

<b>Committee(s):</b> Police	<b>Date(s):</b> 26 <sup>th</sup> February 2015
<b>Subject:</b> The Disability Standard	<b>Public</b>
<b>Report of:</b> Commissioner of Police Pol 07-15	<b>For Information</b>
<p style="text-align: center;"><b><u>Summary</u></b></p> <p>In September 2013 the City of London Police (CoLP) became members of the Business Disability Forum (BDF), driven by the City of London Police Disability Enabling Network (DEN). This was with the full support of Assistant Commissioner Ian Dyson and the Equality Diversity and Human Rights Unit.</p> <p>The Disability Standard remains the only management tool that enables organisations to measure performance against every aspect of disability as it affects a business. Changes to the retirement age and the effects of the Windsor Review have brought concerns for many staff members with disability and the Force wished to ensure that it was providing the best support for its staff and its service to the community. The Force therefore undertook the self assessment required of the standard and gathered evidence over a period of 5 months in 10 key areas including: commitment, know-how, adjustments, recruitment, retention, products &amp; services, suppliers and partners, communication, premises and information and communication technology (ICT).</p> <p>The Force received the assessment report from the Business Disability Forum in mid January 2015 along with a suggested action plan identifying strategic areas for improvement. The report highlighted that the Force already had many strengths in particularly the areas of, commitment, know-how, communication and premises. The DEN was also singled out for particularly positive comment. Suggested areas for improvement include, further developing good engagement practice with disabled customers and service users and communicating good work to the community; implementing a fit-for-purpose adjustment process for employees, candidates and customers and further promote and highlight the role of a dedicated lead for disability within the Force.</p> <p>As the report has only recently been received in force the EDHR/ QoS Board has not yet had the opportunity to review it in detail or to agree the proposed action plan. It will do so at its next meeting and reporting on progress can be made to this Committee through the quarterly EDHR update report. The BDF assessor was very complimentary to the Force, acknowledging that it had been as honest as possible in the self assessment with no hidden agenda and a real commitment to improve.</p> <p><b>Recommendations</b></p> <p>It is recommended that Members note the contents of this report.</p>	

## **Main Report**

### **Background**

1. In September 2013 the City of London Police (CoLP) became members of the Business Disability Forum, driven by the City of London Police Disability Enabling Network (DEN). This was with the full support of Assistant Commissioner Ian Dyson and the Equality Diversity and Human Rights Unit. The Force became members in order to tap into the expertise and knowledge on disability of the Forum has to offer, and to build on the good work already started within the Force.

### **Current Position**

#### **The Disability Standard**

2. The Disability Standard remains the only management tool that enables organisations to measure performance against every aspect of disability as it affects a business. Changes to the retirement age and the effects of the Windsor Review have brought concerns for many staff members with disability and the Force wished to ensure that it was providing the best support for its staff and its service to the community.

### **Overview of key areas**

3. The Force submitted evidence gathered over approximately 5 months, and was assessed in 10 key areas.
  - **Commitment** – how the organisation promotes its commitment to best practice on disability internally and externally
  - **Know-how** – how the organisation equips their employees so that they are confident interacting with disabled people, knowing what to do and how to do it
  - **Adjustments** – how the organisation anticipates the needs of disabled people and has a robust process for making any adjustments which might be needed by individuals
  - **Recruitment** – how the organisation attracts and recruits disabled people, which gives them access to the widest talent pool at every level
  - **Retention** – how the organisation values all employees, including those who are disabled or become disabled, and are committed to their retention and development

- **Products and Services** – how the organisation values disabled customers, clients and service users and addresses their needs when developing and delivering products and services
  - **Suppliers and Partners** – how the organisation expects suppliers and corporate partners to reflect and enable them to meet their commitment to disability best practice
  - **Communication** – when communicating with disabled people, how the organisation is as inclusive as possible and whenever necessary makes adjustments for individuals
  - **Premises** – How the organisation makes premises accessible to people with disabilities and whenever necessary makes adjustments for individuals
  - **Information and Communication Technology (ICT)** – how the organisation makes ICT accessible and usable by disabled people and also makes adjustments for individuals
4. The Force received the report in mid January 2015 from the Business Disability Forum along with a suggested action plan identifying strategic areas for improvement.
  5. The assessment acknowledged areas where the Force is already particularly strong. These included Commitment, Know-how, Communication and Premises. The DEN was also singled out for particularly positive comment and praised throughout the assessment for its commitment and support to all employees and for the assistance it provides to managers from all Directorates with regards to disability.
  6. The DEN which is chaired by Supt Norma Collicott, reports into the EDHR/QoS (Equality Diversity and Human Rights / and Quality of Service) board, which is chaired by Assistant Commissioner Ian Dyson. It is also attended by the Lead Member for EDHR, Alderman Alison Gowman.
  7. The report recommended four areas where the Force would benefit from improvement:
    - Create a local detailed action plan using suggestions from the strategic plan provided by the BDF.
    - Expand work on customer and service-users, further developing good engagement practice with disabled customers and service users and communicating good work to the community
    - Implement a fit-for-purpose adjustment process for employees, candidates and customers. The assessment showed that City Police do and can implement adjustments when required, but there wasn't as yet a process set down that was easy to use and easily accessible. This work has already been commenced prior to the assessment results and the BDF are assisting with this implementation.
    - Further promote and highlight the role of a dedicated lead for disability within the Force.

8. The report itself is comprehensive and detailed in its reporting against the 10 key areas. Because the report has only recently been received in force the EDHR/ QoS Board has not yet had the opportunity to review it in detail or to agree the proposed action plan. It will do so at its next meeting and reporting on progress will be made to this Committee through the quarterly EDHR update report.

## **Conclusion**

9. Undertaking the assessment has been a useful exercise and the Force is proud of its support for those with disabilities, both staff members and as part of its customer service to the public. The assessor noted "I have never evaluated an assessment that quite clearly had been answered honestly without a hidden agenda other than to demonstrate that you were committed to getting it right and making improvements. In some areas you undersold yourselves a little.....The City of London Police should be very proud of themselves". The assessment has shown that the Force already has some positive achievements in this area and also work in progress, but there is always scope for improvement and learning, and this report has provided a bench mark for improvement.

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