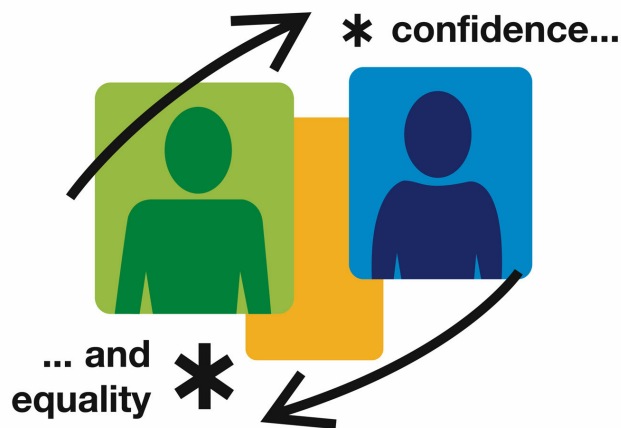





Sussex Police

Disability equality scheme

2006/2009



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EXECUTIVE SUMMARY

The Disability Discrimination Act 2005 places a duty on Sussex Police to have due regard to the need of disabled people when carrying out its functions.

This duty requires a proactive approach, mainstreaming disability equality into all decisions and activities: eliminating discrimination, combating harassment, and promoting positive attitudes and participation in public life.

The social model of disability

The social model underpins our scheme. It states 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 other people's attitudes and their physical environment creating barriers. Through our scheme we aim to understand and dismantle the barriers which exclude and limit the life chances of disabled people

Involving disabled people

With the help of the East Sussex Disability Association (ESDA) and many other local disability groups, hundreds of disabled people have contributed to our scheme; their views and recommendations have driven the actions we will take over the next three years.

The creation of an external reference group of disabled people will help ensure we have a long-term relationship helping us develop services that meet the needs of disabled people.

Similarly, we will explore how we can support an internal disabled staff network.

Our approach

Everyone who comes into contact with Sussex Police, irrespective of where, how or why, should be provided with a consistent, high quality service.

The quality of the service we provide directly affects our success as a police force; communities that are confident in how we police are more likely to report crime, provide information and act as witnesses.

The successful delivery our disability equality scheme, as an integral part of our Confidence and Equality strategy will:

- build lasting arrangements for engaging with disabled people;
- ensure what we do is responsive to the needs, and concerns, of disabled people;
- make sure our services are accessible;
- give all our staff opportunities to develop and the chance to progress;
- increase the degree to which the workforce is representative of the communities we serve;
- become widely acknowledged as an employer of choice.

SECTION 1

SUSSEX POLICE VISION

Sussex Police is committed to promoting equality, fairness and respect. Our focus is to provide a service that recognises, understands and applies the experience and needs of all communities to our decision making and service delivery.

We will:

- deliver a citizen-focused policing service: recognising the needs of different communities and individuals, with Sussex Police actively engaged with the public and our partners;
- take care to assess the impact of our policies and their implementation on race, religion and belief, gender, disability, sexual orientation and age equality;
- create a working environment where diversity is recognised, valued and celebrated;
- ensure equality of opportunity in our recruitment, selection, appraisal, training and career progression processes;
- employ a workforce that reflects, at all levels, the diversity of the communities of Sussex;
- develop all our staff to realise their full potential;
- treat all our staff and the people we serve with dignity and respect.

We recognise that our staff need to be confident when they work in the community to build trust with the police so the public feel confident in reporting incidents and intelligence and trust that police will investigate. That confidence is rooted in the training and awareness gained in the workplace.

Sussex Police statement of values

“We, the police officers, police staff and volunteers of Sussex Police, are dedicated to the values which underpin the police service: integrity, fairness, equity, justice and courage. We will actively build a culture in our force which is overtly hostile to those who discriminate on the grounds of race, religion, skin colour, sexual orientation, disability, gender, age, social class or any other inappropriate factor.”

introduction by the chief constable

I am delighted to introduce this, our first disability equality scheme.

I am proud to be a part of an organisation where every single person wants to give of their best. By making the organisation accessible, removing barriers of assumption, stereotype and prejudice, and eliminating unfair treatment we can deliver to our officers, staff and everyone who requires our services in a way that recognises and meets individual needs.

Joe Edwards

Chief Constable, December 2006

how does disability fit into policing initiatives

The Disability Discrimination Act 1995, now amended by the Disability Discrimination Act 2005, places a duty on Sussex Police to have due regard to the need of disabled people when carrying out its functions.

In essence it provides a framework for us to carry out our work more effectively.

Meeting this duty will:

- Improve our effectiveness and efficiency by ensuring that the resources invested benefit all those they are aimed at, or who need them. Making our services accessible and effective for disabled people will benefit other service users too.
- Enable Sussex Police to make a real and positive change to the lives of disabled people
- Increase trust and public confidence, particularly important as nationally one in four of the population has a disability
- Demonstrate a positive and proactive commitment to improving outcomes for disabled people

Benefits include:

- better targeted policies,
- improvements in perceptions and actual delivery of services,
- greater satisfaction and confidence in service provision,

- filling gaps in services,
- greater involvement and more participation by members of the public,
- better targeted information about the police,
- better access to police services.

Meeting the duty can also bring considerable advantages in terms of our employment function. It can help to:

- attract and retain staff from diverse backgrounds,
- achieve a more representative workforce,
- improve staff management and morale,
- avoid claims of unlawful discrimination.

“The public’s confidence and satisfaction in local policing is linked closely to their expectations. Often it is the one to one contact that a member of the public has with a member of the police – whether an officer or police staff, that affects how they view the whole of our organisation. Keeping people updated with an investigation or altering our policing approach to take into account community priorities is what increases the public’s satisfaction. As with all service driven organisations we need to actively find out what local communities want and try to deliver or explain to people what we can or can’t do.” **Chief Constable Joe Edwards**

The 2006/07 local policing plan sets the direction for policing in Sussex for the year ahead, taking into account both national objectives and local priorities.

In summary, these priorities are:

- Reducing crime
- Getting justice for victims
- Neighbourhood policing
- Combating serious and organised crime
- Counter terrorism
- Ensuring effective resource usage

The local policing plan is available on the Sussex Police website at: www.sussex.police.uk/about_us/aboutus_policingPlan.asp

It can also be found on the Sussex Police Authority website at: www.sussexpoliceauthority.gov.uk/pdfs/policing_plan_06-07.pdf

Whilst it will not always be possible for Sussex Police to quickly adopt the course of action which will best promote disability equality due to competing requirements, for example the cost of making our entire estate fully accessible would be considerable, the requirement to promote disability equality is necessary.

Sussex Police deals with a huge range of enquiries from the public. Some are straightforward and can be resolved quickly. Others need further investigation or the benefit of specialist knowledge or expertise before they can be resolved.

A Victim Charter outlines the commitments Sussex Police make to every member of the public when they report a crime or incident.

You will find more detail on page 22.

Sussex Police disability champion

The Chief Constable of Sussex, Joe Edwards, leads and is responsible for race and diversity issues for the force. Dr. Christine MacFie, Head of Sussex Police's Health, Safety and Welfare department acts as the disability champion and supports the Chief Constable.

DISABILITY EQUALITY SCHEME

defining disability

The definition in the Disability Discrimination Act 2005 covers people with a wide variety of disabilities. The duty requires due regard to be given to all disabled people when considering the impact of decisions and functions.

People who meet the definition are protected whether or not they themselves might consider themselves to be disabled. In addition, the definition includes people whose impairment might not be immediately obvious – for example, people with mental health impairments, learning disabilities, or medical conditions such as cancer.

As well as having different impairments, disabled people will also have differing experiences depending on their gender, age, sexuality, religion and ethnicity.

For more information, see page 59.

the general duty to promote disability equality

The general duty requires a proactive approach, mainstreaming disability equality into all decisions and activities, thus eliminating discrimination, combating harassment, and promoting positive attitudes and participation in public life.

The general duty requires that Sussex Police shall, in carrying out its functions, have due regard to the need to:

- promote equality of opportunity between disabled people and others;
- eliminate discrimination that is unlawful under the Act;
- eliminate harassment of disabled people that is related to their impairments;
- promote positive attitudes towards disabled people;
- encourage participation by disabled people in public life; and
- take steps to take account of disabled people's impairments, even where that involves treating disabled people more favourably.

Sussex Police is expected to have “due regard” to the six parts of the general duty. “Due regard” comprises two linked elements: proportionality and relevance. We should give due weight in all our decisions and functions to the need to promote disability equality, in proportion to its relevance. This requires more than simply giving consideration to disability equality.

The underpinning principle of the general duty is the promotion of equality; acting to take account of disabled persons' impairments, even where that involves treating disabled persons more favourably than other persons.

The delivery of true equality of opportunity for disabled people requires more than treating them the same as everyone else.

For more information on the elements of the general duty, see page 64.

the specific duties

The specific duties set out a framework to assist in planning, delivering and evaluating the actions needed to meet the general duty and to report updates on these activities.

The specific duties state that:

- Sussex Police should publish a Disability Equality Scheme demonstrating how we intend to fulfil the general and specific duties. The scheme should include a statement of:
 - the way in which disabled people have been involved in the development of the scheme;
 - our methods for impact assessment;
 - steps which Sussex Police will take towards fulfilling its general duty (the 'action plan');
 - Sussex Police's arrangements for gathering information in relation to employment, and delivery of its functions;
 - our arrangements for putting the information gathered to use, in particular in reviewing the effectiveness of the action plan and in preparing subsequent Disability Equality Schemes.
- Sussex Police must, within 3 years of the scheme being published, take the steps set out in the action plan (unless it is unreasonable or impracticable for it to do so) and put into effect the arrangements for gathering and making use of information;

- we must publish a report containing a summary of the steps taken under the action plan, the results of the information gathering and the use to which it has put the information.

understanding the social model

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 other people's attitudes and their physical environment creating barriers. This is known as 'the social model of disability', and provides a basis for the successful implementation of the duty to promote disability equality.

The Social Model was developed by disabled people in opposition to the Medical Model of disability. The key difference between these two models is the location of the 'problem'. In the medical model, disabled people are unable to participate in society as a direct result of their impairment.

A Social Model approach states that people with impairments are disabled by physical and social barriers. The 'problem' of disability results from social structures and attitudes, rather than from a person's impairment or medical condition. This approach has influenced a rights-based view of equality for disabled people and represents the key to understanding and implementing the Disability Equality Duty, the aim of which is to understand and dismantle the barriers which exclude and limit the life chances of disabled people.

LEGAL RESPONSIBILITY

employment

The specific duties require Sussex Police to have information gathering systems established in relation to recruitment, development and retention of disabled employees.

The information is needed to ensure that the force is able to ascertain the effect of functions and policies on the recruitment, training and retention of disabled employees.

service delivery

In addition to the requirement to gather information in relation to employment, Sussex Police must also gather information on the extent to which the services provided and policing take account of the needs of disabled people.

SECTION 2

STRATEGIC PRIORITIES AND ACTION PLAN

Our aim for this Disability Equality Scheme is to address the barriers that exist for disabled service users, employees or potential employees, including attitudes, policies, physical environment and those linked to empowerment. By removing these barriers we can help to empower 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 be an organisation where disabled people are valued, empowered and included.

The strategic priorities identified through extensive engagement with disabled people for this scheme are to:

- build lasting arrangements for engaging with disabled people;
- ensure what we do is responsive to the needs, and concerns, of disabled people;
- make sure our services are accessible;
- give all our staff opportunities to develop and the chance to progress;
- increase the degree to which the workforce is representative of the communities we serve;
- become widely acknowledged as an employer of choice.

IMPACT ASSESSMENT

The general duty requires public authorities to adopt a proactive approach, mainstreaming disability equality into all decisions and activities.

The specific duty requirement to conduct impact assessments is designed to provide a mechanism for ensuring that due regard is given to disability equality in decision making and activities.

what is an equality impact assessment

An impact assessment is the process which enables an authority to identify and act on the need to modify policies and practices to take into account the need to promote disability equality.

why do we do it

The purpose of impact assessment is both to ensure that Sussex Police's decisions and activities do not disadvantage disabled people, and also to identify where they might better promote equality of opportunity, including consideration of where the different parts of the disability equality duty (such as promoting positive attitudes) might be built into those policies and practices.

ACCESS TO BUILDINGS

An Estate Asset Management Plan, including a draft five year capital programme, is produced annually. This is considered by the Estate Board, the Force Capital Strategy Board and the Force Policy Board. Subject to agreement, a force capital plan is then presented for consideration by the Sussex Police Authority. The Estate Asset Management Plan provides the bedrock for estate management.

access audit carried out

An audit of all police stations and facilities accessed by the public was carried out by professional property consultants in 2000 with a view to identifying what work needed to be done to make them compliant with Disability Discrimination Act (DDA) Part III legislation (provision of services to disabled persons). A list of works was produced and has now been implemented. All Sussex Police Authority properties should be DDA Part III compliant although there is a continuing programme of assessment and, where appropriate, adjustment.

access plan with actions and timetable

In addition to the work described above individual audits are carried out as required, tailored to the needs of persons with disabilities employed by Sussex Police. These audits and subsequent adjustments seek to ensure that the provision of facilities is lawful and appropriate to allow employees to carry out their duties with dignity and effectiveness.

Further assessments and works are planned with a view to making the Sussex Police Authority estate as a whole more accessible and usable by people with disabilities.

Some of this work has to be carried out by law and in accordance with current building regulations – for example when building new facilities or carrying out major refurbishments. Other works are desirable in terms of best practice and efficiency.

To address these latter issues, a programme of assessment and adjustment is being initiated, focusing on major sites such as the Sussex Police Headquarters in Lewes and divisional headquarters elsewhere. A package of works will then be firmed up and taken forward as force priorities and funding allow.

A full access audit of all areas in all stations would be expensive to undertake and very costly to follow through with works to make every part of every site usable by persons with the full range of possible disabilities. It is considered better value for money to concentrate on making major sites, such as the HQ and Divisional HQs more accessible and usable.

One of the areas raised following focus groups with existing officers and staff was the need to assess meeting and training premises for accessibility and identify at least one fully accessible meeting/training room at Headquarters.

An early initiative is to install a lift, by June 2007, in the Reception stairwell at Headquarters to allow access to the main meeting room and disabled toilets as well as to all floors in the human resources department block including classrooms for staff.

SERVICE DELIVERY

the Quality of Service Commitment

Everyone who comes into contact with Sussex Police, irrespective of where, how or why, should be provided with a consistent, high quality service. Our Quality of Service Commitment sets the standards that you can expect when making contact with us:

1. Making it easy to contact us:

This includes equality of access to services and information. We will publicise details as widely as possible as to how you can access police services in your area.

2. Providing a professional and high-quality service:

We will provide the public with appropriate help and advice, taking all concerns seriously and explain what will be done to address them, including whether or not any further action will be taken and why.

3. Dealing with your initial enquiry:

This sets out a number of steps we will take, for example explaining how the query will be dealt with, providing a reference number and ensuring enquiries are passed to the appropriate colleague or outside agency.

4. Keeping you informed:

We will provide relevant contact details and update members of

the public on the progress of their case at a convenient time and in an agreed way.

5. Ensuring your voice counts:

We are required to identify a range of ways to obtain feedback from the public and also publish regular updates about what is being done to improve services.

6. Victims of crime:

When dealing with victims of crime, we will comply with commitments made under the Code of Practice for Victims of Crime.

7. Freedom of Information and Data Protection Acts:

We will respond to any appropriate request for personal information within 40 calendar days, respond to any request for any other information within 20 working days and ensure that the information on our website is accurate and kept under review.

8. Complaints:

Police officers and staff are expected to listen and respond to concerns and complaints from the public. Depending on the type of complaint, it may be directed to the Sussex Police, Sussex Police Authority, the Independent Police Complaints Commission or the Citizens Advice Bureau. In the case of complaints made, we must ensure that we can demonstrate accountability and that

we are open to public scrutiny. We need to ensure that we are responsive to the needs of the complainant.

If you are dissatisfied with the service you receive, this dissatisfaction may be about:

- The direction and control of a police force, for example a particular policy or the allocation of resources across geographic areas
- The inappropriate conduct of any individual serving with the police, or
- A failure to deliver services in accordance with the Victims' Code.

If a complaint concerns the direction and control of the force it can be reported to the force or Sussex Police Authority. We will:

- Record, investigate and respond as appropriate;
- Be as open and transparent as possible without compromising our policing tactics;
- Set local standards for the timeliness of our response, the information to be supplied and the opportunity available to seek further information if the person is not content with the initial response;
- Use this information to inform the development of future local policy and practice;
- Use this information to increase our understanding of how the public wish to be treated.

If the 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 that 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 agreement, attempt local resolution;
- Investigate the complaint appropriately;
- Adhere to the values and guidance of the Independent Police Complaints Commission.

If a complaint is about failure to deliver services in the Victims' Code, it should be reported to the force. If the person is not satisfied with the response given, they have a right of further complaint to the Parliamentary Commissioner for Administration whose job is to enforce the Code.

In the case of any complaint made to us Sussex Police will:

- Demonstrate police accountability;
- Operate to improve 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 genuine concerns and complaints.

We will keep these service standards under review and in laying out our commitments to provide quality services, we aim to develop greater understanding and reassurance so that the public can have complete confidence in their police service.

the LISTEN Principles

LISTEN covers six service principles as part of the Quality of Service Commitment:

Listen to people and take them seriously.

Inspire confidence and make them feel secure.

Support with information by giving people a reference number and contact details.

Take ownership and deliver on our promises.

Explain what we can and can't do.

Notify people of progress regularly and of the final outcome.

CONTACTING SUSSEX POLICE

Sussex Police provides a range of alternative methods of contact for those unable to communicate via the 999 emergency number and the 0845 6070999 non-emergency number. Details can be found over the page and include Text phone (minicom), Text from mobiles (SMS), Email and Fax.

Solutions for the deaf and hard of hearing were developed in conjunction with the Deaf Association and BT.

All these methods of contact are widely published in information leaflets.

During their initial training all Communications Department staff undertake a specialist session in dealing with disabled people. This training lasts up to 2 days and is delivered in-house by the department's own accredited trainers. This is a continuous developmental area for Communications Department, whose staff attend a rotational training day every ten weeks where any updated training sessions can be delivered.

Communications Department actively encourages the employment of staff with disabilities and takes a proactive stance to providing reasonable adjustments including work station assessments.

RELEVANT CONTACTS

Sussex Police

Emergency	999
Phone	0845 60 70 999
Minicom	01273 404274
Text from mobiles (SMS)	07786 208090 for non emergency use only
Email	contactcentre@sussex.pnn.police.uk to report non urgent matters
Fax	01273 404274 direct to the Public Contact Centre.
Post	Police Headquarters, Malling House, Church Lane, Lewes, BN7 2DZ
Web	www.sussex.police.uk
Crimestoppers	0800 555 111 to report a crime anonymously
Recruitment	01273 404155 http://www.sussex.police.uk/recruitment/
Information requests	FOI Disclosure Officer, Corporate Development Department, Police Headquarters E-mail: foi@sussex.pnn.police.uk
Consultation	Paul Price, Consultation Coordinator, Corporate Development Department, Police Headquarters E-mail: paul.price@sussex.pnn.police.uk

Independent Police Complaints Commission

5th Floor, 90 High Holburn, London WC1V 6BH

Email: enquiries@ipcc.gsi.gov.uk

Tel: 08453 002 002 or 020 7404 0431 (minicom)

Citizens Advice Bureau

South East Regional Office, Unit 1 & 2, The Anchor Business Centre, School Lane, Chandlers Ford, Eastleigh, Hants SO53 4UB

Email: No email service available

Web: www.adviceguide.org.uk

Tel: Contact Direct Inquiries for nearest office

If your complaint concerns this Disability Equality Scheme, you can report your concerns to the Disability Rights Commission who oversee the implementation of the disability equality duty:

Disability Rights Commission

DRC Helpline, FREEPOST MID02164, Stratford Upon Avon, CV37 9BR

Web: www.drc-gb.org

Telephone: 08457 622 633

Minicom: 08457 622 644

Fax: 08457 778 878

EMPLOYMENT

Our action plan sets out a range of measures to be taken during the course of this scheme. This activity is in direct response to the consultation carried out with Sussex Police officers and staff during the development of this scheme.

Through ongoing dialogue and continuing action we aim to understand and dismantle the barriers which exclude or limit the employment opportunities for disabled people.

Our workforce must be drawn from different backgrounds; with skills, attitudes and experiences that reflect the communities we serve. Diverse teams of staff are better at solving problems, innovating and delivering our commitment to quality of service. Harnessing that talent across the full range of specialisms will see Sussex Police more accessible and responsive to everyone we serve.



the two tick symbol

The two tick symbol is recognition given by Jobcentre Plus to employers who have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees:

- 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.

Sussex Police has made these five commitments since 1999.

access to work

Access to Work is available to help overcome the problems in the workplace resulting from disability. Access to Work offers practical advice and help that can be tailored to suit the needs of an individual in a particular job.

As well as giving advice and information to disabled people and employers, Jobcentre Plus pays a grant, through Access to Work, towards any extra employment costs that result from a person's impairments.

current monitoring data available and published

Changes to the Sussex Police employment monitoring system have been made in advance of the introduction of the Disability Equality Duty. These changes ensure we are able to monitor in line with the employment specific duty.

However, we are aware that not all officers and staff who fall within the definition of disability have chosen to make the organisation aware. Whilst a number of application forms now include a monitoring section to capture disability we recognise that this cannot guarantee we hold fully accurate records.

One of the key actions of this scheme is to facilitate the development of a forum for disabled staff. The force aims to work closely with this forum to identify and implement the steps necessary to ensure we meet the employment duty in full.

Positive action

Sussex Police has operated Positive Action arrangements for a number of years. One of the early actions within this scheme is to review all actions under the Positive Action Plan to ensure that these adequately address the needs of disabled people.

learning and development

To deliver a citizen-focused policing service; one that recognises and responds to the needs of different communities and the individual, our training involves community participation from development to delivery.

training our trainers

All of our 120 trainers take part in a two week course to help them cascade disability awareness knowledge through the training programmes they are responsible for. This ensures the effective integration of diversity understanding and awareness to all staff.

Sussex Police race and diversity training programme

The Sussex Police Race and Diversity Training Programme works to the the national Strategy for Improving Performance in Race and Diversity. Published in 2004, this five-year strategy is linked to a range of other training and development programmes to ensure all officers and staff receive a blend of learning.

The programme began in April 2005. It covers the six main strands of diversity: disability, gender, age, race, sexual orientation and faith. The training officers and staff receive is both relevant to their role and where they are based. The involvement of community members is integral to this training programme.

By November 2009, everyone within Sussex Police will have been assessed against clear National Occupational Standards.

Together with a defined assessment strategy, developed in parallel with the standards, they allow a clear assessment of competence against nationally agreed standards of performance, across a range of workplace circumstances for all roles.

The first diversity unit is called **Promote equality and value diversity (AA1)**. This unit is about promoting equality and valuing the diversity of people. This is an essential aspect of all jobs in

Sussex Police and is appropriate to all levels and all posts. It forms the basis of everything that people working within Sussex Police do.

The term 'people' is used broadly to cover any child, adult, group, community or agency that officers and staff come into contact with, either directly or indirectly. It includes members of the public and colleagues in the workplace.

A further standard, normally designed for more senior officers and staff is called **Develop a culture and systems that promote equality and value diversity (AA2)**. In other words, setting the environment in which others in the organisation are themselves able to promote equality and value diversity.

The assessment of our staff to AA1 standard is in effect our evaluation of the training. Having attended the two day awareness course, staff will be assessed by their line manager (who will have previously been assessed to AA1 standard) as competent in meeting the standard. We are working to the targets of October 2008 to assess all supervisors and October 2009 for all staff.

student officer course

Training for new police officers has changed dramatically over the last year. New recruits are now trained locally and in the communities they will be policing. Student officers will complete a community placement as part of the course, raising disability awareness.

PROCUREMENT

All public authorities, including Sussex Police, enter into contracts with private and voluntary organisations for goods, works, services and staff.

Sometimes the nature of a function which is contracted out will mean that the contractor is itself carrying out the public authority function. In such a case, the public authority will be responsible for meeting the duty in relation to the procurement process, and the monitoring of the contract. The contractor itself will be bound by the general duty in relation to its carrying out of the function.

In many situations, however, the contractor will not be performing a public function, but will merely be providing services on behalf of the public authority. In such situations, the obligation to comply with the duty in relation to the function remains with the public authority that contracts out the function. This means that public authorities will need to build relevant disability considerations into the procurement process, to ensure that the public authority is meeting the disability equality duty in relation to this function.

current situation outlined

Every contract issued by Sussex Police for the procurement of goods and services include clauses that state the provider must comply with the anti-discrimination provisions of the Act, regardless of whether the provider is another public sector body, private company or voluntary sector organisation.

We ensure that disability equality is appropriately reflected, and given due weight, in the specification, selection and award criteria, and the contract conditions. For goods and services this is done in a way which is consistent with applicable EC and UK procurement rules.

We ensure that contractors fully understand any disability equality requirements of the contract.

proposals for change

Whilst contracts are monitored by force contract managers for delivery of the goods and services and compliance with contractual terms and conditions, more detail on specific monitoring performance of disability equality where relevant to the contract is required.

We clearly need to identify, where relevant, what evidence the commissioning body or contractor should gather for the authority to demonstrate its compliance with the general or specific duties.

We will provide training for all staff involved in procurement so that they fully understand the provisions of the Act and the relevance of the Disability Equality Duty to their area of work.

BUILDING TRUST AND CONFIDENCE

The Sussex Police Confidence and Equality Strategy was launched in December 2006. This states that the quality of the service we provide directly affects our success as a police force; communities that are confident in how we police are more likely to report crime, provide information and act as witnesses.

Through our neighbourhood policing style and through the provision of equality of service, recognising and responding to difference in all its forms and the needs of the individual, we will be better at what we do.

Placing confidence and equality at the heart of what we do will increase people's trust and confidence in us as both a service provider and employer.

Delivering respect for diversity and inclusion requires continual and sustained effort by all staff throughout all activities. The delivery of confidence and equality will be core business, from neighbourhood policing to our employment practice, and as a core element within our performance management regime.

INVOLVING DISABLED PEOPLE

The specific duties require public authorities to involve disabled people who appear to the authority to have an interest in the way it carries out its functions in the development of the Disability Equality Scheme. This is because public authorities will not be able to identify and prioritise equality initiatives effectively unless they consider the views of disabled people.

‘Involvement’ requires a more active engagement of disabled stakeholders than ‘consultation’.

Sussex Police commissioned East Sussex Disability Association (ESDA), a leading local organisation of disabled people, to carry out an investigation into how disabled people view Sussex Police as a service provider, employer and potential employer.

ESDA worked with West Sussex Association of Disabled People and Brighton & Hove Federation of Disabled People to reach disabled people across the whole of Sussex, strengthen partnerships and to meet the terms of reference of the project:

“To establish an External Reference Group of disabled people to provide feedback to Sussex Police on their performance in line with the requirements of the Disability Discrimination Act and in preparation for the Disability Equality Duty. (DDA 2005)”

Around 400 disabled people contributed their views on Sussex Police through a variety of ways. These included three set piece conferences, one each in East Sussex, West Sussex and Brighton & Hove; a questionnaire, made available through different routes

including via the Sussex Police and ESDA websites, workshops, focus groups and one-to-one interviews.

Further work has been undertaken with officers and staff to identify barriers to employment for disabled employees.

Two reports, one involving external participants and focusing on Sussex Police as service provider and potential employer, and one involving current employees and looking at Sussex Police as an employer have driven this scheme's action plan. Both are available on the Sussex Police website.

The creation of an external reference group of disabled people is a key action within this scheme. This group will help ensure we develop services that meet the needs of disabled people.

Similarly, as a result of the involvement of current employees as part of the development of this scheme, we aim to explore how Sussex Police can support setting up an internal staff network.

ACTION PLAN FOR THE 2006/2009 DISABILITY EQUALITY SCHEME

OUTCOMES

As a result of the involvement of disabled people in the development of this scheme, the following desired outcomes have been identified and have driven the scheme's action plan:

- Improved access to services for all;
- Sussex Police listens to local people, ensuring what we do focuses on their needs and reflects their concerns;
- Sussex Police is recognised as being more accountable to local communities;
- Sussex Police is recognised as engaging with diverse communities;
- Improved operational performance of officers and staff;
- Policing powers are used proportionately;
- Sussex Police's workforce is increasingly representative of the communities it serves;
- All staff are given opportunities to develop, and progress;
- Sussex Police is recognised as an employer of choice.

1. Sussex Police strategy and values				
Action	Owner	Completion date	Desired Outcome(s)	Measurement
SDS1/1. Formally and publicly adopt the Social Model of Disability as a commitment to amending or removing institutional structures and policies that discriminate against disabled people	Disability Equality Scheme Steering Group	December 2006	Improved operational performance of officers and staff; Supports the drive to be an organisation diverse communities wish to engage with	Social Model of Disability at the heart of the Disability Equality scheme
SDS1/2. Publish on Sussex Police website and internally. Issue press release. Notify Sussex key opinion formers. Provide scheme to all disabled people who participated with its development	Disability Equality Scheme Steering Group	December 2006	Communicate clearly to internal and external audiences purpose of the disability equality scheme; how it affects them in their day to day role; or, when they need to contact the police.	Web trend analysis.
SDS1/3. Publish Annual report, to include progress with the scheme and monitoring information.	Diversity Team	Annually, from December 2007		
SDS1/4. Cultural and institutional change to be delivered through: Local Policing Plan; Divisional and Departmental Plans; Reviews of all Sussex Police Policies; Ongoing diversity training; Sussex Police statement of values; Leadership charter.	Disability Equality Scheme Steering Group	Ongoing	Improved operational performance of officers and staff; Policing powers are used proportionately; Sussex Police workforce is increasingly representative of the communities it serves;	Divisional and Departmental Plans that include disability equality activity. Measurement through Force Performance Inspection Process.
SDS1/5. All Sussex Police Policies to be reviewed by 2009 to integrate disability equality into culture, policies and procedures.	All Sussex Police Policy owners: though Force Policy Team	By December 2009	Ensures due regard is given to disability equality in decision-making and activities;	Monitoring of policy review cycle by Force Policy Team
SDS1/6. Introduce impact assessments for all new and reviewed policies				

1. Sussex Police strategy and values				
Action	Owner	Completion date	Desired Outcome(s)	Measurement
SDS1/7. Amend as appropriate the Force Procurement Policy and introduce an Impact Assessment to take account of our obligations under the act.	Head of Procurement	December 2006	The procurement process used by Sussex Police promotes equality of opportunity.	Force Policy to have a completed and published Impact Assessment in place. Increase in organisational awareness through amended policy documentation.
SDS1/8. Enforcement of Sussex Police Values, and where appropriate management of individuals, through use of Sussex Police disciplinary arrangements: Unreasonable Behaviour at Work Policy; Performance and Discipline Policy; Internal Hate Crime Policy. Advertise 'Break the Silence' anonymous reporting facility to all staff.	Disability Equality Scheme Steering Group	Ongoing	All staff are given opportunities to develop, and progress; Supports the drive to be an employer of choice; Sussex Police workforce is increasingly representative of the communities it serves; Supports the drive to be an organisation diverse communities wish to engage with.	Analysis of employment monitoring data; Publication via Disability Equality Scheme annual report.
SDS1/9. Ensure requirement for Disability Employment 'Two Ticks' standard continues to be met	Head of Human Resources Dept.	Ongoing requirement		Successful reassessment that the standard continues to be met.
SDS1/10. Evaluate disability scheme budget requirement for decision at Confidence and Equality Board and approval by Sussex Police Authority	Disability Equality Scheme Steering Group	October 2007		Approved budget requirement in place for 2007/08 financial year.

**2. Making it easy to contact us:
This includes providing equality of access to services and information, based on consultation as to the needs of all members of the public.**

Action	Owner	Completion date	Desired Outcome(s)	Measurement
SDS2/1. Work with External Reference Group to identify access to information requirements, for example providing information in plain English, alternative formats and languages	Marketing Dept	Linked to formation of external reference group and budget requirement: October 2007	Improved access to services for all.	Staff / officer demographics across all areas are representative Increased perceptions of fairness in all processes (via staff opinion surveys).
SDS2/2. An audit of all stations for DDA Part III (provision of services to the public) compliance has been completed and action taken to ensure legal compliance.	Facilities Dept.	Completed 2001/2	Programme of DDA Part III work has been completed to ensure compliance.	Compliance with the law.
SDS2/3. Audits conducted on a case by case basis to address requirements of disabled members of staff	Facilities Dept.	Completed as and when necessary	Individual requirements are addressed at their place of work.	Compliance with the law.
SDS2/4. Sussex Police standard for access There are three elements to this action: A) Sussex Police Authority must comply with the law (DDA Part III) with regard to the provision of services to the public.	Facilities Dept.	Completed but remains under review	Completed	Compliance with the law.
B) Sussex Police Authority must comply with the law with regard to its employees with disabilities. This action is addressed as required, with solutions tailored to individuals.	Facilities Dept.	Completed	Completed	Compliance with the law.

**2. Making it easy to contact us:
This includes providing equality of access to services and information, based on consultation as to the needs of all members of the public.**

Action	Owner	Completion date	Desired Outcome(s)	Measurement
C) Sussex Police Authority should seek to make its facilities attractive and accessible to all. With regard to disabled people, a programme of work will be put together and implemented as force priorities and funding allow.	Facilities Dept.	Completed in all new builds, such as the custody facilities and major incident suites, and in major refurbishments, such as Brighton Police Station. Other work will follow as priorities and funding allow.	Completed in certain areas but further work will follow.	Compliance with the law and building regulations, and as required by evolving Sussex Police policy.
SDS2/5. Install lift in Lewes Headquarters' Reception to allow access to all floors of the Human Resources and training building.	Facilities Dept.	June 2007	Improved access to services for all. Supports the drive to be an employer of choice.	Meeting lawful requirements and force policy.
SDS2/6. Conduct an audit of larger sites (Police HQ and Divisional HQs) to ensure Sussex Police Authority meets legal requirements and that disabled staff can carry out their duties with dignity and effectiveness.	Facilities Dept.	Completed as required	Prioritised list of works can be agreed and taken into the Estate programme	Meeting lawful requirements and force policy
SDS2/7. Provide designated parking bays on police premises; used only by disabled staff and visiting members of the public.	Facilities Dept.	In place and subject to regular review.	Improved access to services for all. Supports the drive to be an employer of choice.	Meeting lawful requirements and force policy.
SDS2/8. Visible and audible alarms fitted where it is known that hearing impaired staff are employed.	Facilities Dept.	Completed.	Targeted approach to meet specific needs will be rolled out more widely as funding allows.	Meeting lawful requirements and force policy.
SDS2/9. The system will be extended to other areas on a prioritised basis as funding allows		As funding allows		

**2. Making it easy to contact us:
This includes providing equality of access to services and information, based on consultation as to the needs of all members of the public.**

Action	Owner	Completion date	Desired Outcome(s)	Measurement
SDS2/10. When moves, redecorations and refurbishments are done, ensure they are done with inclusive access in mind.	Facilities Dept.	Already actioned and completed where relevant	Action in place	Meeting lawful requirements and force policy.
SDS2/11. Identify and implement changes necessary to ensure recruitment, training and selection policies and procedures deliver disability equality. Consider changes to performance development review procedure.	Head of Employee Relations Unit, Human Resources Dept.	December 2007	All staff are given opportunities to develop, and progress; Sussex Police workforce is increasingly representative of the communities it serves;	Increase in organisational awareness of Scheme scope. Increase in take-up of Access to Work Scheme for assessments and funding, evidenced by Health Safety and Welfare Unit monitoring and reporting to Confidence and Equality Board.
SDS2/12. Give advice, information and practical support to staff, HR and line managers to share knowledge and encourage take-up of Access to Work Scheme. Promote Access to Work to all HR Managers through HR Board Promote Access to Work through HR Intranet Site	Head of Health Safety and Welfare	Ongoing May 2007 May 2007	Improved operational performance of officers and staff; Supports the drive to be an employer of choice.	Improved equality of recruitment and retention opportunity for individuals with physical and/or mental impairments.

**3. Providing a professional and high-quality service:
Providing the public with appropriate help and advice, taking all concerns seriously and explaining what will be done to address them, including whether or not any further action will be taken and why.**

Action	Owner	Completion date	Desired Outcome(s)	Measurement
SDS3/1. Establish contact with disabilities organisations, key individuals and contact details, agree preferences for communication. Consider and come to a understanding on whether a purely geographical rather than subject or issue specific remit is practicable.	Consultation Coordinator, Corporate Development Dept	February 2007	Sussex Police is recognised as being more accountable to local communities; Sussex Police is recognised as engaging with diverse communities; Sussex Police listens to local people, ensuring what we do focuses on their needs and reflects their concerns.	Reported to steering group and available for external scrutiny.
SDS3/2. /Update Key Opinion Formers' Database.	Consultation Coordinator	March 2007		Management information reports on usage of system.
SDS3/3. Agree "Terms of Reference" with groups on protocols for consultation on Sussex Police policies where applicable.	Consultation Coordinator	March 2007		Evidenced through Policy workbooks and database.
SDS3/4. Review Sussex Police involvement in existing networks and forums.	Consultation Coordinator	March 2007		Minutes of meetings.
SDS3/5. Agree ongoing and sustainable model for engagement with groups.	Consultation Coordinator	Links to appointment of a Disabilities Liaison Officer.		Decisions by Confidence and Equality Board.
SDS3/6. Continued delivery of the Sussex Police diversity training programme to all officers and staff including the Extended Police Family (police officers, police community support officers and special constables).	Head of Learning and Development	November 2009	Improved operational performance of officers and staff; Improved access to services for all.	All officers and staff are assessed as competent at NOS AA1 (see page 33 for more information).

**3. Providing a professional and high-quality service:
Providing the public with appropriate help and advice, taking all concerns seriously and explaining what will be done to address them, including whether or not any further action will be taken and why.**

Action	Owner	Completion date	Desired Outcome(s)	Measurement
SDS3/7. Continue student officer course training to new recruits. Includes Good Citizenship, Community Placements, research and Communication skills.	Head of Learning and Development	Ongoing	Improved operational performance of officers and staff; Improved access to services for all.	All officers and staff are assessed as competent at NOS AA1 (see page 33 for more information).
SDS3/8. Continue to provide diversity training designed to ensure officers consider and take account of the effects of impairments.	Head of Learning and Development	Ongoing	Improved operational performance of officers and staff; Policing powers are used proportionately; Improved access to services for all.	All officers and staff are assessed as competent at NOS AA1 (see page 33 for more information).
SDS3/9. Issue 'Serving People with Disabilities' Home Office guidance booklet to all staff.	Disability Equality Scheme Steering Group	February 2007	Improved operational performance of officers and staff.	Completed distribution.
SDS3/10. Review actions under the Positive Action Plan to ensure that these adequately address specific requirement to increase the number of employees with a disability employed.	Head of Resources, Human Resources Dept.	March 2007	Sussex Police workforce is increasingly representative of the communities it serves.	Increase in the number of applicants and employees of Sussex Police who have a disability.
SDS3/11. Operations Dept. will ensure that when its policies come up for review, account will be taken of the effects that they may have on people with disabilities.	Head of Operations Dept.	By November 2009	Improved operational performance of officers and staff; Policing powers are used proportionately; Improved access to services for all.	Successful passage through the force policy quality assurance process.
SDS3/12. All HR Managers to attend DDA employment seminar with East Sussex County Council to include case studies and panel discussion.	Head of Employee Relations Unit, Human Resources Dept.	January 2007	All staff are given opportunities to develop, and progress; Supports the drive to be an employer of choice.	All officers and staff are assessed as competent at NOS AA1 (see page 33 for more information).

**3. Providing a professional and high-quality service:
Providing the public with appropriate help and advice, taking all concerns seriously and explaining what will be done to address them, including whether or not any further action will be taken and why.**

Action	Owner	Completion date	Desired Outcome(s)	Measurement
<p>SDS3/13. Assess benefits of appointing a disability liaison officer who would also be responsible for:</p> <p>a) developing and maintaining links between disabled people in the community and Sussex Police;</p> <p>b) servicing and supporting the external reference group;</p> <p>c) keeping up to date with relevant legislation and other developments;</p> <p>d) ensuring disability equality is embedded in training;</p> <p>e) commissioning Disability Equality training for all staff;</p> <p>f) ensuring sustainability.</p>	Disability Equality Scheme Steering Group	October 2007	<p>Sussex Police is recognised as engaging with diverse communities;</p> <p>Sussex Police listens to local people, ensuring what we do focuses on their needs and reflects their concerns;</p> <p>Improved operational performance of officers and staff;</p> <p>Improved access to services for all.</p>	Informed decision reached on value / role of a disability liaison officer.
<p>SDS3/14. Review current procedures and guidelines to provide appropriate advocacy and support for those involved in crime, whether reporting it or suspected of committing it. Ensure these are adequate and disseminated to staff across all custody centres.</p>	Head of HQ Criminal Investigations Dept.	December 2007	<p>Improved operational performance of officers and staff;</p> <p>Improved access to services for all.</p>	Review staff knowledge. Customer feedback.
<p>SDS3/15. Annual reminder to officers and staff that police vehicles should not be parked in blue badge spaces at any time for any reason other than operational need</p>	Disability Equality Scheme Steering Group	Annually through routine orders	<p>Sussex Police listens to local people, ensuring what we do focuses on their needs and reflects their concerns;</p> <p>Improved operational performance of officers and staff.</p>	Customer and public feedback
<p>SDS3/16. Raise awareness of locations of blue badge spaces</p>	Divisions and departments	Annually	Improved operational performance of officers and staff.	

**3. Providing a professional and high-quality service:
Providing the public with appropriate help and advice, taking all concerns seriously and explaining what will be done to address them, including whether or not any further action will be taken and why.**

Action	Owner	Completion date	Desired Outcome(s)	Measurement
<p>SDS3/17. Share results of ESDA reports with local authority partners</p>	<p>Disability Equality Scheme Steering Group</p>	<p>December 2006</p>	<p>Sussex Police is recognised as engaging with diverse communities;</p>	<p>Reports shared.</p>
<p>SDS3/18. Carry out a review of Disability issues at all custody centres. Ensure appropriate access and assistance is offered where possible. Establish current trends in number of criminals with Disabilities and how these have been dealt with. Review specific cases where it has been difficult to provide an appropriate service.</p>	<p>Head of Criminal Justice Dept.</p>	<p>December 2009</p>	<p>Sussex Police listens to local people, ensuring what we do focuses on their needs and reflects their concerns; Improved operational performance of officers and staff; Policing powers are used proportionately; Improved access to services for all.</p>	<p>Customer and public feedback. Individual case review.</p>
<p>SDS3/19. Timely Occupational Health advice, information and practical support to affected individuals, including planned appointments in the workplace, or at home where necessary if individuals are absent through ill health.</p>	<p>Head of Health Safety and Welfare</p>	<p>Publicise Sussex Police process to raise awareness by January 2007, then annually Ongoing.</p>	<p>Improved operational performance of officers and staff; All staff are given opportunities to develop, and progress; Supports the drive to be an employer of choice.</p>	<p>Feedback from HR Managers to OH on effectiveness of medical services to support to staff who become disabled. Local HR databases of reasonable adjustments that are requested and made are set up, kept accurately and available for central HR statistical collation.</p>

**3. Providing a professional and high-quality service:
Providing the public with appropriate help and advice, taking all concerns seriously and explaining what will be done to address them, including whether or not any further action will be taken and why.**

Action	Owner	Completion date	Desired Outcome(s)	Measurement
<p>SDS3/20. Regular Occupational Health and Welfare meetings with divisional and departmental HR Managers to discuss how affected staff can be supported. Includes the consideration and use of reasonable adjustments within the workplace to keep individuals at work, or to facilitate their return to work following sickness absence.</p>	<p>Head of Health Safety and Welfare</p>	<p>Publicise Sussex Police process to raise awareness by January 2007, then annually Ongoing.</p>	<p>Improved operational performance of officers and staff; All staff are given opportunities to develop, and progress; Supports the drive to be an employer of choice.</p>	<p>Meetings held with all divisional and departmental HR teams on a 4-5 weekly basis to monitor affected staff, agree and document supportive action plans.</p>
<p>SDS3/21. Occupational Health advice and information to individuals and through HR Managers on recuperative and restricted duties for those who need to access them.</p>	<p>Head of Health Safety and Welfare</p>	<p>Publicise Sussex Police process to raise awareness by January 2007, then annually Ongoing.</p>	<p>Improved operational performance of officers and staff; All staff are given opportunities to develop, and progress; Supports the drive to be an employer of choice.</p>	<p>Local HR databases for all staff on restricted and recuperative duties are maintained accurately and statistical data available for central HR collation.</p>
<p>SDS3/22. Occupational Health procedures to facilitate the exit of individuals from the organisation on ill health grounds where no further reasonable adjustments are possible to keep them at work.</p>	<p>Head of Health Safety and Welfare</p>	<p>Publicise Sussex Police process to raise awareness by January 2007, then annually Ongoing.</p>	<p>Improved operational performance of officers and staff; All staff are given opportunities to develop, and progress; Supports the drive to be an employer of choice.</p>	<p>Monitoring and annual statistical information on numbers of police and staff ill health retirements</p>

**3. Providing a professional and high-quality service:
Providing the public with appropriate help and advice, taking all concerns seriously and explaining what will be done to address them, including whether or not any further action will be taken and why.**

Action	Owner	Completion date	Desired Outcome(s)	Measurement
<p>SDS3/23. Evaluate role requirement for a disability officer within Human Resources to ensure continued compliance with the law, to act as a source of information and support and to encourage best practice. Advise force, through Confidence and Equality Board on outcome.</p>	Head of Employee Relations Unit, Human Resources Dept.	October 2007	<p>Improved operational performance of officers and staff;</p> <p>Supports the drive to be an employer of choice.</p>	Informed decision reached on value / role of a disability officer within Human Resources.
<p>SDS3/24. Improve HR Intranet site and Sussex Police diversity intranet site (Confidence & Equality) with for information for staff and leadership including useful website addresses.</p>	HR Diversity Team / Health Safety and Welfare	September 2007	<p>Improved operational performance of officers and staff;</p> <p>Supports the drive to be an employer of choice.</p>	Number of 'hits' to intranet site
<p>SDS3/25. Written information to all HR Managers reminding them of Attendance Policy provisions in relation to DDA absences from work, for dissemination across their own divisions and departments and local monitoring to ensure consistency of application.</p>	Head of Health Safety and Welfare	<p>Restatement of existing procedures via Routine Orders – Completed November 2006</p> <p>Publicise procedures annually</p>	<p>Improved operational performance of officers and staff;</p> <p>Supports the drive to be an employer of choice.</p>	<p>All disabled staff aware of the provisions for DDA absences (sickness and leave) and the process in place for requesting DDA leave (force Attendance Policy).</p> <p>All HR, and line managers aware of their responsibilities in relation to dealing with and recording of DDA absences.</p>

**3. Providing a professional and high-quality service:
Providing the public with appropriate help and advice, taking all concerns seriously and explaining what will be done to address them, including whether or not any further action will be taken and why.**

Action	Owner	Completion date	Desired Outcome(s)	Measurement
SDS3/26. Information on Health Safety and Welfare website and other force publicity to generate widespread knowledge.	Head of Health Safety and Welfare	January 2007	Improved operational performance of officers and staff; Supports the drive to be an employer of choice.	All absences recorded in the correct categories by Duties Officers.
SDS3/27. Complete review of shift patterns and flexible working policies.	Head of Employee Relations Unit, Human Resources Dept.	September 2007		Successful introduction of shift pattern and flexible working policies.
SDS3/28. Examine promotion processes with the aim of introducing measures where necessary, that can be seen to be objective.	Head of Resources, Human Resources Dept.	December 2007	Improved operational performance of officers and staff; All staff are given opportunities to develop, and progress; Supports the drive to be an employer of choice.	Review of process taken place and any changes implemented Improved perceptions of fairness in promotion process (via staff opinion surveys) Representative demographic breakdown of promotion candidates at all stages of the process
SDS3/29. Evaluate potential for force-wide arrangements allowing non-intrusive anonymous method of identifying staff who should not take part in large operations for reasons relating to disability.	Head of Employee Relations Unit, Human Resources Dept.	December 2007		To be determined.

**4. Dealing with your initial enquiry:
Explaining how the query will be dealt with, providing a reference number, and ensuring enquiries are passed to the appropriate colleague or outside agency.**

Action	Owner	Completion date	Desired Outcome(s)	Measurement
SDS4/1. Evaluate benefits and budget implications for the introduction of: a) barrier free call routing guidelines designed by the Employers Forum on Disability; b) 999 text service c) Voice over Internet Protocol (VOIP) solutions at the Contact Centre.	Communications Dept.	October 2007	Sussex Police is recognised as engaging with diverse communities; Sussex Police listens to local people, ensuring what we do focuses on their needs and reflects their concerns; Improved operational performance of officers and staff;	Approved budget requirement in place for 2007/08 financial year.
SDS4/2. Continue to provide a range of well-advertised ways to contact Sussex Police (See page 28).	Communications Dept.	In place	Improved access to services for all.	Number of usages of these alternative methods of contact. Quality of service surveys.
SDS4/3. Consider future requirement with External Reference Group.	Communications Dept.	Develop contact arrangements in liaison with external reference group.		To be determined.

5. Keeping you informed				
Action	Owner	Completion date	Desired Outcome(s)	Measurement
SDS5/1. Work with External Reference Group to identify access to information requirements, for example providing information in plain English, alternative formats and languages.	Consultation Coordinator / Marketing Dept	October 2007	Sussex Police is recognised as engaging with diverse communities; Sussex Police listens to local people, ensuring what we do	Availability of the different formats
SDS5/2. Use independent external advice to assess Sussex Police's website for accessibility.	Marketing Dept.	Develop approach in liaison with external reference group	focuses on their needs and reflects their concerns; Improved operational performance of officers and staff; Improved access to services for all.	The audit will measure compliance

6. Ensuring your voice counts: Identify a range of ways to obtain feedback from the public and also publish regular updates about what is being done to improve services				
Action	Owner	Completion date	Desired Outcome(s)	Measurement
SDS6/1. Communicate results of ESDA research internally and externally via links on the Sussex Police website and force wide email. Identify and respond to format requirement.	Marketing Dept.	December 2006	Sussex Police is recognised as being more accountable to local communities; Sussex Police is recognised as engaging with diverse communities.	Web trend analysis.
SDS6/2. Hold a conference to report on how the disability scheme has been driven by the results of engagement with disabled people.	Human Resources Dept. / Marketing Dept	Spring 2007		Participation at conference / external reference group

**6. Ensuring your voice counts:
Identify a range of ways to obtain feedback from the public and also publish regular updates about what is being done to improve services**

Action	Owner	Completion date	Desired Outcome(s)	Measurement
SDS6/3. `Where we are now' report outlining what Sussex Police do currently in response to results of involvement process.	Disability Equality Scheme Steering Group	Spring 2007	Address concerns raised in the research	Ask participants for feedback in relation to both ESDA reports and the `where are we now' report.
SDS6/4. Publish both ESDA reports on Sussex Police website.	Marketing Dept	December 2006	Demonstrate Sussex Police's commitment to disability equality.	Web trend analysis.
SDS6/5. Establish initial contact with individuals who expressed interest – clarifying that interest remains and checking for any particular and specific special needs in the short term.	Force Consultation Coordinator	December 2006	Sussex Police is recognised as being more accountable to local communities;	Audit via recruitment form.
SDS6/6. Collating database of contacts inc contact details, geographical and subject areas, special needs, communication preferences – updated into Key Opinion Formers' Database (KOFD).	Force Consultation Coordinator	Database collated and KOFD updated by end February 2007	Sussex Police is recognised as engaging with diverse communities; Sussex Police listens to local people, ensuring what we do focuses on their needs and reflects their concerns;	KOFD management information reports on usage of system
SDS6/7. Steering Group to approve consultation strategy then a formal consultation on a proposed model for external reference group(s) for 12 week period	Force Consultation Coordinator	March – May 2007	Improved operational performance of officers and staff;	Fully documented consultation exercise
SDS6/8. Steering Group to agree preferred option for external groups	Force Consultation Coordinator	June 2007	Policing powers are used proportionately;	Board, minutes of meetings, action plan
SDS6/9. Agree the ongoing and sustainable model for engagement with reference groups and individuals	Force Consultation Coordinator	Requires decision on appointment of a Disabilities Liaison Officer	Improved access to services for all	Reviews and decisions by Confidence and Equality Board

**6. Ensuring your voice counts:
Identify a range of ways to obtain feedback from the public and also publish regular updates about what is being done to improve services**

Action	Owner	Completion date	Desired Outcome(s)	Measurement
SDS6/10. Promote External Reference Group.	Confidence & Equality Board	Once the External Reference Group is set up	Outcomes to be decided by the External Reference Group.	The interest generated by the publicity
SDS6/11. Make and maintain links with organisations of disabled people, including local groups, specialist impairment groups, access groups.	Divisions		Sussex Police is recognised as being more accountable to local communities; Sussex Police is recognised as engaging with diverse communities; Sussex Police listens to local people, ensuring what we do focuses on their needs and reflects their concerns; Improved access to services for all.	Divisional Inspection Process
SDS6/12. Facilitate the development of a forum for disabled staff, enable them to meet regularly and consult with them on changes of policy and practice.	Employee Relations Unit, Human Resources Dept.	February 2007	All staff are given opportunities to develop, and progress; Sussex Police workforce is increasingly representative of the communities it serves; Supports the drive to be an employer of choice.	Forum for disabled staff in place.
SDS6/13. Marketing & PR service level agreement to give advice and graphic design, video production and other support to an internal Disability Network Group.	Marketing & PR	Once a network is established	To promote the network and encourage other disabled members of staff to join. Other outcomes to be decided by the network.	Number of members

SECTION 3

MONITORING

Sussex Police has an established performance management regime including monitoring.

Divisional commanders and departmental heads are responsible for implementing actions from the disability equality duty, and will be held accountable through regular performance meetings and the confidence and equality mechanisms.

Sussex Police, via its Human Resources Department, is developing greatly improved employment monitoring capability. Disability data will be published at the first annual review of the scheme to show:

- Disabled staff in post
- Applications for employment
- Applications for training
- Training provision
- Promotions
- Staff who benefit or suffer detriment as a result of performance assessment procedures (PDR)
- Staff involved in grievances
- Staff subject to disciplinary
- Staff who leave employment

We will also publish data on reasonable adjustments that have been made.

EVALUATION AND REVIEW

Sussex Police will publish annually a report which contains a summary of:

- The steps taken to fulfil the disability equality duty including what has been done over the past year to eliminate discrimination, promote equality of opportunity and meet targets;
- The results of the information-gathering which has been carried out, including evidence obtained and what that evidence indicates;
- What Sussex Police have done with the information gathered, including actions to be taken as a result; and
- The outcomes of the disability equality duty – the specific changes and differences made as a result of implementing the scheme.

DEFINITIONS

The meaning of disability

When is a person disabled?

A person has a disability if he has a physical or mental impairment, which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities.

What about people who have recovered from a disability?

People who have had a disability within the definition are protected from discrimination even if they have since recovered.

What does 'impairment' cover?

It covers physical or mental impairments; this includes sensory impairments, such as those affecting sight or hearing.

Are all mental impairments covered?

The term 'mental impairment' is intended to cover a wide range of impairments relating to mental functioning, including what are often known as learning disabilities.

What is a 'substantial' adverse effect?

A substantial adverse effect is something which is more than a minor or trivial effect. The requirement that an effect must be substantial reflects the general understanding of disability as a limitation going beyond the normal differences in ability which might exist among people.

What is a 'long-term' effect?

A long-term effect of an impairment is one:

- which has lasted at least 12 months, or
- where the total period for which it lasts is likely to be at least 12 months, or which is likely to last for the rest of the life of the person affected.

Effects which are not long-term would therefore include loss of mobility due to a broken limb which is likely to heal within 12 months and the effects of temporary infections, from which a person would be likely to recover within 12 months.

What if the effects come and go over a period of time?

If an impairment has had a substantial adverse effect on normal day-to-day activities but that effect ceases, the substantial effect is treated as continuing if it is likely to recur; that is if it is more probable than not that the effect will recur.

What are 'normal day-to-day activities'?

They are activities which are carried out by most people on a fairly regular and frequent basis.

The term is not intended to include activities which are normal only for a particular person or group of people, such as playing a musical instrument, or a sport, to a professional standard or performing a skilled or specialised task at work. However, someone who is affected in such a specialised way but is also affected in normal day-to-day activities would be covered by this part of the definition.

The test of whether an impairment affects normal day-to-day activities is whether it affects one of the broad categories of capacity listed in Schedule 1 to the Act. They are:

- mobility
- manual dexterity
- physical co-ordination
- continence
- ability to lift, carry or otherwise move everyday objects
- speech, hearing or eyesight
- memory or ability to concentrate, learn or understand, or
- perception of the risk of physical danger.

What about treatment?

Someone with an impairment may be receiving medical or other treatment which alleviates or removes the effects (though not the impairment). In such cases, the treatment is ignored and the impairment is taken to have the effect it would have had without such treatment. This does not apply if substantial adverse effects are not likely to recur even if the treatment stops (i.e. the impairment has been cured).

Does this include people who wear spectacles?

No. The sole exception to the rule about ignoring the effects of treatment is the wearing of spectacles or contact lenses. In this case, the effect while the person is wearing spectacles or contact lenses should be considered.

Are people who have disfigurements covered?

People with severe disfigurements are covered by the Act. They do not need to demonstrate that the impairment has a

substantial adverse effect on their ability to carry out normal day-to-day activities.

Are there any other people who are automatically treated as disabled under the Act?

Anyone who has HIV infection, Cancer or Multiple Sclerosis is automatically treated as disabled under the Act. In addition, people who are registered as blind or partially sighted, or who are certified as being blind or partially sighted by a consultant ophthalmologist are automatically treated under the Act as being disabled. People who are not registered or certified as blind or partially sighted will be covered by the Act if they can establish that they meet the Act's definition of disability.

What about people who know their condition is going to get worse over time?

Progressive conditions are conditions which are likely to change and develop over time. Where a person has a progressive condition he will be covered by the Act from the moment the condition leads to an impairment which has some effect on 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.

Are people with genetic conditions covered?

If a genetic condition has no effect on ability to carry out normal day-to-day activities, the person is not covered. Diagnosis does not in itself bring someone within the

definition. If the condition is progressive, then the rule about progressive conditions applies.

Are any conditions specifically excluded from the coverage of the Act?

Yes. Certain conditions are to be regarded as not amounting to impairments for the purposes of the Act. These are:

- addiction to or dependency on alcohol, nicotine, or any other substance (other than as a result of the substance being medically prescribed)
- seasonal allergic rhinitis (e.g. hayfever), except where it aggravates the effect of another condition
- tendency to set fires
- tendency to steal
- tendency to physical or sexual abuse of other persons
- exhibitionism
- voyeurism.

Also, disfigurements which consist of a tattoo (which has not been removed), non-medical body piercing, or something attached through such piercing, are to be treated as not having a substantial adverse effect on the person's ability to carry out normal day-to-day activities.

THE GENERAL DUTY

Equality of opportunity between disabled persons and other persons; the objective is that disabled people should have full opportunities and choices to improve the quality of their lives, and be respected and included as equal members of society.

Eliminate **Discrimination** The Act prohibits discrimination against disabled people broadly in relation to the following areas:

- employment and occupation;
- trade associations and qualifications bodies;
- education;
- general qualifications bodies;
- housing;
- the provision of goods facilities and services;
- the exercise of a public function;
- the use of certain transport vehicles; and
- private clubs

Eliminate **Harassment** The general duty requires public authorities to have due regard to the need to eliminate harassment of disabled people that is related to their impairments. Disabled people may be subject to considerable harassment in daily life. This may occur in schools, at work, when receiving services, or at home. Harassment is a very broad concept; it will include harassment which is specifically prohibited by the Act (explicitly in the employment provisions and implicitly in other contexts) and

harassment which is made unlawful by the 1997 Protection from Harassment Act. It is not, however, limited to harassment which is unlawful. It can take many forms, from direct verbal abuse to comments which make an individual feel uncomfortable, intimidated or degraded.

Promote **Positive attitudes**. This part of the duty, as with the other parts, contributes to the overall goal of promoting equality of opportunity. Whilst many people have positive attitudes towards disabled people, some express pity, fear, lack of respect and/or contempt. Demeaning stereotypes or simply the absence of any representation in public images, both have very negative impacts on disabled peoples' lives.

Encourage participation by disabled persons in public life.

This is both an end in itself and will promote equality for disabled people more generally. Not only will disabled people bring valuable experience to public life, but such participation will encourage positive attitudes towards disabled people and in some cases can lead to a reduction in harassment

DEFINITIONS OF KEY PHRASES

Due regard comprises two linked elements: proportionality and relevance. In all their decisions and functions authorities should give due weight to the need to promote disability equality in proportion to its relevance. This requires more than simply giving consideration to disability equality.

Policies and practices covers all the proposed and current activities which the authority carries out

Proportionality requires greater consideration to be given to disability equality in relation to functions or policies that have the most effect on disabled people. Where changing a function or proposed policy would lead to significant benefits to disabled people, the need for such a change will carry added weight when balanced against other considerations

Relevance Disability equality will be more relevant to some functions than others. Public authorities will need to take care when assessing relevance, as many areas of their functioning are likely to be of relevance to disabled people.