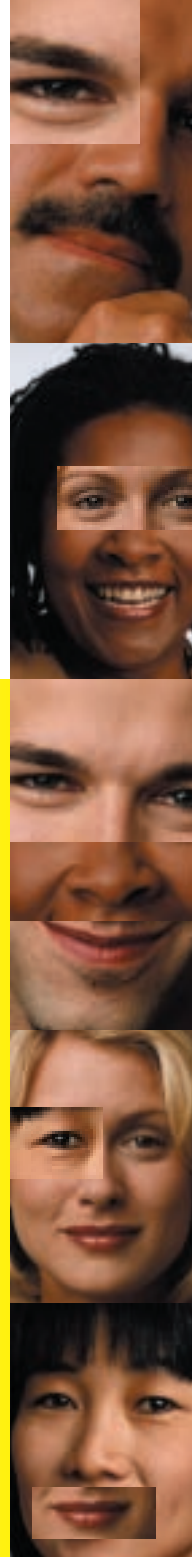


DISABILITY EQUALITY SCHEME 2006



Greater Manchester
POLICE

GREATER MANCHESTER POLICE
DISABILITY EQUALITY SCHEME 2006





CONTENTS

	PAGE
Foreword by the Chief Constable	2
Introduction	3
Disability Discrimination Act 1995	5
Involving Disabled People	6
Strategic Approach	8
Customer Care and Service Delivery	14
Employment	22
Impact Assessment	26
External Scrutiny of our Performance	28
Gathering Information and Monitoring Outcomes	30
Further Information, Complaints, Feedback & Suggestions	33
APPENDICES	
1 Definition of Disability: Further Details	37-40
2 Action Plan	41-55
NOTES	56



FOREWORD FROM CHIEF CONSTABLE

I introduce this Disability Equality Scheme as the next step in Greater Manchester Police's commitment to fairness and equality. The Scheme sets out the commitment we are making to disability equality and explains how we will meet and exceed our legal responsibilities.

The overarching goal of this Scheme is to promote equality of opportunity. This document communicates the way in which my staff and I will endeavour to continue to meet our commitments. This document goes some way in communicating the enthusiasm that exists within the organisation.

By giving a member of my Command Team responsibility for this Scheme, I can ensure that disability equality remains at the forefront of policing issues.

A key element of this Disability Equality Duty is the involvement of disabled people in order to construct this scheme and action plan.

Throughout the process of developing this Scheme and action plan, we have held a number of focus groups, both with our staff and the community, to identify the relevant priorities for disabled people. This process of involving people will be an ongoing commitment throughout the life of this Scheme and in constructing future schemes and action plans.

It is vital that we, as an organisation, continue to function effectively and develop greater community confidence, respect and cooperation whilst continuing to 'Fight Crime and Protect People'.

Michael Todd
Chief Constable



INTRODUCTION

Disability Discrimination Act 2005

The Disability Discrimination Act 2005 places a duty on all public bodies, when carrying out their functions, to have due regard to the need to:

- Promote equality of opportunity between disabled people and other people
- Eliminate discrimination that is unlawful under the Disability Discrimination Act
- Eliminate harassment of disabled people that is related to their disability
- Promote positive attitudes towards disabled people
- Encourage participation by disabled people in public life
- Take steps to meet disabled peoples needs, even if this requires more favourable treatment

The act sets out General and Specific Duties for public bodies.

General Duty

The overarching goal of the General Duty is to promote equality of opportunity. The General Duty requires public bodies to adopt a pro-active approach, mainstreaming disability equality into all decisions and activities and to have due regard to disability equality.



The Specific Duty

Specific Duties are placed on public bodies, including the police service. These Specific Duties state that:

- A public body should publish a Disability Equality Scheme (DES) which demonstrates how it intends to fulfil its General and Specific Duties
- A public body should involve disabled people in the development of the Scheme

GMP is committed to eliminating disability discrimination in the way it provides services to members of the community. In addition, GMP is committed to ensuring disability equality in the way that it treats both current and potential employees.

This DES sets out how we intend to strengthen our existing commitment to disabled people. The Scheme also outlines what we are already doing as an organisation and how we intend to make change over the period of this Scheme and Action Plan.



DISABILITY DISCRIMINATION ACT 1995

Definition of Disability

The Disability Discrimination Act 1995 defines a disability as:

“A physical or mental impairment, which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities.”

Appendix 1 gives further information of precise definitions of disabilities under the Disability Discrimination Act (DDA).

Whilst acknowledging the legal definition of disability enshrined in the DDA, GMP has based its DES on the Social Model of disability which recognises that disabled people do not face disadvantage because of their impairments, but experience discrimination because society is not organised to accommodate their particular needs. This includes failing to make accessible education, work, leisure and public services, failing to remove barriers of assumption, stereotype and prejudice and failing to outlaw unfair treatment in our daily lives.

Throughout the development of this DES, we involved disabled people in the process, both from within the community and staff. We have reflected the findings in this piece of work and the following pages show how we carried out our involvement process.



INVOLVING DISABLED PEOPLE

The DES has been written with the involvement of people from the community who are disabled.

Disabled people from across Greater Manchester came together in a number of focus groups to share their experiences of the services that GMP provide and to suggest improvements that could be made to those services.

We worked in partnership with a number of disability organisations in order to ensure that the focus groups were accessible and were brokered in such a way as to build community confidence.

Wherever possible we have sought the support of specific groups to chair and hold the focus groups and thereafter prepare relevant feedback.

In order to ensure that consideration was given to a full range of disabilities the focus groups were organised around the following themes and disabled people were invited to attend them:

- Deaf/Hearing Impairments
- General disabilities including mobility, hidden and other.
- Learning difficulties
- Mental Health
- Blind/visual impairments

In addition to these community groups a number of employees of GMP were involved in the development of the Scheme.

Findings of the focus groups are available on request from GMP, Diversity Command, and will be available on the GMP website.
(www.gmp.police.uk)



All information obtained from the focus groups was analysed and used as the basis for preparing the action plan, where further development was identified.

The drafts of the Scheme and Action Plans were given to members of the above focus groups for further comment and scrutiny. This feedback further enhanced the development of both the Scheme and Action Plan.

The DES will be re-written every three years and the action plan reviewed on an annual basis.

The continued involvement of disabled people will be an essential part of this process.

We will involve the Strategic Disability Independent Advisory Group in this process and in any future reviews of this Scheme and Action Plan. (Please see page 28)

The following pages demonstrate our strategic commitment in embedding this DES into policing, service delivery and employment.



STRATEGIC APPROACH

Strategic Priorities

This DES will ensure that we develop robust strategies to meet the needs of the community of Greater Manchester, whilst meeting our strategic priorities.

Our strategic priorities are:

- Reduce crime together with our partners and communities
- Investigate and detect crime
- Provide reassurance to the communities
- Provide an efficient and effective services

To meet our priorities, Greater Manchester Police will:

- Be professional and well led
- Be efficient and effective
- Listen to all communities
- Be open and accountable

GMP recognises that creating the right organisational culture and values are vital for meaningful progress towards disability equality and we recognise the importance of staff associations and groups in helping us to achieve this.

Leadership

Responsibility for disability issues and the implementation of this Scheme lies with the Assistant Chief Constable (ACC) responsible for both Criminal Justice and Diversity.

GMP's Leadership Programme has played an important part in improving leadership across the Force. As part of this process, the Chief Constable has given personal briefings to all staff at key



middle management level. Everyone in GMP has the opportunity to demonstrate leadership in the way they carry out their role and the way in which they work with colleagues and the public. Behaviour, which promotes diversity and tackles unfair discrimination, is an essential element in GMP's leadership model.

We expect staff to demonstrate leadership by:

- Being positive and effective
- Being focused on performance
- Taking responsibility for performance
- Supporting and listening
- Taking responsibility for action

Confidence and Equality Structure

In October 2005, the Association of Chief Police Officers (ACPO) published guidance to forces on the establishment of Force Confidence and Equality Boards.

In 2006, this guidance was supported by the publication of a national Confidence and Equalities Strategy produced by the Home Office, Association of Chief Police Officers (ACPO) and the Association of Police Authorities (APA). In line with this national focus, GMP has developed its own approach to Confidence and Equality.

Following local consultation, GMP has developed a model for managing its Confidence and Equality agenda that consists of the following components:

- **The Confidence and Equality Board**

The Board takes both a strategic and tactical approach.



The full Board, chaired by the Deputy or Assistant Chief Constable, meets on a quarterly basis to review progress against strategic objectives and the Confidence and Equalities Work Plan.

The Board looks at three main areas:

- A strategic view of progress against the DES and other Equality Schemes
- The development and measurement of progress against the Confidence and Equality work programme. The work plan covers areas such as: leadership, policies and procedures, human resources, learning and development, professional standards
- Any other diversity equality issues that are brought to the attention of the Board from a variety of sources
- The Board also receives a strategic threat assessment and keeps under review relevant published reports and similar documents

In between these meetings a smaller tactical group meets to drive progress on the implementation of the Work Plan.

- **The Confidence and Equality Scrutiny Group**

This group is responsible for monitoring progress, providing specialist advice and insight to the Board to support their work in implementing the objectives and using relationships with staff and communities to identify new priorities for action.

Membership of this group is drawn from all our Staff Associations and Support Groups. The Confidence and Equality Scrutiny Group meets twice a year and will be chaired by the Assistant Chief Constable Criminal Justice and Diversity



- **The Confidence and Equality Advisory Group**

An Independent Advisory Group (IAG) is being set up to act as a critical friend and to inform the development of the Confidence and Equality agenda.

Progress across the diversity agenda as a whole will continue to be driven and coordinated by Diversity Command who will support the Confidence and Equality structures and processes.

Diversity Command

In April 2005 Greater Manchester Police created its new Diversity Command Unit, headed by the Assistant Chief Constable responsible for Criminal Justice and Diversity, to ensure that diversity is embedded into all parts of GMP business.

Diversity Command assists GMP to realise its diversity commitments in the following ways:

- Drives and coordinates actions under the Confidence and Equalities Strategies and Equality Schemes
- Coordinates the work of local divisions and Branches in respect of driving diversity
- Identifies emerging areas for policy development
- Ensures policies are kept current, such as Stop and Search and Hate Crime
- Ensures policies are impact assessed (See Page No: 27)



- Develops performance information and monitors that performance e.g. Disability Hate Crime
- Engage with local Diversity Action Groups and Diversity Champions (See below) to help, advise, support and mentor local Diversity Action Group on delivering diversity issues
- Provides information on GMP's performance in relation to diversity for external scrutiny, for example Greater Manchester Police Authority (GMPA) (See Page No: 28)

Diversity Action Groups and Diversity Champions

Each Division and Branch has a “Diversity Action Group”, (DAG). This Group supports the Diversity Champion in coordinating the delivery of diversity equality issues, including this Scheme and action plan.

Each Division and Branch has appointed a “Diversity Champion”. Whilst every individual in the Force is responsible for promoting diversity, the Champions take on the responsibility for leading, co-ordinating and driving forward activity in their local area in line with local and force wide priorities.

National Quality Of Service Commitment

In addition to the Specific Duty laid out in the DDA, GMP is required to meet the standards of the National Quality Of Service Commitment, published by the Home Office in 2006. This includes areas, relating to services to the community. The principles of these commitments complement the Specific and General Duties of our DES.



The commitments cover the following areas:

- Making it easy to contact us
- Providing a professional and high quality of service
- Dealing with your initial enquiry, for example ensure that we properly understand what you are telling us
- Keeping you informed, for example update you at a mutually convenient time and in an agreed way
- Victims of crime, for example Identify and support vulnerable victims
- Your voice counts, for example provide a range of ways in which you can let us know your views and publicise these locally
- Complaints, for example increase public confidence in our ability to deal effectively with your concerns and your complaints
- Freedom of Information, for example ensure our information on our websites is kept accurate and kept under review

We will endeavour to fulfil the commitments in our DES by ensuring that we deliver a world class service, which will meet the needs of individuals and communities. The following pages show how we are doing this and how we intend to continue to improve our service.



CUSTOMER CARE AND SERVICE DELIVERY

The needs of disabled customers vary widely from person to person and we must be flexible enough in our service delivery to cater for this diversity. Requirements might include access to buildings and the ability to move about a building by the provision of ramps and lifts, but can also include the appropriate use of colour schemes to assist people with visual impairments, or the provision of information in different accessible formats.

Ensuring that a service is delivered in a way that is not less favourable depends on the training of staff to meet specific needs and general awareness of the needs of disabled people.

GMP has taken a number of steps to ensure that disabled people are able to access our services easily and with confidence that their needs are understood and will be met. These are listed below:

- **Access to buildings and infrastructures**

GMP is aware that being able to access its premises is crucial in ensuring that disabled people have the opportunity to receive an equal service.

Greater Manchester Police has a large number of sites, the majority of which are open to the public. Our Facilities Branch has overall responsibility for ensuring that these premises are accessible and has a programme of work in place to meet any access needs that are identified.

Many of our buildings are new and have been built to the latest building regulations and standards to ensure that accessibility is included from the outset of the buildings design.



We undertake access audits and systems are established to ensure that the effectiveness of the original audit is monitored and any additional work undertaken. This process will allow us to make continually improving access to its buildings by identifying opportunities for change.

In relation to the access requirements of our employees if specific adjustments to premises are identified, the Facilities Branch works with the individual, their Manager and Human Resources team to ensure that the alterations are undertaken as quickly as is reasonably possible.

- **Reporting Hate Crime**

The impact of hate crime on victims cannot be underestimated. Often victims feel particularly vulnerable, and this feeling extends to their family and to the wider community. This vulnerability can lead to anxiety about reporting hate crime.

GMP has put in place a number of different ways of reporting hate crime designed to reassure the community:

- Third party reporting centres across Greater Manchester run in partnership with community organisations where victims do not have to report directly to the police
- The internet, via GMP's website
- "True Vision": In order to encourage the reporting of hate crime and allay peoples concerns about the process, GMP has signed up to True Vision.



GMP produces packs, which inform hate crime victims where they can get help and how to report crime. Each pack contains a self-reporting form and pre-paid envelope addressed to GMP's Diversity Command. Packs are distributed around the community and to our various third party reporting centres.

Work is currently being undertaken to produce a self-reporting pack for disability related hate crime that will be made accessible to disabled people.

- **Access to Information**

It is vital to provide information and services that can be easily accessed by all our communities. Some people may be reluctant to use the services of the police, or have difficulty in doing so and accessible, clear and welcoming information can help to overcome these barriers.

We are working to ensure that media coverage of the services we provide is accessible to all communities. When publicising work in the field of disability equality, we will devise specific communications strategies to ensure that we reach all communities. Diversity Command actively engages with Strategic Independent Advisory Groups (IAGs) to receive feedback on how effectively we are reaching all sections of the community, and to develop our communications strategies further. At a local level this is done through Divisional and Branch IAG's.

We also recognise that disabled people may need to access information in different ways and require services tailored to their particular needs. We actively review our processes to ensure we highlight any areas where barriers to equal access to information and services exist. We are committed to ensuring that solutions are implemented where barriers are found.



We will continue with our commitment to review ways in which we can make our materials more accessible and this is reflected in our action plan

GMP uses a wide variety of publications and other media, including those that target disabled people to publicise crime prevention appeal for information and inform audiences of our activities

We will review systems to ensure that information is consistent across all formats including the website.

- **Website**

We have made considerable efforts to ensure that our website is accessible to disabled people and currently our website complies with level AA of the Web Accessibility Standards.

(www.gmp.police.uk)

We are pleased that those efforts are recognised externally:

- GMP website was the first police website to be granted the Royal National Institute for the Blind 'see it right' award in February 2003
- GMP website won a 'merit' in the Electronic and Video category in the CiB (Communicators in Business) Awards in November 2002
- GMP website was short listed in the 'simply the best awards 2004' in the category Standard Life Accessible Information Award



- GMP website won the Big Chip Award for the best use of digital technology in public services in the North West in January 2004
- Read speaker, a software programme which converts text into sound for people with a visual impairment, is available on the GMP website

- **Telecommunications access**

Greater Manchester Police staff responsible for call taking from members of the public receive training in the use of the Mincom system.

Call taking staff are also trained in relation to deaf awareness and how to deal with calls via 'Typetalk'.

The separate Mincom number is advertised on the website and GMP publications.

- **Interpretation and Communication Support**

In GMP, staff have access to an extensive network of interpreters and communication support provides accredited bodies including:

- The Council For the Advancement of Communication with Deaf People (CACDP)
- Association of Police and Court Interpreters
- The National Register For Public Service Interpreters (NRPSI)
- Institute of Translation and Interpreting



- British Deaf Association (BDA)
- Royal National Institute for Deaf People (RNID)
- Association of Sign Language Interpreters (ASLI)
We use accredited interpreters when interviewing detained persons and when taking witness statements from people whose preferred method of communications is through British Sign Language.

Requests for other Information

For interpretations in relation to meetings and other enquiries we will be developing the use of local networks of accredited sign language interpreters.

This is reflected in our action plan (Please see Appendix 2)

Corporate Communications

Corporate Communications Branch has details of specialist media and publications that form the basis of circulation lists that are used for media appeals and press releases. This includes disability related media.

Customer Care Training

In order to equip our staff with the necessary skills to deal with members of the community, we ensure that they are given specific training in relation to diversity. An example of this is where Operational Communications Staff (who take calls from members of the public), receive disability awareness training in respect of hearing impairments and learning difficulties.



Training on the Disability Equality Scheme

The majority of GMP staff have received training in relation to the Disability Discrimination Act and the impact it has on them in relation to service delivery and employment issues.

Training on diversity issues for all staff

All members of staff including those who are new to the organisation will attend diversity training run by the Diversity Training Unit. A series of new diversity learning packages are already being developed which are designed to provide training relevant to a person's area of work for example patrol officer, police staff management or catering staff.

The Diversity Training Unit has embedded diversity throughout all learning and development materials. All materials used to deliver training have scenarios and examples drawn from a number of diversity areas. This approach encourages officers and staff to reflect on their values and understanding of diversity in any training course provided by GMP. All materials will be reviewed annually.

Initial Police Learning and Development Programme (IPLDP)

A key aspect of this programme is to develop student officers to effectively engage with the community. This programme is based around practical and locally supported activities designed to ensure that student officers understand the needs of local communities and individuals.

The National IPLDP requirement is for student officers to spend at



least 80 hours (10 days) working with members of the local communities to learn about their needs and requirements. The Greater Manchester Police programme includes a two-week community placement on the division where the student will eventually be policing. The student also attends a one-week course at Manchester Metropolitan University, which gives a cultural overview of the community. During weeks 12 to 27 training is held at community venues and within the community, rather than at regional police centres.

- **Procurement**

As a public body we need to consider whether the way in which services are procured promotes equality of opportunity

GMP uses a wide variety of contractors to assist us in our business. In order to ensure that our contractors comply with diversity legislation and are supportive of GMP's diversity commitments, the Pre-Qualification Questionnaire (PQQ), which forms part of our contract, asks potential Suppliers about their attitude and performance in relation to Equal Opportunity issues. The PQQ specifically mentions performance in respect of the Disability Discrimination Act (DDA) and the Disability Rights Commission.

There is a discrimination clause in its standard contract terms and conditions. Any breach of this clause could result in contract termination.

The following pages show how we demonstrate our commitment to those members of our staff who have a disability and the processes we have in place to ensure that we create an inclusive workplace.



EMPLOYMENT

Disabled employees of GMP are protected from discrimination by the DDA.

The DDA requires that staff with disabilities are:

- Not treated less favourably
- Not to be subjected to harassment

In addition to ensuring that unfair treatment does not occur, the employer is required to make reasonable adjustments to the working environment or the tasks that the individual has to undertake in their role in order for them to carry out that role.

There is no protection under the DDA for non-disabled people. Therefore, if a disabled person were to be treated more favourably than a non-disabled person, the non-disabled person could not bring a claim for discrimination under the DDA.

- **2 Ticks Symbol**

GMP has been awarded the “2 Ticks” symbol by the Jobcentre Service. This symbol indicates a positive approach to the employment of disabled people.

Employers who use the symbol have agreed with Jobcentre Plus that they will take action on the following five commitments:

- To interview all disabled applicants who meet the minimum criteria for a job vacancy and consider them on their abilities
- To ensure there is a mechanism in place to discuss, at any time, but at least once a year, with disabled employees what can be done to make sure they can develop and use their abilities



- To make every effort when employees become disabled to make sure they stay in employment
- To take action to ensure that all employees develop the appropriate level of disability awareness needed to make these commitments work
- Each year to review the five commitments and what has been achieved, plan ways to improve on them and let employees and Jobcentre Plus know about progress and future plans
- **Reasonable Adjustments**

Within the recruitment process, reasonable adjustments will be made. This includes job applications forms being made available in alternative formats upon request.

Line managers receive support from HR ensure that they fulfil their obligations in respect of making reasonable adjustments for disabled staff.

Management guidelines were issued in September 2005 in relation to Jobcentre Plus, Access to Work Scheme and the availability of grants and funding. The North West Region has a central disability service team that we liaise with, including their Jobcentre based Disability Employment Advisors.

- **Disability Support Network**

On 12th May 2006, GMP launched a Disability Support Network for all employees. The aims and objectives of this network are to provide support and advice to disabled staff within GMP and to promote understanding of disability issues within the Force.



The network also acts as a resource reference for GMP regarding disability issues.

Full membership is open to all disabled staff in GMP and associate membership is open to all GMP staff that either work with or care for a disabled person.

Human Resources Support

The HR Branch provides support to disabled staff and to managers in a number of different ways.

The Equal Opportunities Unit develop policies and procedures, monitor the Grievance Procedure, coordinate the Mediation Scheme and maintain useful links with relevant agencies and organisations e.g. the Home Office and the Disability Rights Commission.

In addition, the Unit offers advice and support to managers and individuals on all aspects of equality and diversity.

- The force has a network of volunteer Equal Opportunities Advisors. The role of the advisor is to act as a trained point of contact that can provide information and support to employees. Their remit is to assist officers and staff if they have an equality issue in working through what options are open to resolve the issue.

Positive Action Team and Minority Support Officer

- **The Positive Action Team** is responsible for encouraging the recruitment of disabled people by:
- Promoting career opportunities in GMP across all communities



- Increasing the number of applications from disabled people who apply to GMP
- **The Minority Support Officer** supports disabled staff with career development advice including interview skills.
- **Positive Action Leadership Programme (PALP)**

We offer to staff with disabilities attendance on the PALP, which is a Programme sponsored by the Home Office.

The programme is aimed at encouraging officers and police staff from under-represented groups to stay in the service and apply for progression either laterally or through promotion when opportunities arise. The PALP is a four-day course aimed at all minority officers and police staff.

GMP encourages disabled staff to take up this opportunity.

In addition, GMP has Human Resource Units based within all of our divisions and departments who can provide support to disabled staff and their line managers, including those members of staff who become disabled during their employment. It is likely that these local units will be the first point of contact for our staff.

Further advice can be obtained from these units and the Home Office document entitled “Disability and the Police Complete Works”.

The following pages set out methods we currently use to assess the impact of our policies on disabled people as well as other minority groups.



IMPACT ASSESSMENTS

A Disability Impact Assessment is a thorough analysis of a policy to see if it has a differential impact on the disabled community. The primary purpose is to ensure that any new, or amended policy does not have an adverse impact on disabled people. In addition, it should consider if the policy has a beneficial impact on disabled people by allowing them to engage more fully with GMP.

GMP initially introduced impact assessments as part of its Race Equality Scheme in 2002. It was decided to extend impact assessments across all strands of diversity including disability. We therefore have an on-going process of assessing the impact that a policy will have on the disabled community.

We will review this process to ensure that it meets the requirements of the Disability Equality Duty.

All policies identified as relevant to the General Duty will undergo a full impact assessment.

An Impact Assessment Template and associated guidance notes have been developed. This requires policy owners to consider the impact of the policy in general terms, and more specifically in respect of service delivery, operational policing, employment and training. The Impact Assessment Template also requires policy owners to define monitoring arrangements and consultation.

A copy of our impact assessment template is available on request from Diversity Command.



Training on Impact Assessment

Staff from Diversity Command give representatives from divisions and departments, support and advice in relation to carrying out impact assessments.

There is a training package available on the GMP intranet for use by all staff. This package contains relevant material in relation to carrying out an impact assessment.

We are aware it is important not only to impact assess policies, but also to ensure they are effective. To do this we must have procedures in place to monitor their impact in order to ensure that disabled people are not treated unfairly.

In order to ensure we are making progress in these areas, there are a number of bodies that scrutinise us. Their roles are explained on the following pages.



EXTERNAL SCRUTINY OF OUR PERFORMANCE

Strategic Disability Independent Advisory Group

In partnership with GMPA, GMP is in the process of establishing a Strategic Independent Advisory Group (IAG), on disability, which will comprise of members of the community who have disabilities or their advocates. This group will assist GMP with advice on a range of issues that may impact on the disabled community, and will also have a role in developing the DES.

Greater Manchester Police Authority

The Force will report quarterly to the Authority on progress of the implementation of the Scheme and Action Plan. A member of the Advisory Group will be represented on the Equalities Scrutiny Board, which will also include other members of other advisory groups and members and officers of the Police Authority. (Please see page 9)

The Force will also ensure that all reports to the Authority include any disability implications and will report to other committees as relevant on HR, Estate and Health and Safety.

Her Majesty's Inspector of Constabularies (HMIC)

HMIC visit Police Services in order to collect information about how each force is performing and developing in a number of areas including diversity.

From this information they compile a three-year programme, which highlights areas of weakness, and underperformance and identifies strengths.



Each force has the responsibility of creating an action plan that ensures that areas of weakness and underperformance are improved and that identified strengths are maintained.

Disability Rights Commission (DRC)

The DRC will monitor the development of DESs in line with their Statutory Code of Practice.

The DRC have the power to take legal action against bodies that have failed to comply. <http://www.drc-gb.org/>

The next section of our DES deals with what information we will collect to help us decide if the scheme is helping disabled people to access our services and to work for us. It also outlines how this information will be used to review the steps we are taking.



GATHERING INFORMATION AND MONITORING OUTCOMES OF THE DISABILITY EQUALITY SCHEME

GMP has a robust approach to performance management, which operates on both local and force wide levels. Many of the mechanisms for monitoring progress against the Disability Equality Schemes have been mentioned elsewhere in this report, however for convenience they are referred to again here:

- Impact Assessments, GMP policies are impact assessed at the point of development and are regularly reviewed. Impact assessments are subject to internal scrutiny through the Confidence and Equalities structure and external scrutiny from the GMPA.
- Certain aspects of operational policing that have been identified as having a particular impact on minority communities (for example stop and search, and the investigation of hate crime) are monitored by Diversity Command, who produce monthly performance information. This is received by all Branch Commanders and forms part of our regular performance management meetings chaired by the Chief Constable where Divisional Commanders are held to account for progress in their areas.
- The Strategic Confidence and Equality Board monitors progress against the Race Equality Scheme (RES), the DES and the Confidence and Equality Work Plan. Diversity Command are responsible for collating all the relevant information to present to the Board. Upon completion of the reviews stated in the action plan, resourcing implications will be reported in the normal manner to the Force Strategic Management Board (FSMB) for assessment and consideration in the context of force business.



- Internal Affairs are responsible for monitoring and taking action on complaints made against GMP including allegations of misconduct against Police Officers.
- Human Resources are responsible for monitoring employment practices. The Equal Opportunities Unit monitors all stages of the Grievance Procedure and carries out twice yearly assessments of the identified trends. This is scrutinised by the Equal Opportunities Advisory Committee, which makes recommendations for action.
- Annual Progress Report, GMP produces an annual “Race and Diversity Monitoring Report: A report for the Community”. Following the introduction of the DES this will contain a progress report on the DES action plan.

Information is gathered from a wide variety of sources. Internally the Staff associations play a significant role in providing feedback from employees and come together to make up the Confidence and Equality Scrutiny Group, which acts as a critical friend to the Confidence and Equality Board. The Staff Associations are:

- Disability Support Network
- Black and Asian Police Association
- Christian Police Association
- Jewish Police Association
- Lesbian and Gay Staff Affiliation
- Muslim Police Association
- Police Federation



- UNISON
- Women's Issues Network

Externally the Independent Advisory Groups at both strategic and local level, keep GMP in touch with our communities. Additionally, we are in the process of developing mechanisms to continue the involvement of disabled people that we have begun with preparation of this DES.

Further community consultation is conducted through GMP's customer satisfaction survey and victims of crime survey, both of which gather information on the number of disabled people who access the police.



FURTHER INFORMATION, COMPLAINTS, FEEDBACK AND SUGGESTIONS

Internet

We will publish our DES and the Race and Diversity Monitoring Report on the Force internet site, <http://www.gmp.police.uk>. These reports appear attached to the Chief Constable's welcome message, the most prominent page on the site.

Printed copies

We make copies of the Annual Report available to be viewed at all police stations and libraries in Greater Manchester. We also keep a mailing list of interested parties and send them a copy of the report each year. Any organisation or member of the public may ask for a printed copy, or to be added to the mailing list, by contacting the Diversity Command, Chester House, Boyer Street, Manchester, 0161 856 2274, diversity@gmp.police.uk.

We also provide printed copies of both the DES and annual report to the 12 GMP Divisional Community and Race Relations Officers for distribution to interested parties across Greater Manchester. These officers, through their local Diversity Action Groups, are expected to work closely with communities we have traditionally had difficulty engaging.

These groups will be expanded to include disability support groups and advocacy organisations.

On request, we make the DES and annual report available in different formats, including large print, audiocassette, compact disc, Braille, and in languages other than English.



Full Impact Assessment Reports

GMP publishes an annual summary of all impact assessment reports and supply copies of the full reports on request.

Impact assessments on individual polices are available upon request by writing to:

Diversity Command,
Chester House,
Boyer Street,
Manchester,
Tel: 0161 856 2274
Email: diversity@gmp.police.uk

How to complain, give feedback and make suggestions

All complaints, feedback and ideas about the GMP DES should be in writing, or by electronic means, addressed to:

Assistant Chief Constable
(Criminal Justice and Diversity Command)
Greater Manchester Police
Boyer Street
Manchester
M16 0RE
Email: diversity@gmp.police.uk

Complaints can also be made verbally at any police station.

We will acknowledge receipt of the complaint in writing within 10 working days.



Diversity Command

Feedback, ideas or complaints can also be sent to the Diversity Command. The Branch will accept, record and take action on any issue from any source about race and diversity issues in GMP. The Team can be contacted in writing, by e-mail or by telephone:

Director of Diversity
Diversity Command
Greater Manchester Police
Boyer Street
Manchester
M16 0RE
Tel: 0161 856 2200
Email: diversity@gmp.police.uk

What will happen to the complaint?

The Diversity Command will investigate and aim to provide a result within 28 days.

A complaint relating to the actions of an individual member of staff rather than the force as a whole will be dealt with in accordance with the relevant disciplinary procedures, through GMP's Internal Affairs Branch.

All complaints made in respect of the DES will be monitored by the Diversity Command and will assist us in making any necessary revisions to the Scheme.



Role of the Greater Manchester Police Authority

Any complaints, feedback and ideas about the DES can also be sent to the Police Authority at:

Greater Manchester Police Authority
The Clerk to the Police Authority
Salford Civic Centre
Chorley Road
Swinton
M27 4AE
Tel: 0161 793 3021
Email: info@gmpa.gov.uk

Role of the Independent Police Complaints Commission

The Independent Police Complaints Commission (IPCC) has overall responsibility for complaints against the police. Their aim is to raise standards, cut delays, increase public confidence and transform the way Police Forces handle complaints against the police. We will consult the IPCC on the impact of our complaints and discipline procedure.

The IPCC is particularly concerned about complaints of discriminatory behaviour by employees of the Police Service. They can be contacted at:

The Independent Police Complaints Commission
90 High Holborn
London, WC1V 6BH
Tel: 08453 002 002 (local rate)
Fax: 020 7404 0430
Email: enquiries@ipcc.gsi.gov.uk



APPENDIX 1

DEFINITION OF DISABILITY: FURTHER DETAILS



Greater Manchester
POLICE



APPENDIX 1: Definition of Disability

IMPAIRMENT

The definition covers physical and mental impairments. These include:

- Physical impairments affecting the senses, such as sight and hearing
- Mental impairments including learning disabilities and mental illness

Substantial

The following are examples that are likely to be considered as substantial:

- Inability to see moving traffic clearly enough to cross a road safely
- Inability to turn taps or knobs
- Inability to remember and relay a simple message correctly

Long-term

Those having effects that:

- Have lasted at least 12 months
- Alternatively are expected to last at least 12 months
- Are likely to last for the rest of the life of the person affected

Long-term effects include those that are of an episodic nature. For example, an effect will be considered to be long-term if it is likely both to recur, and to do so at least once beyond the 12-month period following the first occurrence.



Day-to-day activities

Day-to-day activities are normal activities carried out by most people on a regular basis, and must involve one of the following broad categories.

- Mobility - moving from place to place
- Manual dexterity - for example, use of the hands
- Physical co-ordination
- Continence
- The ability to lift, carry or move ordinary objects
- Speech, hearing or eyesight
- Memory, or ability to concentrate, learn or understand
- Being able to recognise physical danger

Progressive conditions

These conditions are likely to change and develop over time. Where a person has a progressive condition, he or she will be covered by the Act from the moment the condition leads to an impairment which has some effect on the ability to carry out normal day to day activities. Even though not a substantial effect, if that impairment is likely eventually to have a substantial adverse effect on such ability. Examples of progressive conditions include:

- Cancer
- HIV infection
- Multiple sclerosis
- Muscular dystrophy

The act covers people with these conditions from that the day of diagnosis.



Past disabilities

The definition covers people who have had a disability in the past. If a person once had a disability, which is covered by the Act, they are still protected if they have recovered. This applies even if they recovered before the Act came into force.

Impairments, which are excluded

The following conditions are not to be treated as impairments for the purposes of the Act:

- Addiction to or dependency on alcohol, nicotine or any other substance (unless the addiction resulted from the substance being medically prescribed)
- Seasonal allergic rhinitis (e.g. hay fever) except where it aggravates the effect of another condition

(This is not an exhaustive list. You can obtain a full list from **www.drc-gb.org**)



APPENDIX 2

ACTION PLAN



Greater Manchester
POLICE



ACTION PLAN 1-5

Action

STRATEGIC APPROACH

1 Develop Confidence and Equality Structure and work plan to drive progress on diversity

2 Ensure maintenance of Diversity Knowledge Bank

EXTERNAL SCRUTINY OF OUR PERFORMANCE

3 Diversity Command to provide update to GMPA Advisory Group on disability Issues for scrutiny

SERVICE DELIVERY

4 In the context of the current strategic review of Hate Crime ensure issues of disability are fully taken into account

5 To extend relationships with community, disability groups and advocacy organisations at divisional level

- Review make up of division in relation to the above
- Identify how different groups needs are catered for at a local level and respond to these as appropriate, e.g. fixtures, and fittings, ramps and entrance, bell in reception areas to be made more prominent, textured flooring Establish protocol to formulate involvement of those groups, e.g. Diversity Command (DC) to identify one division to lead on developing protocol in conjunction with DC, for generic use.
- Establish representation in respect of disabled people on local IAG's



Deadline

30th November 2007

Responsible

ACC Criminal Justice
and Diversity

Deliverable

Action Plan

On-going

Diversity Command
Director

Up-to-date
information

Deadline

On-going

Responsible

Diversity Command
Director

Deliverable

Regular reports
and information
supplied.

Deadline

30th April 2007

Responsible

Diversity Command
Director

Deliverable

Revised Policy

31st May 2007

Territorial Divisional
Commanders

(With support and advice
from Diversity Command
and in conjunction with and
guidance from Estates
Branch)

Establish and
maintain
contact list/
mapping
document



ACTION PLAN 6-11

Action

SERVICE DELIVERY continued

6 Continue and complete accessibility audit on areas accessed by the public at police stations

7 Consider alternative methods of providing written statement details to people with visual impairment

8 Ensure staff have sufficient knowledge of diversity to meet the needs of disabled customers.

- Ensure staff have relevant skills to deal with those communities
- Identify training needs of staff specific to disability awareness e.g. call takers taking initial calls and ascertaining if caller has a disability

9 Review policy and procedure in relation to how we treat people with mental ill health issues whilst in police custody

10 Incorporate disability into the call handling and public contact review process

- Call Resolution Programme Board

11 Create Information Pack for Operational Staff containing:

- British Sign Language alphabet card
- Deaf Blind alphabet card
- Serving disabled people communication guide



Deadline	Responsible	Deliverable
30th June 2007	Facilities Director, Facilities Department	Report on findings to FSMB and Confidence and Equality Structure
30th April 2007	Chief Superintendent, Criminal Justice Department	Completion of report
30th September 2007	Territorial Divisional Commanders and Branch Heads	Staff knowledge levels approved
31 November 2007	Chief Superintendent, Criminal Justice Department	Report on Review
30th September 2007	ACO, Business Resources and Operational Communications	Report on Review to Confidence and Equalities Structure
31st March 2007	Director Diversity Command	Completion and dissemination of packs



ACTION PLAN 12-16

Action

PROCUREMENT

12 Dip sample contractors to ensure compliance with Disability Equality Duty

- Scrutinise 20% of contractors
- Ensure that contractors are compliant with our requirements and the needs of the Disability Equality Duty.

COMMUNICATIONS

13 Review accessibility of current publications for internal and external audience

- Establish protocol for producing documents and alternative formats
- List of accessible formats and details of how to obtain them to be contained in all relevant publications

14 Review accessibility of website for hearing impaired users

- Explore use of 'pop ups' of sign video interpreters
- Easy reading version

15 Investigate the practicality of use of Single Text Messaging Standards within GMP

- Through the Call Resolution Programme Board

16 Review 24hr emergency contact phones outside non-24hrs police stations to include facility for hearing impaired to contact GMP

- Through the Call Resolution Programme Board



Deadline	Responsible	Deliverable
30th April 2007 and then annually	Assistant Director, Procurement Business Services Branch	Report on findings of dip sampling by April 2007

Deadline	Responsible	Deliverable
31st May 2007	Force Corporate Communications Director	Report on review

30th June 2007

Force Corporate
Communications Director

Report on
findings

30th June 2007

ACO Business Resources
and Operational
Communications

Report on
findings

30th June 2007

ACO Business Resources
and Operational
Communications

Report on
findings



ACTION PLAN 17-19

Action

COMMUNICATIONS continued

17 Investigate feasibility of use of interpreters via video links

- Accredited interpreters for making initial enquiries e.g. at front enquiry counter
- Scoping exercise of other agencies using such facilities e.g. NHS

18 Review signage at Police premises to make more accessible through the Call Resolution Programme Board

- Font
- Font sizes
- Colours and contrasts

TRAINING OF STAFF

19 Review current provision of disability awareness training

- Review current internal training delivery to mainstream disability
- Mainstream disability awareness and the Disability Equality Duty into mandatory diversity training for all staff
- Needs analysis in relation to training priorities
- Including training on the delivery of any relevant training packages
- Review training on use of jargon and acronyms to ensure ease of communication.
- Consider input on specific disabilities such as sensory impairments, mental ill health, and learning disabilities.
- Consider methodology of training e.g. video inputs, theatre training
- Consider involving disabled people in the delivery of training



Deadline	Responsible	Deliverable
30th September 2007	Chief Superintendent, Criminal Justice Department	Report on findings
30th September 2007	Force Corporate Communications Director	Report on findings of review
Deadline	Responsible	Deliverable
30th September 2007 and annually thereafter	Learning and Development, Director	Report of review



ACTION PLAN 20-26

Action

TRAINING OF STAFF continued

- 20 Ensure IAG members and staff associations/unions are involved in the design and delivery of race and diversity training, as well as other relevant courses**

EMPLOYMENT

- 21 Ensure assessment centre process is fair in relation to officers with a disability**
-
- 22 Ensure existing guidance enables effective managerial identification of future High Potential Development Scheme candidates**
-
- 23 Review appraisal system to include staff disability issues**
- Ensure staff with a disability have the opportunity during appraisals to discuss any concerns, risk assessments, development issues etc.
-
- 24 Review guidance in relation to carrying out risk assessments of employees with a disability**
-
- 25 Review GMP Appropriate Language Guide to include disability related terminology, in line with Disability Rights Commissions guidelines**
-
- 26 Ensure interviewing panels have relevant disability awareness training and understanding of needs**
- Scoping of current training (Selection and Requirement Course) to see whether relevant diversity issues are covered



Deadline	Responsible	Deliverable
30th April 2007	Director, Learning and Development	New agreed training courses
Deadline	Responsible	Deliverable
31st May 2007	ACO Human Resources	Review of process
31st May 2007 and thereafter ongoing	ACO Human Resources	Increased resenatation
30th June 2007	ACO Human Resources	Report of review
30th April 2007	ACO Human Resources	Revised Guidance
30th April 2007	ACO Human Resources	Revised policy
30th April 2007 package	ACO Human resources	Revised training



ACTION PLAN 27-32

Action

EMPLOYMENT continued

27 Review process of providing reasonable adjustments for members of staff, prior to commencement of post.

- HR managers to review processes of hand over of information
- Occupational Health, to ensure HR managers are informed of any reasonable adjustments and needs prior to individual commencing post

28 Take steps to increase confidence of existing staff in respect of declaring disabilities

- Reviewed communication strategy in relation to staff declaring their disabilities

29 Review promotion and specialist appointment procedures to ensure they do not exclude disabled people

30 Review and Implement the recommendations relating to disability contained within the 'Employment Monitoring Duty' document produced by the Home Office, ACPO and APA

31 Ensure that knowledge of the Disability Equality Duty is incorporated into the promotion/assessment centre processes

32 Review current procedure in relation to implementing IT reasonable adjustments identified as necessary for members of staff

- Review IT reasonable adjustments implemented since procedure launched in 2006
- Identify any barriers to implementation of reasonable adjustment



Deadline	Responsible	Deliverable
30th April 2007	ACO Human Resources Branch and Divisional HR Managers	Report on review
30th November 2007 and ongoing thereafter	ACO Human Resources	Revised communication strategy and increased reporting
30th November 2007	ACO Human Resources	Review completed
Review and implement by 30th April 2007 and report quarterly thereafter	ACO Human Resources and ACO Human Resources	Reports to Confidence and Equalities Board
30th June 2007	ACO Human Resources	Knowledge incorporated
30th April 2007	ACO Business Resources and Operational Communications	Report on review



ACTION PLAN 33-37

Action

IMPACT ASSESSMENT

33 Incorporate guidance from DRC on disability impact assessments (awaiting publication)

- Review DRC guidance
- Compare to current IA process and template
- Incorporate any additional guidance into the IA process and template
- Review IA training package and amend as necessary

GATHERING INFORMATION AND INVOLVING PEOPLE

34 Establish a Strategic Independent Advisory Group (IAG) for disability issues

- Advertise for members
- Train members accordingly

35 Divisional and departmental IAG's to include representatives of the disabled community

36 Establish annual forum of disabled people to review action plan

OUTCOMES

37 Include in annual report details of work undertaken to ensure that services we provide are appropriate to all disabled people

- To include employment monitoring information



Deadline	Responsible	Deliverable
30th April 2007	Diversity Command Director	Revised System
Deadline	Responsible	Deliverable
30th June 2007	Diversity Command Director	Strategic IAG established
June 2007	Territorial Divisional Commanders and Departmental Heads	Representation of disabled people
October 2007 and annually thereafter	Diversity Command Director	Feedback incorporated into action plan
Deadline	Responsible	Deliverable
Annually	Diversity Command, Performance Manager	Annual report

**This is the Greater Manchester Police
Disability Equality Scheme.**

**If you would prefer a copy of this document in large
print please contact us using the details below:**

**Policy and Development Unit, Diversity Command,
Chester House, Boyer Street, Manchester M16 0RE
Tel: 0161 856 2206 www.gmp.police.uk**

Report compiled by GMP Diversity Command · Design and preparation by GMP Design & Print Services Unit

If you require this document in a different format or language please contact info@gmp.police.uk or telephone 0161 856 2284

اگر آپ کو یہ دستاویز اردو میں درکار ہو تو براہ مہربانی ای میل کریں: info@gmp.police.uk یا ٹیلی فون نمبر: 0161 856 2284 پر فون کریں۔
info@gmp.police.uk أو بالرقم الهاتفی 0161 856 2284 إذا رغبت فی الحصول علی هذه الوثيقة باللغة (العربية)، فترجو الاتصال بالبريد الإلكتروني

若是你想索取這份文件的中文譯本，請致電 0161 856 2284 或以電郵 info@gmp.police.uk 聯絡我們。

এ দলিলটি বাংলা ভাষায় পেতে হলে অনুগ্রহ করে info@gmp.police.uk ঠিকানায় অথবা 0161 856 2284 নম্বরে যোগাযোগ করুন।

જો તમને આ દસ્તાવેજ સુવ્યવસ્થી ભાષામાં મેળવવો હોય તો અહેવાલની કોપીને info@gmp.police.uk નો સંપર્ક
સાથે અથવા 0161 856 2284 ઉપર ટેલીફોન કરો.



Greater Manchester
POLICE