

Gwent Police Disability Equality Scheme 2006 – 2009

ACTION PLAN

KEY		Targets missed or not yet started.
		Work in progress. Risk of slippage but action being taken to bring back on track.
		Work Completed or on schedule.

2008 -2009 Plan will set new target dates for unfinished elements of the Action Plan

	ACTIVITY	TARGET DATE	OUTCOME	EXECUTIVE LEAD & UPDATES
1	Ensure that managers at all levels understand both the General and the Specific Duties to promote disability equality	On going requirement	Managers fully conversant with requirements	Head of HR While a degree of awareness has been achieved through the drafting and implementation of the Disability Equality Scheme Action Plan, this needs to be built upon. This will be achieved via further communication using GO's Gwent Guardian, cascades via HR briefings to Div SMT meetings etc. Meeting held with Corporate Coms to discuss most appropriate channels for future communication programme.
11	Access to Work applications monitored to identify the speed with which support is provided	On going requirement	Applications monitored to ensure that adjustments are implemented in a timely fashion	Head of HR In conjunction with the Access to Work Adviser, the Central HR Department has established a mechanism whereby Access to Work applications made by individuals can be monitored. This will be reviewed on an ongoing basis.

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14	Ensure that managers fully understand the meaning of “Disability Related Leave” and how this should be recorded	On going requirement	Managers fully understand the difference between “disability related leave” and “disability related sickness”.	<p>Head of HR</p> <p>Guidance on this issue is regularly included in the Force's General Orders which are published force-wide. However, it is recognised that efforts need to be continued to ensure that there is an understanding of this issue throughout the Force.</p> <p>Further work in this area will be progressed in partnership with the support network</p>
18	Applications for promotion to be monitored by disability	Completed	No measurable disadvantage between different groups in applications for promotion and appointments	<p>Head of HR</p> <p>This is now monitored in each process</p>
19	Applications for specialist posts to be monitored by disability	Completed	No measurable disadvantage between different groups in applications for specialist posts	<p>Head of HR</p> <p>This is now monitored in each process</p>
21	Special Priority Payments, Bonus Payments and Competency Related Threshold Payments to be monitored by disability	Sept 2009	Evidence of a well-managed pay system which rewards people on the basis of what they do	<p>Head of HR</p> <p>C RTP are now monitored</p> <p>SPP payments will be monitored from September 2009 onwards</p>

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22	Ensure that all alternative methods for communication are explored to assist individuals who wish to apply to the Force for employment opportunities – e.g. individuals who are deaf or hard of hearing may wish to request application form via a Fax Machine	December 2009	All individuals able to easily access recruitment processes	Head of HR Alternatives were explored when previous paper based application system was in place. Forms can now be downloaded direct from Internet and requested via email. Further consideration will be given later in 2009
23	Encourage more staff to join the Gwent Police Disability Network Letter to be sent to all staff on a regular basis encouraging individuals to join the network	On going	Number of staff participating increased, leading to improved access and facilities for individuals with different disabilities and disabled individuals able to share experiences with each other	Head of HR This will be progressed in consultation with the Gwent Police Disability Network Discussions with Chair of Disability Network have taken place.
24	To review and revise the procedure for Selection to Specialist posts to take into account the Disability Equality Scheme	Sept 2009	To enhance number of staff applying for Specialist Posts	Head of HR This review commenced in March 2009 as part of the roll out of the new recruitments and selection procedures to specialist police officer roles.
26	Gather and analyse information regarding the progress of both external and internal applicants with a disability through each stage of the selection process	Sept 2009	6-monthly reports to be produced to identify any barriers to the recruitment and appointment of people with a disability.	Head of HR Processes now in place to capture the data. Process for reporting the information will now be developed and agreed.

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27	Awareness campaign to be run in advance of running a monitoring exercise. The aim of this will be to positively sell to staff the advantages to be gained by disclosing a disability to their employer and therefore, increase staff confidence in the purpose of the monitoring exercise.	December 2009	Workforce more confident in disclosing information.	Head of HR Communication discussed with Corporate communications Date for monitoring exercise yet to be agreed
31	Conduct monitoring exercise in order to establish the number of people with a disability in the force	December 2009	Accurate statistics available on composition of the workforce;	Head of HR Date for monitoring exercise yet to be agreed
33	Consideration to be given to developing Sickness Management Procedures which provide further advice in relation to individuals covered by the DDA and the issue of reasonable adjustments.	December 2009	Managers competent in dealing with cases which require a reasonable adjustment to be made	Head of HR Guidance materials produced by the Employers Forum on Disability have been obtained and is available via personnel officers. This provides guidance for managers on what to consider when making reasonable adjustments. Additional guidance to be developed in consultation with the support network
35	Establish a database of reasonable adjustments made for individuals throughout the force	December 2009	Consistent approach adopted in relation to disabled personnel	Head of HR

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36	Explore the possibility of secondment opportunities for staff to work for external organisations such as Shaw Trust or the Disability Rights Commission	December 2009	Best practice in relation to disability and employment matters imported into the Force	Head of HR
37	Analyse the workforce profile and, where possible, set targets for increased representation of staff with disabilities	December 2009	Initial analysis will inform the action that may need to be taken to increase the numbers of disabled staff in various roles and grades throughout the Force.	Head of HR (see 31) once this analysis has taken place consideration can be given to any remedial actions that may be required
38	In consultation with Gwent Police Disability Network, develop a leaflet for staff with a disability or who develop a disability, in order to advise them of the support available from the Force and other agencies, where appropriate	December 2009	Staff better informed and more confident in the support available from Gwent Police. Information provided in the leaflet to be relevant and up to date.	Head of HR Consultation will take place with the Gwent Police Disability Network, on the best ways to advise staff with a disability or who develop a disability of the support available from the Force and other agencies. Corporate Communications has identified an individual Press officer to support this work. Best way to disseminate this information will be agreed and progressed in consultation with the Disability Network.
40	Initial awareness training to be provided to all managers on the procedure “Disability and Employment Matters”	December 2009	All managers aware of the procedure, its implication and when to seek advice.	Head of HR

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42	Provide more information on the intranet, General Orders and the Gwent Guardian on disability issues, including the facilities that are available to individuals and update bulletins	Ongoing Requirement	Staff have easier access to information and are aware of the facilities, practices and support which are available to them	Head of HR Items relating to disability issues have been published in Force publications including the Gwent Guardian. Information is also available on the intranet and the Gwent Police Disability Network has its own intranet site.
44	Monitor numbers of Police Officers and Police Staff with a disability leaving the organisation	Ongoing Requirement	Remedial action taken if numbers considered to be disproportionate	Head of HR KATH
45	Monitor Exit Interviews to establish reasons for disabled Police Officers / Police Staff leaving the organisation	Ongoing Requirement	Remedial action taken when necessary	Head of HR KATH
46	Monitor the numbers of people with disabilities (in accordance with DDA definition) who are required to retire on the grounds of ill-health	Commence Sept 2008, then ongoing	Remedial action taken if numbers considered to be disproportionate	Head of HR
47	Conduct staff surveys and gather and analyse data in relation to staff experiences of disability equality.	Dec 2009	First survey conducted in September 2006	Head of HR First survey conducted in September 2006 Information analysed and remedial action taken where necessary. Next Survey proposed for 2009
48	To include a positive action statement in all adverts for	Ongoing requirement	Increased list of disabled applicants	Head of HR

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	promotion processes		This is complied with concerning advertising promotion processes.	A positive action statement is now included in all adverts for the force's internal promotion processes.
56	Consult with Gwent Police Independent Advisory Group (IAG) on the likely impact of policies and functions	Ongoing	Effective consultation with relevant people	<p>Head of Corporate Services and Head of Diversity Policy Team</p> <p>This is an ongoing activity with the force IAG who have recently been consulted in relation to policies and procedures such as Sudden Deaths, Stops, Safer Custody etc</p> <p>IAG has given feedback in relation to the SMS text messaging service for the deaf which has resulted in improvements in our service, e.g. poster information for this service now designed and to be placed alongside police telephones outside police stations.</p>
58	<p>In staff surveys; invite employees to anonymously disclose whether they have a disability and analyse and compare the overall responses of disabled and non-disabled respondents to inform future policy and practice.</p> <p>(Recommendation from self-assessment administered through the Employer's Forum on Disability).</p>	Ongoing as above		<p>Head of Corporate Services</p> <p>Staff Surveys are owned and initiated by HR</p> <p>The CSD contribution is achievable as long as the dept is advised as early as possible and involved from inception.</p> <p>CSD may advise and provide resource in terms of questions and analysis but the responsibility of instigating the staff surveys lies within HR.</p> <p>No Staff survey presently being scheduled</p>

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<p>60</p>	<p>Design market / service user research to ensure that the specific needs and preferences of disabled service users / members of the public can be separately identified</p> <p>(Recommendation from self-assessment administered through the Employer's Forum on Disability).</p>	<p>End of Quarter 2/Quarter 3 2008/09 if funded.</p>		<p>Head of Corporate Services and Head of Diversity Policy Team</p> <p>The identification of the needs of disabled users over and above what has been described in 59 can be accessed through a variety of means, The IAG is one, where views on/feedback regarding the needs of the disabled are captured. The internal Disability network also provides much constructive feedback and suggestions re where and how service delivery could be improved. Other open consultation events also provide an opportunity for such information to be sought and gathered.</p> <p>2011, Beyond the Call and the Police Authority (with CSD advice and guidance) are considering consultation across the Force in relation to public expectation around service provision. This could provide a way of collecting the information required. Work is ongoing to prepare a business case for consideration.</p> <p>Any bespoke external consultation, beyond that already mentioned above, would be dependent on additional funding provision.</p> <p>A new quality impact assessment process has been devised, which will allow Gwent police to consider the relevance to the DDA in regards to service provisions to disabled people. Should relevance for disabled people be found on initial screening, full consultation will be conducted in</p>
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				order to identify how Gwent Police can promote equality in the access of Gwent Police services. Findings from the consultation will be documented and forwarded to the relevant service area for consideration.
61	<p>Put in place procedures for working with other public bodies where required, to ensure disabled people are not discriminated against or treated less favourably when carrying out public functions and delivering services.</p> <p>(Recommendation from self-assessment administered through the Employer's Forum on Disability).</p>	Ongoing		<p>Head of Corporate Services and Community Safety</p> <p>The force DPT has recently worked with BSL Futures and the Deaf Community to improve service delivery to that group. This has included the introduction of a SMS text facility to ease communication challenges. Community Safety has also worked with the Deaf Community, running a seminar for them which explained what free police services were available (such as the Bobby Van Scheme, Crime Prevention etc)and how they could access them. Feedback received was excellent and satisfaction and confidence in the police increased. Community Safety have also worked closely with Autism Cymru and recently held a seminar, part of which encouraged individuals with autism to carry ID cards that would alert public services to their needs. We provided 2 days of training for internal staff and other external services to which 260 people attended. The ID card has been formally launched at a multi agency event which included representation from Social Services, Education and other public services.</p>
62	Get a clear sense of the proportion of disabled people eligible to benefit from your services but are not yet	Not known		<p>Head of Corporate Services</p> <p>Information concerning the number of people with disabilities registered in Gwent is not currently</p>

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	<p>accessing them and use this information to develop action plans to remedy this.</p> <p>(Recommendation from self-assessment administered through the Employer's Forum on Disability).</p>			<p>available but enquiries are being made to see if this can be obtained.</p> <p>However, of the surveys undertaken we can identify those who tell us they are disabled and get an idea of service requirement.</p>
64	<p>Establish a system to ensure that British Sign Language Interpreters are available at short notice. We have always maintained a BSL facility. It is available to all staff on the CJD website under Interpreters - Sign Language interpreters. This is the only place it is maintained and all staff have been informed of this.</p>	December 2007	More effective communication	<p>Head of CJD</p> <p>A senior officer has attended the Bridgend Deaf Club to consider potential improvements. There are more qualified interpreters but they are not confident about working in the legal environment. It has been agreed that a training package will be developed to assist them and the police who have to work with them.</p> <p>This work has commenced in terms of involving them in recruit training, but it needs to be developed much further to train the BSL interpreters themselves. It will form a significant part of the WITS project supported by WAG and Gwent Police and Cardiff Council commencing 1/4/08.</p>
65	<p>Put in place budgets and resources to achieve disability equality goals in:</p> <p>Human Resources Estates</p>	Ongoing	To ensure that resources are available to promote disability equality	<p>Director of Finance and Administration</p> <p>The ongoing requirement to address disability issues will be incorporated within the planning cycle (via the planning brief) for future address through Divisional/Departmental plans and</p>

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	IT & website design Procurement and outsourcing			ultimately the budget setting process
68	Monitor nature and outcome of informal complaints against disabled staff; length of time taken to deal with such complaints also needs to be monitored.	April 2007	Differentials in these areas between disabled and non-disabled staff have been analysed; remedial action taken where appropriate	<p>Head of Standards Unit</p> <p>The current version of the Centurion Recording system does not cater for this.</p> <p>PSD Office Manager took the technical issues to National Centurion User Group on 5th March. The suggestion was dismissed by the group as being unnecessary. DCI Roberts will write to the Chair of the user group to re-iterate our requirements.</p> <p>Until a technical solution is found discussions will take place with HR to see if an interim solution can be achieved.</p> <p>In addition to internal checks and as part of the 3 monthly check, PSD will dip sample complaints made by members of the public who declare a disability and conduct customer satisfaction surveys.</p>
69	Monitor the number of cases where formal disciplinary proceedings are brought against disabled staff, including the nature of the offence	December 2008, then every 3 months	Differentials in these areas between disabled and non-disabled staff analysed; remedial action taken where appropriate As above	<p>Head of Standards Unit</p> <p>As above</p>

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70	Monitor the outcome of disciplinary action taken against disabled staff	December 2008, then every 3 months	Differentials in these areas between disabled and non-disabled staff analysed; remedial action taken where appropriate As above	Head of Standards Unit As above
71	Monitor the number of disabled staff suspended pending disciplinary investigation	December 2008, then every 3 months	Differentials in these areas between disabled and non-disabled staff analysed; remedial action taken where appropriate As above	Head of Standards Unit As above
72	Provide more information to people who are deaf or hard of hearing about the use of all police services, e.g. Minicom, Fax.	Ongoing	More effective communication	Head of Corporate Communications These facilities have been included on the Gwent Police website along with Tynetalk 18000 and the SMS Text messaging service. Coverage also achieved regarding the BSL trained staff.
73	Publish impact assessment reports	Ongoing	Reports transparent and open to all	Corporate Communications is responsible for providing the platform for publishing. The platform is now available and reports can be published as appropriate The owner of the impact assessment reports is responsible for publishing them and this is marked as amber as this is an ongoing action.
74	Publish results of consultation process	Ongoing	Reports transparent and open to all.	Corporate Communications is responsible for providing the platform for publishing. The platform is now available and information can be published

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				<p>as appropriate</p> <p>The owner of the impact assessment reports is responsible for publishing them and this is marked as amber as this is an ongoing action</p> <p>A consultation on disability equality issues was carried out by the Police Authority in 2006 and the results are published on their website.</p>
75	Review current methods for the publication of result of impact assessment, consultation and monitoring to ensure they meet needs of diverse communities	December 2009	Methods meet needs of diverse communities	<p>Head of Corporate Services in consultation with Corporate Communications</p> <p>Corporate Communications has supplied questions to the Police Authority/Corporate Services with regard to how the community wants to be communicated with/ what about etc. This is to inform consultation exercises that will be undertaken.</p>
76	Information leaflet to be produced to ensure that all personnel have advice available on how to ensure that arrangements for meetings take into account the needs of disabled people	December 2009	The needs of people with disabilities invited to attend meetings have been addressed	<p>Head of Corporate Communications</p> <p>This work is ongoing: awaiting information regarding the facilities available forcewide before this is actioned.</p>
78	Ensure that the Force website achieves AA accessibility	June 2007	Achieve AA accessibility standard	<p>Head of Corporate Communications</p> <p>This was achieved in 2005. In the coming year, Corporate Communications will be re-launching the Force website and any new developments will meet appropriate accessibility standards</p>

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79	Identify key internal personnel and ensure that they are aware of all internal communication opportunities regarding disability issues.	December 2006	An increase in internal communication promoting awareness and issues regarding disability	Head of Corporate Communications A Press Officer now has responsibility for diversity issues and working with the key internal personnel
80	Identify key internal personnel and ensure that they are aware of the internal communication support available to them	December 2006	An increase in internal communication promoting awareness and issues regarding disability	Head of Corporate Communications Corporate Communications represents all areas of the organisation and responsibilities have been allocated to department practitioners. Departments have trained web authors
81	Appoint a departmental 'ambassador' with regard to disability issues	November 2009	An increase in internal communication promoting awareness and issues regarding disability Ensure that staff are aware of disability issues	Head of Corporate Communications/Head of HR Current Divisional and Departmental Heads have responsibility to ensure that diversity issues, including disability, are considered in service delivery. Consideration will be given to the nominating ambassadors as part of 2011 reorganisation
85	Ensure that all information which needs to be communicated is accessible and meets the differing needs of disabled employees (Recommendation from self-assessment administered through the Employer's Forum on Disability)	Ongoing		Head of Corporate Communications/Head of HR Ongoing – using data supplied through HR processes, Corporate Communications can now supply information in appropriate formats This action remains amber as this is an ongoing action, particularly as the Force develops 'new' methods of communications

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86	<p>Ensure that all information which needs to be communicated is accessible and meets the differing needs of disabled service users/the public</p> <p>(Recommendation from self-assessment administered through the Employer's Forum on Disability)</p>	Ongoing		<p>Head of Corporate Communications</p> <p>See consultation comments in section 75</p>
88	<p>Conduct an accessibility audit throughout all premises and draw up and act upon a schedule for improvements that covers policy and management</p>			<p>Estates Manager</p> <p>An access audit of public areas and HQ is complete. Consideration will be given to the rest of the estate for non-public areas.</p> <p>A quotation of £60,000 for the survey to be undertaken by a specialist organisation has been received. It is not considered prudent to progress this at the present time as the property portfolio is presently being reviewed in line with 2011 requirements.</p>
89	<p>Take steps to ensure that when premises are relocated there are no barriers in IT systems, including workstations, for disabled people</p> <p>(Recommendation from self-assessment administered through the Employer's Forum</p>	Ongoing Requirement	A suitable working environment for all	<p>Head of Estates / Head of IS</p> <p>Work is on going, we have re-opened stations at Rhymney / Risca / Tredegar and Brynmawr where the disabled facilities have been substantially upgraded to include lifts.</p>

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	on Disability)			
90	<p>Take steps to ensure that when premises are relocated there are no barriers in IT systems, including workstations, for disabled service users / the public</p> <p>(Recommendation from self-assessment administered through the Employer's Forum on Disability)</p>	Ongoing Requirement	A suitable working environment for all	<p>Head of Estates / Head of IS</p> <p>As above</p>
92	<p>Take steps to ensure that when premises are relocated there are no barriers in the built environment for disabled employees.</p> <p>(Recommendation from self-assessment administered through the Employer's Forum on Disability)</p>	Ongoing Requirement	A suitable working environment for all	<p>Head of Estates</p> <p>Ongoing as above</p>
93	<p>Take steps to ensure that when premises are re-located there are no barriers in the built environment for disabled service users/the public</p> <p>(Recommendation from self-</p>	Ongoing Requirement	A suitable working environment for all	<p>Head of Estates</p> <p>Ongoing as above</p>

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	assessment administered through the Employer's Forum on Disability)			
94	In accordance with the Police Race and Diversity Learning and Development Programme, training will commence in January 2007 on diversity. The training will include a module on disability.	Commence January 2007 Completion 2010	All staff competent to promote equality and diversity.	<p>Head of Learning & Development</p> <p>Training of National Occupational Standards (NOS) AA1 "Promote Equality and Value Diversity" commenced through the Police Race and Diversity Learning and Development Programme in May 2007.</p> <p>700 individuals make up the priority group or training.</p> <p>The vast majority of the group has now received training. Training of the remaining workforce will commence April 2008.</p> <p>The 'Priority Group' which consists of 25% of posts within the Force have received training. In April 2008 half day training sessions in National Occupational Standard AA1 'Promote Equality and Value Diversity' commenced to all staff.</p> <p>Delivery of the NOS was concluded late 2008.</p>
95	Awareness training to be followed up with formal training	September 2008	Managers have a more detailed understanding of disability and employment matters to ensure that they do not make judgements	<p>Head of Learning & Development</p> <p>Training of National Occupational Standards (NOS) AA1 "Promote Equality and Value Diversity"</p>

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			and assumptions based on ignorance. Delivery through the National Centre for Applied Learning Technologies (NCALT)	<p>commenced through the Police Race and Diversity Learning and Development Programme in May 2007.</p> <p>This process and lessons learnt from it will greatly assist in delivering NCALT Diversity material.</p> <p>Access and progress through NCALT has been coordinated through a dedicated IS trainer within L & D. All staff now have access to NCALT and the diversity module.</p>
96	Refresher training to be available	December 2009	Managers confident in the application of the procedure. Delivery through CLDP.	<p>Head of Learning & Development</p> <p>A permanent sergeant's post has been secured to deliver the Core Leadership Development Programme.</p> <p>09/06/09 – Review being made of existing CLDP program and delivery across organisation to ensure appropriate skills reaching the appropriate resources at the appropriate time.</p>
97	Disability awareness covered as a specific issue during induction training	<p>May 2007</p> <p>Revised commencement of delivery now April 2008</p>	Awareness of disability raised when staff commence employment with Gwent Police	<p>Head of Learning & Development</p> <p>This is provided by National Centre for Applied Learning Technologies (NCALT), due to be delivered in the near future and through the Police Race and Diversity Learning and Development Programme.</p> <p>An NCALT Administrators post has been agreed</p>

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				<p>which will greatly assist the delivery of disability awareness training through e-learning.</p> <p>Disability awareness contained within induction training both police officers and staff.</p> <p>Disability awareness is covered comprehensively during induction with assistance from the Community Cohesion Team.</p>
<p>98</p>	<p>To review and revise, where appropriate, accessibility to training buildings in consultation with the Estates Department; to include an audit in conjunction with disabled personnel from both our staff and the community.</p>	<p>Revised commencement of delivery now April 2008</p>		<p>Head of Learning & Development</p> <p>A number of facilities are currently available and have been circulated to all training personnel. A disability audit of Vantage Point, the Force's training premises, was conducted in June 2007. A tri-party meeting is to be arranged between landlord at Vantage Point, the Estates Department and the Learning and Development Department to discuss the audit.</p> <p>Whilst this meeting has yet to materialise despite numerous requests, regular meetings take place with the landlord, CPS, Welsh Ambulance Authority and L&D where appropriate accessibility is reviewed.</p> <p>A number of reasonable adjustments have been undertaken at Vantage Point as a result of consultation. These include:- Signage for easy access washroom facilities Installation of a dog foul bin Installation of plastic overlays highlighting door</p>

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				access fobs Realignment of disabled parking facilitates closer to the building
100	To review and revise, where appropriate, accessibility to training facilities through consultation process with disabled personnel; appropriate adjustments to be made available where necessary	April 2007		<p>Head of Learning and Development</p> <p>A disability audit has been completed and tri-party meeting is to be arranged between landlord at Vantage Point, the Estates Department and the Learning and Development Department.</p> <p>Accessibility is reviewed and revised through consultation with the Training Community Consultation Group.</p> <p>Above adjustments made as a result of consultation.</p>
101	To hold a road show event raising awareness across the Learning and Development Department;	Revised date April 2008		<p>Head of Learning and Development</p> <p>This will be held at the launch of NCALT (e-learning)</p> <p>Listen Harder Listen Better one day event took place in March 2008 where disability issues were examined in particular, one workshop was entitled “Working with Learning Disabilities”.</p> <p>“Listen Harder Listen Better” Workshop Two took place in November 2008. Workshops included ‘Sensory Awareness’ and ‘Mental Health Today’. Future CLDP Neighbourhood Policing Workshops will include facilitative workshops with the disabled</p>

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				community.
104	To ensure that disabled people work in partnership with the community co-ordination group	April 2007	To maintain a continual consultation process, ensuring fairness and equality to all personnel visiting the Learning and Development Department	Head of Learning and Development This has been embedded in the Learning and Development Department through the work of Community Co-ordinator. Embedded Practice
106	The Force should produce Advice and Guidance on the requirements of the disability legislation, for use by supervisors and managers, when addressing core activities such as: employment issues, service provision and the buying of goods and services.	December 2009	Supervisors and Managers will have a documented reference when addressing the needs of Disabled People.	Head of Learning and Development Training of National Occupational Standards (NOS) AA1 "Promote Equality and Value Diversity" commenced through the Police Race and Diversity Learning and Development Programme in May 2007. A seminar on disability legislation was also delivered to key staff by a barrister in November 2007. Delivery of the NOS Promoting Equality and Value Diversity concluded late 2008. Line Managers were a priority group within the delivery program.
107	Give consideration to ensuring that officers and frontline staff are able to use basic sign language	December 2009	More effective communication with members of the community 15 places secured in September 2007 for basic sign language at the Newport Deaf Club.	Head of Learning and Development All police students and PCSOs receive a Communication Day facilitated by external deaf and blind trainers during initial training. A Sign language workshop was included in the "

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				<p>Listen Harder, Listen Better" Event held on the 11th March 2008. The aim of this event was to raise awareness of disability issues customer-facing staff. Over 100 staff attended the event.</p> <p>Sign language training included in the annual training plan and accessible to all staff.</p> <p>Request for sign language training will be processed on an individual basis during this current financial year.</p>
110	<p>Put procedures in place so that all people involved with recruitment and selection are required to attend equality training that includes specific reference to disability.</p> <p>(Recommendation from self - assessment administered through the Employers' Forum on Disability).</p>	Immediate	To ensure disabled individuals are treated fairly	<p>Head of Learning and Development</p> <p>The Head of HR and the Head of Learning and Development are currently in consultation on this issue.</p> <p>Meeting held with Inspector Career Development, specific reference to disability to be in future competency based structured interview training. Those already trained to receive additional input in appropriate format.</p>
111	Gather and analyse feedback on the quality and impact of equality recruitment and selection training. Include specific reference to disability in the analysis and make any	April 2009	In consultation with Head of HR as to how many people are involved in recruitment and selection and is this specific training included in SEARCH or	<p>Head of Learning and Development</p> <p>In the absence of recruitment/selection training during this current financial year both the Head of L & D and Head of HR will review this action.</p>

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	necessary changes to the training as a result (Recommendation from self - assessment administered through the Employers' Forum on Disability).		Competency Based Interview training.	
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Completed Actions Log

<p>2</p>	<p>Ensure that all managers are aware of need to make reasonable adjustments when considering use of the Force's Attendance Management Procedures</p>	<p>January 2007 Completed</p>	<p>Managers competent in dealing with cases which require a reasonable adjustment to be made</p>	<p>Head of HR</p> <p>Senior managers and others have been provided with a copy of the Home Office document entitled "Disability & the Police Service". It includes sections on Best practice principles, Recruitment, Promotion, Selection and Appraisal. It includes guidance on the issue of attendance management and reasonable adjustments.</p> <p>A guide - "Attendance Management and disability" has been written by the Employers' Forum on Disability. It is specifically aimed at line managers and covers issues such as recognising when absence might be related to a disability, treating disabled colleagues fairly, deciding if an adjustment is reasonable. A copy of the guide is currently being sent to all supervisors in the Force.</p> <p>In addition to this, as part of a training programme called the "Core Leadership Development Programme", supervisors have received training in attendance management and this has included the need to make reasonable adjustments. This action has been completed but need to be /audited by HR on an ongoing basis.</p>
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3	Utilise the revised HR recruitment and selection application form for police staff	Completed	A better represented workforce	<p>Head of HR</p> <p>A six month trial of the revised Recruitment and Selection process commenced in HQ and D Division in April 2008.</p> <p>The revised application form includes a redrafted section in relation to reasonable adjustments for applicants with a disability.</p> <p>Following completion of the trial, the revised recruitment process will then be rolled out to all other units.</p> <p>The revised form is now used for all police staff recruitment and will be rolled out to specialist Police Officer posts by September 09.</p>
4	Increase awareness among staff about the “Two Tick” Disability Symbol awarded by Job Centre Plus	Completed	Full understanding of what the symbol means	<p>Head of HR</p> <p>Information has been published about the "Two Tick" Symbol in General Orders which is a force-wide publication. In addition to this, more detailed information is included on the HR section of the Force's intranet and is available for all staff to refer to.</p>
5	Monitor the quality and consistency of the application of the “Two Tick” symbol awarded by Job Centre Plus to ensure that we are compliant with guaranteed interview	Completed	Full compliance with “Two Tick” requirements	<p>Head of HR</p> <p>6 monthly audits of the “Two Tick” requirements will be undertaken by HR commencing in September 2008.</p>

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	provision.			This now forms part of the responsibilities of the new Central Recruitment Teams responsibility
6	Occupational Health Unit to pro-actively promote the Gwent Police Disability Network by advising appropriate individuals who are referred to them about the Network	February 2007 Completed	Increased awareness of the network	Head of HR A flyer promoting the Gwent Police Disability Network has been provided for the Force's Occupational Health Unit to display at its premises.
7	Ensure managers take account of disability when examining performance issues	Completed	Managers aware of disability issues that may be impacting upon performance and are able to discuss reasonable adjustments with the individual	Head of HR Disability issues are currently taken into account when managing performance - for example, dyslexia. Existing Force Policies make clear the requirement for managers to take account of disability when examining performance issue. This requirement was included in the Police Officer Performance & Attendance Procedures that were introduced when the Police (Performance) Regulations 2008 become law in December 2008. Personnel Officers fully aware of requirement and available to give appropriate advice to line managers
8	Implement processes to ensure the Force can quickly provide application packs if requested in an alternative format e.g.	September 2008	Processes in place and available to Divisional Personnel Officers	Head of HR Central HR now holds contact details of Sign Language Direct, RNIB Cymru, and A21 should a

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	Braille, large print.			request be received for an application pack in Braille. Application form now available in electronic format compatible with specialist reading equipment. All recruitment now undertaken by Central team so quality of service can be monitored and maintained
9	Revise the Recruitment and Selection Guide to ensure it contains best practice information for managers regarding the recruitment and selection of people with disabilities. Staff with disabilities to be invited to contribute to the development of this Guide	Completed	Revised Recruitment and Selection Guide which staff with disabilities have been consulted upon.	Head of HR The draft revised Recruitment & Selection Guide was approved in December 2007. It was trialled in one division and has now been adopted. During development consultation took place with the Chair of the Gwent Police Disability Network. In advance of this, guidance on the Disability Discrimination Act 1995 and the recruitment and selection of staff was drafted in consultation with the Chair of the Gwent Police Disability Network. and issued to the Divisional Personnel Officers.
10	Review and revise the application form to ensure that the section which asks candidates about the need to make reasonable adjustments is appropriate	Completed		Head of HR The review and revision of the application form has been completed and forms part of the revised Recruitment and Selection Guide.
12	Obtain approval of the draft Dignity at Work procedure	Completed	Policy and procedure available to promote	Head of HR

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			awareness of disability harassment and action that can be taken in order to deal with this issue.	The Force approved and published its procedure on Dignity at Work in December 2006. This document sets out the standards that it expects its staff to maintain and provides examples of behaviour that may constitute bullying and harassment. It outlines the steps that an individual may take should they feel that they are being bullied or harassed. It also clearly outlines the action that will be taken against an individual who does not maintain the highest standards of behaviour.
13	Publish booklet "Serving People with Disabilities" from the Employers' Forum on Disability	April 2007 Completed	A quality service offered to disabled people through confident communication with disabled people	Head of HR This booklet was distributed to all members of staff in April 2007.
15	To include a positive action statement in all adverts for applications for the Post Entry Training Scheme To promote the Scheme via the Career Development website	Completed	To increase the number of disabled staff applying for the Scheme. To make staff better informed about the conditions of the Scheme.	Head of HR positive action statement now included in all adverts for applications for the Post Entry Training Scheme Scheme promoted via the Career Development website
16	Monitor all categories of police personnel in post by disability	April 2007 See action 31	Measurable progress each year towards a diverse workforce at	Head of HR

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			all levels	
17	Applications for employment for both officer and police staff posts to be monitored by disability	Completed	Data analysed. Any measurable disadvantage between different groups in application or success rates identified and remedial action taken. Improved diversity in the Force.	Head of HR This information is now captured and entered in to a database. Process for reporting the information will now be developed and agreed.
18	Applications for promotion to be monitored by disability	Completed	No measurable disadvantage between different groups in applications for promotion and appointments	Head of HR This is now monitored in each process
19	Applications for specialist posts to be monitored by disability	Completed	No measurable disadvantage between different groups in applications for specialist posts	Head of HR This is now monitored in each process
20	PDR completion rates and PDR scores to be monitored by disability	Completed	Assurance that reasonable adjustments have been made to roles where necessary	Head of HR The new PDR system implemented in July 2008 holds data on disability

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25	Poster campaign to enhance the number of officers with a disability seeking promotion	Completed	As above	Head of HR Consideration was given but it was concluded that posters were not the most effective means of communicating this message.
28	Managers who supervise disabled staff or staff who become disabled must be educated to ensure that they monitor and impact assess the support given to the individual in order to ensure that the individual is provided with the appropriate support	Dec 2008 Duplicate	Disabled staff feel fully supported	Head of HR Refer to Activity 2
29	Ensure opportunities offered by e-recruitment and other media are explored so that our recruitment application processes are fully accessible	August 2007 Repeat of previous point re accessibility or recruitment process	Accessible recruitment application process	Head of HR
30	Ensure all staff educated in relation to disability harassment	August 2007 Completed	All staff fully aware of what is meant by disability harassment and its implications and understand the Dignity At Work Procedure	Head of HR Refer to Activity 12 above
32	Improve the knowledge of managers and staff regarding	Completed	Everyone aware of Access to Work and	Head of HR

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	support available through Access to Work		benefits of that facility maximised	Up to date and comprehensive information on Access to Work has been placed on the HR intranet site. An Access to Work Adviser recently attended a meeting with Divisional Personnel Officers in order to advise them on what can be offered by Access to Work and addressed any queries that they had.
34	Occupational Health Unit to develop a suitable intranet site for all staff which will be a lay-persons guide to medical conditions and ensure staff are aware of this site	Completed	All staff and managers more knowledgeable about medical conditions and no longer guess or make assumptions about the implications of medical conditions	Head of HR The Force has recently achieved the Gold Award following an assessment against the Welsh Assembly Government Corporate Health Standard. We are the first police force to receive this accolade and the standard is a quality mark for workplace health promotion in Wales. In working towards the award, the Occupational Health Unit set up an intranet site with extensive information about health and life-style issues. It includes a link to NHS Direct which gives information about many conditions and this can be easily accessed by all staff.
39	Examine the potential role description for the post of a Disability Co-ordinator who could provide expert advice to staff and managers. A Business Case for such a post could then be presented to the force.	Completed	Individual dedicated to disability issues and easier for all to obtain expert advice	Head of HR A business case will be prepared for consideration in the planning process for 2009/10 budgets. This proposal was considered but not pursued

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<p>41</p>	<p>The contents of this booklet "Serving People with Disabilities" published by the Employers' Forum on Disability must be included as part of the training to be delivered to all staff</p> <p>Develop best practice guidance in relation to customer service</p>	<p>Completed</p>	<p>Staff better informed on how to provide a service to people with different disabilities.</p>	<p>Head of HR</p> <p>A copy of the booklet was provided to all staff in April 2007.</p>
<p>43</p>	<p>Provide equality training and/or guidance for everyone involved with delivering appraisals and cover how to ensure disabled employees are not disadvantaged in the appraisal process</p> <p>(Recommendation from self-assessment administered through the Employer's Forum on Disability).</p>	<p>Immediate Completed</p>	<p>A fair appraisal process</p>	<p>The Learning and Development Department has provided training throughout the Force to all supervisors regarding the appraisal process and diversity issues.</p>
<p>49</p>	<p>To advertise promotion processes via the Career Development website.</p>	<p>Complete</p>	<p>Increased awareness of police officers with disabilities</p>	<p>Head of HR</p> <p>Promotion processes are advertised via the Career Development website.</p>
<p>50</p>	<p>To make reasonable adjustments for officers attending interview</p>	<p>Completed</p>	<p>Increased numbers of disabled officers attending for promotion interviews</p>	<p>Head of HR</p> <p>The site used for promotion interviews has made adjustments. In addition the promotion process is</p>

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				being updated to national OSPRE Standards
51	To include a positive action statement to all adverts for OSPRE National Police Examinations.	Completed	Increase the numbers of disabled officers applying to sit OSPRE National Police Exams.	Head of HR Positive action statement now included in all adverts for OSPRE National Police Examinations
52	To make reasonable adjustments for officers in respect of examination venues	Completed	Increase the numbers of disabled officers applying to sit OSPRE National Police Exams.	Head of HR Venue chosen on basis of accessibility. Individual adjustments required are agreed with NPIA and implemented.
53	Ensure that the Force's computer systems are fit for purpose when used by an individual with a disability.	Completed		Chief Information Officer Specific requirements are elicited for the individual. Hardware and appropriate training etc. can then be tailored for the individual.
55	E-mail - Authority required to change the default font size for all email fonts to Arial 14.	Completed		Chief Information Officer The issue of the font size was reviewed and it was concluded that font size should remain. Users have ability to adjust size to individual requirements
54	Computer applications - To make amendments to the force technical requirements to include (at the time of	Completed	September 2007	Chief Information Officer This is in place

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	tendering for new applications) the need to show conformance to an accessibility standard (ISO 9241-171).			
57	Continue to identify individuals to join the membership of Gwent Police Independent Advisory Group	Completed	Fully representative Independent Advisory Group	<p>Head of Corporate Services and Head of Diversity Policy Team</p> <p>The IAG advert for IAG members has recently been updated on the force website identifying those groups that are not currently reflected in the membership. Two members of the public with a disability (Deaf and VI) are currently being processed for membership.</p> <p>IAG has been reviewed and members are representative of the wider community</p>
59	<p>Design methods of gauging public satisfaction to ensure that views of self-declared disabled people can be separately identified.</p> <p>(Recommendation from self-assessment administered through the Employer's Forum on Disability).</p>	Completed		<p>Head of Citizen Focus & Partnership (Corporate Services)</p> <p>The 'Your Voice Does Count' survey contains a question about disability and can be disaggregated into the following categories:</p> <ul style="list-style-type: none"> • Mobility • Hearing • Visual • Learning difficulty • Metal health condition. • Other (please specify) <p>This survey has been used in the enhanced ward level surveys in all three Divisions and also as part of the face to face consultation over the summer</p>

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				<p>months.</p> <p>Similar questions are also asked within the statutory Victim of Crime surveys where individuals are asked to self define (there is no list of options). However, the force surveys do not currently specifically target disabled groups or individuals.</p> <p>It must be noted that the individual being surveyed does not have to complete the question (or any question for that matter) in relation to disabilities.</p> <p>Ongoing as above</p>
63	Review list of people and organisations we consult with in line with the Consultation Strategy and the creation of a database	Completed	Effective consultation with relevant people.	<p>Head of Corporate Services</p> <p>The Police Authority (PA) held a list that has recently been updated by Corporate Services and was presented back to the PA in January of 2007.</p>
66	Require in tender documents that any organisation seeking work will provide evidence of a policy which includes appropriate action in equality of opportunity.	Immediate Completed	Contractors' policy will be incorporated into contract documentation.	Head of Procurement
67	Amend qualification document to require an organisation to disclose its equal opportunities record.	Immediate Completed	This issue will form a part of the evaluation process when contracts are awarded.	Head of Procurement

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77	Utilise the revised HR application form	Dec 2008 Duplicate of action 3	A better represented department	Head of HR Corporate Communications has identified an individual Press Officer to support HR.
82	Support HR's development of a support advisory leaflet (ref. HR action plan)	End of April 2007 Duplicate of activity 38	Staff better informed and more confident in the support available from Gwent Police	Head of Corporate Communications Corporate Communications has identified an individual Press officer to support HR.
83	Contact HR to obtain details of current legislation and relevant reference documents, then review policies and procedures to ensure they adhere to current disability legislation.	June 2007 Completed	Compliance with law, guidance and best practice	Head of Corporate Communications The Media Policy is compliant with disability legislation.
84	Include positive images of disabled people in organisational literature.	Complete		Head of Corporate Communications When appropriate, pictures will be taken of Gwent Police staff. It was not considered suitable to use library pictures.
87	Ensure that Access and Signage Strategies for access to police buildings are in place	December 2009 Completed	Improved access	Estates Manager Working is on-going
91	Give written instructions to all designers, architects and other consultants to incorporate the	03/01/2008 Completed	A suitable working environment for all	Head of Estates Complete

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	<p>fullest possible access for disabled people.</p> <p>(Recommendation from self-assessment administered through the Employer's Forum on Disability)</p>			
99	To implement a process to ensure that prompt access can be made to training materials in an alternative format	<p>December 2006</p> <p>Completed.</p>		<p>Head of Learning and Development</p> <p>Completed.</p>
102	Staff Welfare sessions to include appropriate input	Completed.		<p>Head of Learning and Development</p> <p>In place.</p>
103	Circulation of Centrex booklet on Access to Learning and Assessment to training Personnel	Completed.		<p>Head of Learning and Development</p> <p>Completed.</p>
105	Revise training monitoring and evaluation forms to include information on disability	<p>December 2006</p> <p>Completed</p>	To monitor and adjust to feedback received where appropriate	<p>Head of Learning and Development</p> <p>Update 18.07.07.</p> <p>Completed</p>
108	All applications for training and recipients of training to be monitored	<p>April 2007</p> <p>Completed</p>	Evidence of equal access to training opportunities	<p>Head of Learning and Development</p> <p>In place – completed.</p>
109	Completion and pass rates of training courses to be included	April 2007		Head of Learning and Development

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	in the monitoring	Completed.		In place – completed.
112	<p>Assess and review the take-up of general training and development by self-declared disabled employees on an annual basis in order to identify and remedy any under-representation.</p> <p>(Recommendation from self - assessment administered through the Employers' Forum on Disability).</p>	Completed	Captured in L & D attendance monitoring forums.	<p>Head of Learning and Development</p> <p>Completed.</p>