

## Performance Improvement Plan: Public confidence and user satisfaction - People with disabilities

This plan has considered the initial analytical report, the Living Options 'Devon Disability Policing Project', the activity being undertaken in response to the EHRC investigation into Disability Harassment, the work being undertaken into identifying vulnerability and the original action plan to address the BME Satisfaction Gap.

No	Timescale	Owner	Activity	Expected Outcome	Living Options Review Key Recommendations	EHRC - Activity
1	30.11.10	Corporate Comms	<p><b>Increase awareness of disabled hate crime and the need to treat all victims with disabilities according to their individual needs:</b></p> <p>Corporate Comms in conjunction with IAG and Staff support groups to identify appropriate 'messages about recognising disabilist hate crime' and how victims of general crime with disabilities need to be treated according to their individual needs.</p>	Raised internal and external awareness as to what constitutes a disabled hate crime, the needs of these victims and other victims of general crime with disabilities.	<p>5.2. Raise awareness of disability hate crimes amongst people with disabilities and deaf people</p> <p>5.2 Raise awareness of disability hate crimes in D&amp;CC.</p> <p>5.3 Raise D&amp;CC awareness of disability hate crimes in order that Police Officers understand the considerable impact disabilist crimes and incidents have on peoples lives.</p> <p>5.3 Police representatives to meet with groups of people with disabilities and Deaf people in order to build trust and understanding, so that local people can get to know their neighbourhood Police Officers which will impact on how safe they feel in their communities.</p>	18. Internal Communications

					<p>5.5 Produce a fully accessible leaflet available in different formats designed to raise awareness of disability hate crimes and provide reporting guidelines and options, available support and contact details.</p> <p>5.5 D&amp;CC to publicise their role and their achievements to counteract negative perceptions.</p>	
2	30.11.10	BCUs	<p><b>Daily Management Meetings to review disabled hate crimes crimes:</b> DMM to consider disabled hate incidents/crimes. Where specialist advice is needed to progress the investigation OIC to make contact with DCT who provide advice or points of contact to support the needs of the victim. This can be done directly onto the 'I' screen of the crime on CIS or as a job on the OIS log if there is no crime recorded</p>	<p>Improve the quality of our first response through active management and feedback. OIC's have immediate access to advice that will enhance victim care.</p>		

3	30.11.10	BCUs	<p><b>Leaders prioritising disabled hate crime and treating disabled victims of crime according to their needs:</b> BCU &amp; LPA Commanders to re-communicate clear messages about the importance of good victim care and intrusive supervision of hate crimes. All TIMs meetings should review hate crimes - including disabled hate crimes. (DCT to support)</p>	<p>All staff will understand that leaders are focused on the provision of excellent customer care, explicitly for victims with disabilities.</p>		
4	30.11.10	BCUs	<p><b>Operational supervisors actively managing and reviewing disabled hate crime:</b> All disabled hate crimes/OIS Logs to be intrusively supervised by critical incident managers and duty sgts (one and two zero's) as per current working practice. BCU to ensure compliance.</p>	<p>ACPO hate crime manual recommendations will be met. Failures in victim care can be recovered instantly over 24/7</p>		
5	30.11.10	BCUs	<p><b>Ensure operational supervisors are briefed on what is expected of them:</b> BCU Commanders to ensure that all operation supervisors are given clear guidance</p>	<p>Operational supervisors will make the link to the importance of correctly, identifying, recording and responding to disabled hate crime crimes and disabled victims of general crime.</p>		

6	30.11.10	BCUs	<p><b>Local NPT resource to follow up all disabled hate crimes/logs:</b> Once initial activity has been undertaken, follow up to be made on each disabled hate OIS log/crime by the local neighbourhood team resource. This enables NH Teams to be aware of the issues and initiate reassurance visits and problem solving to tackle repeat incidents. Logs only to be closed by duty sgt (two zero) or NTL once they are satisfied that appropriate follow up action has been taken.</p>	<p>NH teams are made aware of disabled hate crimes on their patch and take appropriate problem solving action to provide reassurance and prevent repeat victimisation</p>		
7	30.11.10	BCUs	<p><b>Each disabled hate crime checked for victim code compliance:</b> LPA Crime Manager to have responsibility for checking victim code compliance in all disabled hate crimes.</p>	<p>Where victim codes are not complied with the crime manager should return the crime to the OIC with suitable feedback to improve the knowledge and understanding of the officer concerned</p>		13. Case Reviews and Emerging Cases

8	30.11.10	BCUs/CMCU	<p><b>Increase frontline staffs awareness of disabled hate crime and that victims of crime with disabilities must be treated according to individual need:</b></p> <p>Control room staff will use revised scripts to establish if victims are disabled and/or vulnerable - flagging appropriately so individual needs can be facilitated. DCTs to attend briefings in their LPAs to, highlight the guidance on dealing with hate crime, give an overview of the impact of crime on victims with disabilities and explain some of the support which could be accessed.</p>	<p>Staff will be able to recognise those incidents/crimes that should be considered as being 'disabilist', will consider the victims individual needs and improve the victims experience.</p>	<p>5.5 Provide better support for people with disabilities and their carers and Deaf people when reporting. 5.5 Disability awareness and Deaf Awareness training for call handling staff.</p>	<p>5. National Occupational Standards (AA1/AA2 Assessments) 40. Diversity Training</p>
9	31.12.10	DCTs	<p><b>DCT to visit each NPT:</b></p> <p>Briefing them on issues in their area, highlighting the guidance on dealing with disabled hate crime and passing on any local contacts.</p>	<p>Improved understanding of vulnerable community issues by Neighbourhood officers through awareness raising by DCT's</p>		<p>30. Raising Awareness to Transport Operators and Neighbourhood Teams</p>

10	Ongoing	BCUs	<p><b>NPT to actively identify and engage with disabled groups, organisations and individuals in their neighbourhoods:</b> Updating neighbourhood profiles, kins lists and neighbourhood harm registers with relevant information and contacts. Neighbourhood engagement strategies should explicitly include disabled groups</p>	<p>ensure that diverse community contacts and issues are identified and progressed in every neighbourhood.</p>	<p>5.3 Police representatives to meet with groups of people with disabilities and Deaf people in order to build trust and understanding, so that local people can get to know their neighbourhood Police Officers which will impact on how safe they feel in their communities. 5.4 Raise profile of neighbourhood Police Officers by distributing information. 5.4 Neighbourhood Police Officers to meet with local groups 5.5 Police representatives to meet with community groups and groups of people with disabilities and their carers/Deaf people to strengthen trust and mutual understanding.</p>	<p>39. Neighbourhood Harm Reduction Register</p>
11	31.03.11	Crime	<p><b>Review crime recording mechanism to ensure it effectively captures disabled hate crime and when disclosed where victims have disabilities:</b> By Crime dept through the Critical Incident working group.</p>	<p>To achieve improved identification and ability to analyse and respond to disabilist crimes and trends/ repeat victims where the victim has a disability.</p>	<p>5.2 Consider examining the mechanisms for recording data in D&amp;CC to ensure that disability hate crime data is accurate.</p>	<p>7. Review the MO codings and identify any gaps in data collection. 8. Review any disability related external complaints. 33. Sanction detection review. 38. Problem Profiling of disabilist crimes</p>

12	Ongoing	DCTs on BCU. Blue print	<p><b>Review access, reporting mechanisms for disabled hate crimes and consider, third party reporting system and how we can better support the victim.</b></p> <p>By CMCU under the response arm of Blueprint</p>	to achieve improved access to police services and support for members of the public with a disability	<p>5.5 Improve and adapt reporting mechanisms to support the needs of people with disabilities and Deaf people. Procedures should be flexible, offering more home visits and different options for reporting. Consider improvements to the follow up service provided after incident reporting.</p> <p>5.5 Consider working with a disability focused organisation to provide a specialist service and an alternative route for reporting (see section 5.6.2).</p> <p>5.6 D&amp;CC to consider the benefits of providing support workers for people with disabilities and Deaf people ('liaison worker' 'befriender' advocate').</p> <p>5.6 D&amp;CC to consider working with independent organisations providing specialist support.</p>	<ol style="list-style-type: none"> <li>1. Third Party Reporting.</li> <li>2. Victim Crime Portal.</li> <li>3. Survey Response.</li> <li>4. Neighbourhood Harm Reduction Register &amp; Repeat Victimization.</li> <li>6. Estates.</li> <li>8. HMIC Report following Force ASB Inspection.</li> <li>27. 999 Text Service.</li> <li>29. Safeguarding Boards.</li> <li>36. Review vehicle fleet.</li> </ol>
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