disability hate crime going unreported

Recent national cases have highlighted issues with the way disability hate crime is managed within the justice sector. It is true to say that in terms of success we are sometime reliant on the performance of our partners as well. However, we want to ensure that our processes and service delivery is fit for purpose and reflects our zero-tolerance approach to hate crime, from prevention right through to prosecution

What we will do

We will continue to provide

- Intensive training for all operational staff on types of hate crime and necessary action
- Force Hate Crime Co-ordinators to give bespoke service to victims of hate crime
- Accessible communications including *True Vision* Hate Crime reporting packs and inputs at local disability group meetings
- Provide accessible methods to report hate crime via our website and texting services
- Work with our partners to allow people to report hate crime via Guildford Borough Council Community Safety Unit & Citizens Advice Bureau for those who may find dealing with the police directly too difficult
- Outcomes from the Mental Ill Health Working group

Currently implemented

3. Support our colleagues affected by disability

Our staff support group for disability, SPAN was established in March 2007 and has made significant progress

However, we are acutely aware of the 'fear' of disability within our workforce. Many staff (particularly operational) feel that if they declare their disability it will have an adverse affect on their career, in both the short and long term.

What we will do

- Review the format of SPAN, ensuring it delivers the appropriate level of support
- Consult with our staff to capture key issues around disability
- Increase our disability declaration rate

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- Educate staff and line managers on reasonable adjustments, moving our understanding along from what a person with a disability **can't do** to what they **can do**

To be implemented in 2010

4. To increase our awareness on learning disabilities internally

Our Mental Ill Health working group will help us deliver a better service to our public. However, we are increasing dealing with queries relating to learning disabilities (such as dyslexia and dyspraxia) from our own staff, suggesting there is a knowledge gap.

What we will do

- Develop guidance on learning disabilities for employees and line managers, clearly explaining what support is available
- Provide support links to national associations for external support
- Develop a strategy for learning & development professionals to help them serve the needs of their individual learners

To be implemented by June 2010

Our action plan will continually evolve through this document's lifetime and will be placed at the heart of our Equality, Diversity and Human Rights Strategy

Further reading

As well as the appendices, you may wish to read the following documents

1. Disability in the Police Service – Home Office

This is a comprehensive document produced by the Home Office providing guidance around disability issues in policing

You can access this using the following link

<http://police.homeoffice.gov.uk/publications/human-resources/disability-in-the-police-service/index5922.html?view=Standard&pubID=479855>

2. Promoting the safety and security of disabled people – Equality & Human Rights Commission

Published in 2009, this report summarises new research from the Equality and Human Rights Commission and sets out the actions the Commission will take to promote disabled people's safety and security

You can access this using the following link

<http://www.equalityhumanrights.com/fairer-britain/good-relations/safety-and-security-for-disabled-people/>

Appendices

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Appendix A -The Surrey Policing Pledge

The Surrey Policing Pledge describes the service we will provide to you. It shows what we will do and what we request of you, to make our neighbourhoods safer. The National Policing Pledge lays out the minimum standards – we have added some extra pledges to deliver a higher level of service (shown in italics). In Surrey we have also detailed what you can do to help us and your community. By putting the Surrey Public First, we are putting our resources and efforts into those things that matter to you and enabling you to influence what we spend our time on. The Pledge focuses on the visible services rather than the hidden work we do on issues such as organised crime or protecting vulnerable victims.

Our pledge to you:

1. We will provide ways for you to become involved with us to improve your neighbourhoods.

2. We will ensure your needs and wishes influence our decision making. Police officers and police staff will be empowered to use their professional judgement and discretion in achieving satisfactory resolutions and outcomes.

3. We will always treat you fairly, with dignity and respect, ensuring you have fair access to our services at a time that is reasonable and suitable for you.

4. We will provide you with information so you know who your dedicated Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them. We will also provide you with information so you will understand how we use our resources, not just our visible neighbourhood teams, but those resources that do hidden work such as tackling organised crime or protecting vulnerable victims.

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5. We will ensure your Neighbourhood Policing Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Neighbourhood officers will spend at least two years working in your area.

6. We will respond to every message directed to your Neighbourhood Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can.

7. We aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible. In urban areas, we will aim to get to you within 15 minutes, and in rural areas within 20 minutes.

8. We will answer all non-emergency calls promptly. If attendance is needed, we will send a patrol giving you an estimated time of arrival and:

- If you are vulnerable or upset aim to be with you within 60 minutes

- If you are calling about an issue that we have agreed with your community will be a neighbourhood priority and attendance is required, we will aim to be with you within 60 minutes

- Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours

- If agreed that attendance is not necessary we will give you advice, answer your questions and/or put you in touch with someone who can help.

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9. We will arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements.

10. We will provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.

11. We will, if you have been a victim of crime, agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.

12. We will acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, we will discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly. We want to do our best for you, but if we fail to meet our pledge we will always explain why it has not been possible on that occasion to deliver the high standards to which we aspire and which you deserve.

Appendix B - EIA forms and guidance notes

Equality Impact Assessment (EIA) – Part A

Guidance notes for completion

Note: Where this document refers to a policy please read as policy, procedure or strategy.

When does an EIA have to be completed and why?

Legislation requires that all Public Authorities must carry out an EIA on all of their Functions and Policies. The specific legislation covering EIA's is The Race Relations (Amendment) Act 2000, The Disability Discrimination Act 2005 and the Equalities Act 2006. In Surrey Police all Policies and Procedures will be subject of an EIA. Other strategies, projects and activities may also need to be subject of an EIA. Guidance does not need an EIA.

Should there be any doubt as to whether an EIA is required please consult the Diversity Directorate on ext: 30491.

Who is responsible for completing the EIA?

It is the responsibility of the author or originator of any policy to carry out an EIA screening assessment. The form EIA part A has been designed to make this process as simple as possible for person having to conduct the EIA.

This guidance is designed to help the author or originator to carry out the part A assessment. At the conclusion of the part A assessment the form will give one of three grades:-

Green / Low If the EIA is a low risk then the EIA should be forwarded to the Diversity Directorate who will quality assure it and forward it to the P&P unit. No further action is required by the writer.

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- Amber / Medium If the EIA is a medium risk then the form should be sent to the Diversity Directorate who will make an assessment as to whether any internal or external consultation or other action will be required. The Directorate will facilitate any such consultation or action working with the author originator of the policy.
- Red / High If the EIA is red again it should be forwarded to the Diversity Directorate. Where a policy is red there will almost always be a need to consult internally and/or externally. The Directorate will facilitate any such consultation working with the author originator of the policy.

How do I complete the form?

The form should be completed using the following guidance.

The Heading

Please give as much detail about the aims of the policy. What it is trying to achieve and who it is likely to affect e.g. staff or members of the public.

The matrix of questions

Answer each of the questions yes or no using a Y or N.

For each of the questions you will need to put an explanatory note in the right hand column to evidence how you have come to a Y or N answer. The following grid gives information which might help you to do this. It is not necessary to write something in every box but explanations or rationale at this stage may help to save further work later.

Questions

	Evidence, justification, what you may consider when completing
1	Is there any local or national information which might suggest this policy will adversely affect minority groups. E.g. stop and search black community greater chance of being subject to stop. Mitigation may include good

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	governance and monitoring process to minimise adverse effect.
2	Every employee of Surrey Police is legally required to promote the general duty. There are general duties in relation to Race, Disability and Gender equality. The general duties are listed below If you have answered Y to this question and/or N to question 3 consider how this impact might be mitigated.
3	See General Duties section below
4	Research could be national or local. Does the Force hold any data about the issue which the policy is related to. E.g. sickness management data. Arrest disproportionality data etc. If in doubt as to whether data exists or is relevant seek advice from the Diversity Directorate
5	This might be formal consultation with Unison or the Police Federation or a more informal method.
6	Again this can be formal or informal. It could be as a result of customer surveys or neighbourhood panel meetings, IAG's or partner agencies.
7	It is important here to outline any changes that have been made to the policy as a result of that consultation and why.
8	Perceptions of unfairness can cause a considerable amount of damage to trust and confidence from members of the public or indeed from our own staff. Consider how those from a minority group might perceive what is trying to be achieved. This may be particularly relevant for example when writing policy about removal of travellers from land. If you have answered yes what can be done to mitigate the perception
9	Again if the answer is yes what will be done to address this
10	On occasions a policy which adversely affects people from different groups may be justifiable. Discrimination can never be justified but an example of where disproportionality may be could be in the searching of people from a minority community when an offence has been committed and evidence points to a person from such community as being responsible for that offence. This would not mean that anyone from a minority community could or should be stopped but if suspects match the description of offenders in terms of height and clothing any resultant disproportionality in stop search may be justified.
11	There are some policies, which because of their nature or sensitivity will be considered politically or socially sensitive. An example of this would be the Prevent strategy under the Contest anti terrorist plan or Hate crime. There may be other policies which more locally are sensitive such as the Organisational Support Review which may make staff vulnerable to redundancy. Local policing operations may also be sensitive in respect of community trust and confidence. If you feel this is so then explain what the sensitive issues are and what action

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	will be taken to mitigate any adverse impact.
12	Can the policy be measured using data? If it can list how and what data will be used
13	It is important that the impact of any policy is measured. You must record here how monitoring will be conducted.

Having completed the questions the form will automatically calculate the risk of this policy.

General Duties

Every member of staff has a legal responsibility to comply with the general duties listed below. General Duties apply only in respect of race, disability and gender at the current time. The general duties are set out in the Force's Race, Disability and Equality Schemes which can be found on the Diversity Directorate pages of the intranet.

Race Equality Scheme

- Eliminate Unlawful racial discrimination
- Promote equality of opportunity
- Promote good relations between persons of different racial groups

Disability Equality Scheme

- Eliminate unlawful Discrimination
- Promote equality of opportunity
- Eliminate harassment of disabled persons related to their disabilities
- Promote positive attitudes towards disabled persons
- Encourage participation by disabled persons in public life
- Take steps to take account of a persons' disabilities even where that involves treating disabled persons more favourably than others

Gender Equality Scheme

- Eliminate unlawful discrimination and harassment
- Promote equality of opportunity between men and women

Part B

Part B of the EIA will be completed by the Diversity Directorate.

**If you have any doubts about the completion of the EIA at any stage, please contact the Diversity Directorate for advice on
ext: 30491**

Equality Impact Assessment (EIA) - Part A

Policy & Procedure or Strategy Name				Date	
Main aims of this Policy & Procedure or Strategy					
Name of person completing EIA		FIN		Has this person been EIA trained? (Y/N)	

**PLEASE READ THIS EQUALITY IMPACT ASSESSMENT GUIDANCE BEFORE COMPLETING THIS DOCUMENT.
SCREENING - TO BE COMPLETED BY THE ORIGINATOR OF THE POLICY & PROCEDURE OR STRATEGY**

Preliminary Subjective Assessment - Evidence may be documented here to justify comments and rationale (See guidance)

No	About the procedure: Area of potential differential impact	Y / N	What is the possible adverse impact and how might this be mitigated? Is the procedure likely to have an adverse impact on any Surrey Police personnel
1	Is there any evidence or reason to believe that persons from minority groups could be adversely affected?		
2	Does this document have a negative impact upon		

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	our lawful general duty? (See Guidance)		
3	Does this document promote our lawful general duty? (see Guidance)		
4	Have you used any research or data in the formulation of this document? (If yes list)		
5	Has any internal consultation on this document been carried out? (Who has been consulted?)		
6	Has any external consultation on this document been carried out? (Who has been consulted?)		
7	If you have answered yes to Q5 and/or Q6, have you made any changes as a result of that		

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	consultation? (If so, what?)		
8	Is there evidence that implementation of this policy / procedure / strategy is likely to be discriminatory or perceived to be so?		
9	Is there any evidence that this policy/procedure/strategy is likely to damage relations?		
10	If its use is likely to adversely affect people from certain groups, can it be justified because of the overall objective?		
11	Do you perceive the subject of this policy / procedure / strategy to be politically or socially sensitive? (If yes, how?)		
12	Is the impact of this policy / procedure / strategy measurable using data?		

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13	Will the impact of this policy / procedure / strategy be monitored? (If yes, how?)		

Overall Risk Assessment	INCOMPLETE
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Equality Impact Assessment (EIA) - Part B

TO BE COMPLETED BY THE DIVERSITY DIRECTORATE

	EIA Quality Assured by Diversity Directorate	
	Date	
	By	
	Is risk level agreed?	
For Medium/High risks is any consultation, further consultation or other action required in respect of this EIA? (If YES outline proposed action, if NO state reasons and go direct to sign off).	Yes / No	Justification

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Is anything further required of the policy owner?	Yes / No	Further Requirements
If further consultation or action has been undertaken give outcomes.	Outcomes	
EIA signed off		Date
		By whom

Appendix C - Freedom of Information

Since 1 January 2005 people have had right of access to all types of recorded information (subject to certain exclusions) held by public authorities, such as the police, as part of the Freedom of Information Act 2000.

To help you access information quickly and easily, Surrey Police has established a Publication Scheme which sets out classes of information held, how the information is published and whether there is a charge for it. Most of the published information is readily available on our website (www.surrey.police.uk), but where no online version is available, if you wish to make a specific request for information or if you do not have internet access, you can apply in writing to: Registry FOI Enquiries, Surrey Police, Mount Browne, Sandy Lane, Guildford, Surrey, GU3 1HG, or email chief.constable@surrey.pnn.police.uk

Complaints

We are committed to listening and responding to your concerns and complaints. In the case of any complaint made to us we will:

- demonstrate police accountability
- work to improve our standards
- be responsive to the needs of the complainant
- be just and proportionate
- be timely and effective
- be open to public scrutiny and sensitive to the public interest
- increase public confidence in our ability to deal effectively with your concerns and complaints.

If your complaint concerns the direction and control of Surrey Police (for example our policies or how we allocate resources) it can be reported to the Force or the Police Authority and we will:

- record, investigate and respond to you as appropriate

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- be as open and transparent as the maintenance of effective policing will allow
- use this information to inform the development of future local policy and practice and to increase our understanding of how you wish to be treated.

If your complaint concerns the inappropriate conduct of any individual serving with the police it can be reported to the Force, the Independent Police Complaints Commission (IPCC) or through the Citizens Advice Bureau. The IPCC is the organisation which oversees the system for dealing with a complaint about inappropriate conduct. The role of the IPCC is to ensure that complaints are handled in an open, efficient and fair way.

In relation to a complaint about inappropriate conduct, we will:

- whenever possible and with your agreement, attempt to resolve your
- complaint locally
- investigate the complaint appropriately
- adhere to the values and guidance of the Independent Police Complaints Commission.

If your complaint is about failure to deliver services in the Victims' Code, it should be reported to the Force. If you are not satisfied with the response we give you, you have a right of further complaint to the Parliamentary Commissioner for Administration whose job is to enforce the Code.

We will keep these commitments under review and in laying out our commitments to provide quality services to you, we hope you will be reassured enough to have complete confidence in your police service.

Appendix D – Involvement Feedback

There have been 4 sessions held by Surrey Police where members of staff and members of the public could get involved in the writing of the Disability Equality Scheme. These sessions were held to identify perceived and real barriers that are faced by people who have impairments or experience of disabilities in relation to Surrey Police.

The sessions were also used as an opportunity to identify positive steps that Surrey Police can take to remove these barriers and unsatisfactory outcomes to help promote equality between disabled persons and others.

The format of this feedback represents the different areas of the Disability Equality Scheme (DES), and incorporates both feedback in relation to employment and service delivery. It is not a definitive guide to what we are going to do, but will be used to inform the action plan that will be written to address disability equality.

Impact Assessments

‘A public Authority must include in it’s Disability Equality Scheme a statement of the authority’s methods for assessing the impact of its policies and practices, or the likely impact of its proposed policies or procedures, on equality for disabled persons’.

Barriers....	How can we address these....
Cost of adjustments, implementation and management of the Disability Equality Scheme.	By giving consideration to potential cost when assessing the impact of new measures under the DES
No full consultation with disabled persons when planning estate moves/office relocations.	All estate plans to be assessed for impact on disability prior to being signed off. Internal Support Group to be set up to provide scrutiny and consultation function for assessing impact.

Access To Buildings

‘Access audits should be carried out and an access plan created with established actions and a timetable’

Barriers....	How can we address these....
Not enough offices and police stations are fully accessible to staff and members of the public. All buildings need to be accessible.	Commission a company/charity to conduct full access audits of all Surrey Police premises and identify areas for improvement.
Not enough understanding of reasonable adjustments in relation to buildings.	To produce a guide detailing where reasonable adjustments can be made, and what they can look like.
Access to public meetings – transport costs are not covered, and venues for external events are not always fully considered in relation to being accessible – both the premises themselves, and public transport links.	More consideration to be given to where consultation/public meetings are held to take into account accessibility by public transport and accessibility once inside the premises.
Lack of knowledge of staff at police stations as to how to deal with certain impairments – i.e. how to switch on a hearing loop.	To raise awareness amongst customer facing staff to ensure access is available to those wishing to use local police stations.

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<p>Small police stations can be more convenient to visit, but aren't always accessible – or known about.</p>	<p>Opening times of all stations should be published in local newspapers and on the internet. Officers should be encouraged to visit people at home, where they are unable to attend a station.</p>
<p>The minicom number for Surrey Police is not listed on Direct Enquiries.</p>	<p>Ensure that all contact numbers are available via direct enquiries – including the new SMS number and emergency minicom number.</p>

Service Delivery

‘Service Delivery is about how Surrey Police provide their services to you. How can we deliver our objectives for safer communities and controlling crime more effectively whilst promoting equality for disabled persons?’

Barriers....	How can we address these....
Issues around partnership working where funding of adjustments is disputed.	To ensure that equal importance and budget is given by each agency to progress work to promote equality for disabled persons.
Contact Centre – disabled people aren’t confident to contact, but would be happy dialling 999. Phone use can be difficult or intimidating.	Induction for call handlers to include section to deal with disabled callers. Awareness for all call handlers to the issues and barriers that present themselves to certain disabled callers. More training on how to converse with someone on typetalk.
Police vehicles and custody aren’t always accessible to disabled persons.	
When people mention they have	Should ensure a feeling of

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<p>a disability their credibility goes down, and there is a fear that their concerns will not be taken seriously. A feeling that they are treated as guilty until proven innocent.</p>	<p>comfort is offered to all persons, and due consideration and validity given to each individuals statement.</p>
	<p>Officers should leave personalised messages on their voicemail, and ensure that calls are returned and that their voicemail reflects duties and annual leave.</p>
<p>Local officers change constantly so difficult to create trust and confidence with members of the community, particularly vulnerable persons.</p>	
<p>Local officer details are not published or available.</p>	<p>Leaflets and information should be left at prominent community locations – newspapers, shops, surgeries. Also published on the internet (local Neighbourhood Officer details are on the internet). Good follow up procedures required for people with disabilities, especially those who have suffered from hate crime.</p>

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<p>Not always able to 'know' that it is the police who are going to turn up at the door – there is a fear of bogus callers.</p>	<p>Officers to be issued with passwords, in the same way utilities companies use passwords for gas meter readers etc.</p>
<p>Not all impairments are visible but consideration still needs to be given.</p>	<p>Everybody to be treated and respected as an individual.</p>
<p>Officers shout or speak loudly to people with disabilities – not always needed and can be offensive or scary to some. People fear they are judged on their disability or impairment, culture or background.</p>	
<p>Attitude and stigma of officers often prevents disabled persons from feeling able to approach the police.</p>	
<p>Fear of the uniform – people with mental health difficulties or aspergers/autism.</p>	<p>More effort to be made by the officers to meet with members of the community at local meeting places out of uniform, and to explain what each part of the uniform is for, so more understanding is available to both parties – the member of the public and the officer.</p>

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More focus on hate crime involving disabled persons and follow up calls	Hate crimes are already prioritised by the Force, and are dealt with differently to other crimes. More information about how this works should be distributed.
More punishment and tighter restrictions to prevent crime.	Encourage people to act as witnesses to ensure that crimes make it to court.
Police not visible enough	Neighbourhood Policing is an initiative that will help make more officers visible on the streets.
	Single non emergency number is a good idea.
	Information on how to report an officer who is not treating an individual fairly should be made available in different formats

Employment

‘Meeting the duties of the DDA can bring considerable advantages to public authorities in terms of their employment functions, by helping to achieve a more representative workforce and attracting and retaining able staff’.

Barriers....	How can we address these....
Occupational Health – whilst the unit provide good support and guidance, access to the building and environment once inside is not welcoming, practical or accessible.	Estates Management are currently assessing the feasibility of changing the building to address these issues – due to be completed late 2007.
No confidential way to report impairments.	There is a confidential help line employees can call, and Occupational Health records are kept confidentially.
Fire alarms – meeting points are not always accessible by wheelchair, no visible alarms.	Fire alarm review being conducted in conjunction with new fire regulations coming into Force in November 2006.
There are not enough sickness reporting options which reflect impairments and disability.	Change the reporting categories to include the different areas of disability – visual, sensory, learning etc.
Disabled bays and toilets are abused by non-disabled	Management to fully support disabled persons, by refusing to

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<p>persons, often leaving no facilities for disabled persons.</p>	<p>allow members of staff to use such facilities.</p>
<p>Corporate Communications – intranet and internet are not disabled friendly, neither are internal comms presentations etc.</p>	
<p>Information Communication and Technology (ICT) – many programmes do not work with audio visual programmes – or users are prevented from accessing accessibility programmes on websites due to download restrictions.</p>	<p>ICT to be involved in diversity issues – more information to be given to users about how to get access if required etc, as it is available, just not publicised.</p>
<p>Fear of disability – officers do not feel comfortable declaring a disability as they feel they will be put on restricted duties automatically.</p>	<p>Use positive role models to demonstrate that reasonable adjustments can be made, and that the Force will not automatically assume the worst.</p>
<p>Management misunderstandings of disability can lead to uncooperative colleagues, managers.</p>	<p>More support and skills to be made available for managers to better manage disability and reasonable adjustments – also provide the tools to challenge attitude and behaviour that is not acceptable. More awareness should be given on</p>

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	how to recognise problems – especially mental health or learning disabilities.
Not enough understanding of the definition of disability.	Guidance to be made available around definitions for personnel and managers.
	The Force should prepare to be cooperative and helpful with regard to disability, allowances and reasonable adjustments.
Reasonable adjustments – not enough is known about what can be done – by managers and disabled persons.	Central resource for reasonable adjustments should be made available – real examples should also be given of best practice.
No support in place for disabled members of staff.	Set up a network, like the other staff associations, to provide support and guidance. Involve Unison and Federation to drive the issues forward.
Recruitment – medical tests/history has to be submitted may put off applicants.	Innovative positive action recruitment could help change the way and standards to help include more disabled persons. Closer working with disabled employment organisations etc.
	Intranet is a good source of information, but should be well

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	signposted – otherwise it gets 'lost'.
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Appendix E - Involving Disabled Persons
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‘Recognising the expertise and authority of people with impairments is very important. The disability movement is all about speaking for ourselves. This is what it is like to be disabled. This is what it is like to have such and such an impairment. It is about demanding that we are respected as the real experts on disability. It is encapsulated in the slogan - "NOTHING ABOUT US WITHOUT US".’

Barriers....	How can we address these....
‘Disability will not stop people getting involved but a bad experience will’.	
Getting involved could expose you to becoming a victim of crime.	Offer reassurance that the individual will be protected against further criminal acts.
	Assure people that their input will be welcomed and valued.
Not enough information is put out about where public meetings are, or the options for getting involved.	Better public relations required around independent advisory groups, public partnership groups – information to be made available in different formats, or disseminated through networks. Use local papers, radio newsletters to advertise where meetings are.

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Disabled persons are not always given the same credibility as others.	
Communication aids and transportation can often prevent people from getting involved – even if they want to.	Better accessibility to meeting venues – including via public transport. Use local papers, radio newsletters to advertise where meetings are.

Fear of Crime

The feedback above follows the same format as the eventual Disability Equality Scheme. There was however, another area where information was sought from disabled persons which did not fit into the above categories – this was fear of crime.

What we found out about crime, will help to influence the work we do around hate crime and neighbourhood policing. The main areas of crime highlighted were:

Opportunity Crime – bogus callers to the private residences of individuals.

Harassment – bullying and verbal abuse, being followed or shouted at due to an impairment or disability – for example, some people will not use a white cane anymore for fear of being attacked.

Domestic Violence – crime that happens within your family, or own home. It could be committed by a spouse, carer or relation. This can be in the form of physical and emotional abuse.

Street Crime – crowds of youths, fighting, harassment.

Involuntary Crime – being encouraged to commit a crime, but not understanding that what you are doing is wrong

Personal Safety – knowing how to keep yourself safe, who to call, what to report.