

# Manifesto for Change: Progress Report 2013

# Contents

Foreword – Lord Holmes of Richmond, Disability Commissioner	3
---	---

## Introduction

About the inquiry	5
What the Commission said it would do	6
What the Commission has done	6
The purpose and remit of this progress report	8

## Government responses

UK government	10
Progress in Scotland	12
Progress in Wales	14
1. Reporting, recording and recognition	18
2. Addressing gaps in legislation and policy	20
3. Ensuring adequate support and advocacy	23
4. Improved practice and shared learning	25
5. Redress and accessing justice	27
6. Prevention, deterrence and understanding motivation	28
7. Transparency, accountability and involvement	30

## Next steps

Measuring impact - an evaluation framework	34
Agreements with authorities	35

<b>Appendix A:</b> Authorities who responded to the review	37
--	----

<b>Glossary</b>	39
-----------------	----

# Foreword – Lord Holmes of Richmond, Disability Commissioner

Two years ago the Commission shone a spotlight on the level and breadth of disability-related harassment in the UK through its formal inquiry. The inquiry revealed that harassment is a commonplace experience for disabled people, but a culture of disbelief and systemic institutional failures is preventing it from being tackled effectively. This report reviews the progress that authorities are making in following our recommendations from the inquiry. I am encouraged to find that the majority of authorities we approached have responded to the review, showing their continuing commitment to this important issue.

Disabled people are now more visible than ever and the success of the London 2012 Paralympic Games has left a legacy of more positive attitudes towards disabled people. We need to build on this shift in attitudes to make a difference to the daily lives of over 10 million disabled people in the UK.

Despite austerity measures and cutbacks, the responses in this report show that many authorities are making progress in working in partnership with other organisations and with disabled people to bring about change. Training to enable frontline staff to recognise and respond to reports of disability related harassment is in place in many public services. We have a better, albeit still incomplete, understanding of the circumstances and motivations of perpetrators, and the courts now treat disability-related harassment with the seriousness it warrants.

Nevertheless, despite this promising progress, our own evidence and that reported by UK Government's response reveals a substantial gap in reporting. I am encouraged by UK Government's commitment to action to address this disparity, and the challenges highlighted in the Criminal Justice Joint Inspection's (CJJI) review.

## Manifesto for Change: Progress Report 2013

It was disappointing to note that the majority of authorities did not explicitly mention human rights in their responses despite an obligation to uphold the Human Rights Act 1998 in their work with the public, for example the right to freedom from degrading treatment. Neither did the responses demonstrate a significant awareness of the need to consider the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), the international agreement to protect and promote the human rights of disabled people.

Although the formal evidence gathering stage of our inquiry was completed in 2010, disabled people still tell us that disability-related harassment continues to have a profound impact on their lives, limiting the life choices they should enjoy in order to live independently, in accordance with the rights afforded to them under Article 19 of the UNCRPD. This should be a particular matter of concern for UK government which will shortly be submitting its report to the UN on what has been done to implement the Convention.

This report is by no means a complete list of all the actions agencies have taken to address this problem in society – please visit our web site to read the responses in full and don't be afraid to talk authorities themselves.

The Commission will continue to monitor progress over the coming years and I believe the sustained actions taken by authorities will result in a change in behaviour and attitudes in the future. Ultimately this will benefit all communities.



A handwritten signature in black ink, appearing to read 'Lord Holmes'.

Lord Holmes of Richmond MBE, Disability Commissioner

# Introduction

## About the inquiry

Between 2009 and 2011 the Equality and Human Rights Commission (“the Commission”) carried out a formal inquiry into disability-related harassment, using its powers under the Equality Act 2006. The terms of reference for the inquiry were to investigate the causes of disability-related harassment and the actions of public authorities and public transport operators to prevent and eliminate it<sup>1</sup>.

The scope of the inquiry covered:

- England, Scotland and Wales.
- Disability-related harassment carried out by individuals or groups of people, including strangers, neighbours, acquaintances, friends, family, relatives and partners.
- Harassment in public places such as streets, parks, schools, leisure facilities, on public transport and in private places such as in the home.
- It did not cover harassment in the workplace, which was covered by a separate legislative framework.

In carrying out the inquiry, the Commission also considered, where relevant, the extent to which the public authorities concerned complied with obligations arising under the Human Rights Act 1998 and were aware of their obligations under the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), in particular Article 16 (freedom from exploitation, violence and abuse), and the degree to which they had taken action to fulfil them. In September 2011, the Commission published the formal inquiry report “Hidden in plain sight: Inquiry into disability-related harassment”<sup>2</sup>. This report highlighted systemic failures by organisations in preventing disability-related harassment and in tackling it effectively when it happens, and presented draft recommendations for action.

---

<sup>1</sup> The full terms of reference can be found in “Hidden in plain sight: Inquiry into disability-related harassment” Appendix 4 <http://www.equalityhumanrights.com/legal-and-policy/inquiries-and-assessments/inquiry-into-disability-related-harassment/hidden-in-plain-sight-the-inquiry-final-report/>

<sup>2</sup> “Hidden in plain sight: Inquiry into disability-related harassment”.

## What the Commission said it would do

In October 2012 the Commission published “Out in the open - A manifesto for change”<sup>3</sup>, (“Manifesto for change”) the final inquiry recommendations, summarising a wide range of formal responses from relevant organisations. To measure progress and drive the agenda for the inquiry recommendations, the Commission said it would:<sup>4</sup>

- Encourage, guide and monitor the progress of public authorities in meeting their equality objectives, including in relation to their devolved contexts where different.
- Monitor progress made towards compliance with the Human Rights Act 1998 and the UNCRPD in respect of safeguarding and disability-related harassment.
- Work with adult protection professionals in Scotland and Wales at the local level to capture useful learning.
- Monitor progress in years one and three and publish a final review of the impact of the inquiry in year five<sup>5</sup>.

## What the Commission has done

Throughout the last year, the Commission has worked with a range of public authorities and external equality and human rights agencies:

- Presented the findings of the inquiry to All Party Parliamentary Groups on Education and Transport, and the Transport Select Committee.
- Supported the work of stakeholders through attendance and presentations at seven external events including a disability summit organised by the Department for Transport, the launch of the Criminal Justice Joint Inspection (CJJI) review on disability-related harassment<sup>6</sup>, and the Local Government Association’s “National Children and Adult Services Conference”.

---

3 “Out in the open: A manifesto for change”, EHRC (2012). <http://www.equalityhumanrights.com/legal-and-policy/inquiries-and-assessments/inquiry-into-disability-related-harassment/out-in-the-open-manifesto-for-change/>

4 *ibid.* p40.

5 *ibid.* p37.

6 “Living in a different world: joint review of disability hate crime”, CJJI. March 2013 [http://www.hmcpai.gov.uk/cjji/inspections/inspection\\_no/523/](http://www.hmcpai.gov.uk/cjji/inspections/inspection_no/523/)

- Presented at the “Stock Take of Out in the Open” event, organised by the College of Policing, on progress since the publication of “Manifesto for change” and the next steps.
- Shared the findings with international partners, presenting at events and meetings with the German Federal Anti-Discrimination Agency, the European Union Fundamental Rights Agency, the Australian Human Rights Commission and Human Rights Watch.
- Used the findings from the inquiry to inform responses to national consultations, most recently the Law Commission’s consultation on aggravated offences and sentencing<sup>7</sup>.
- Submitted evidence to the Universal Periodic Review of the United Kingdom of Great Britain and Northern Ireland (2012), asking countries to make a recommendation that the UK implement the Commission’s recommendations to tackle disability-related harassment<sup>8</sup>.
- The Commission’s Disability Committee scrutinised the progress of the Commission’s work, providing direction and feedback on its development.
- Promoted the inquiry to disabled people at seminars giving information on the UNCRPD shadow reporting process.
- To demonstrate the impact of the inquiry, “Manifesto for change” set out measures, based on existing crime survey sources, relating to disability hate crime and disabled people’s experiences of crime. The analysis of these measures has been completed and a research report outlining the results was published in autumn 2013<sup>9</sup>.

---

7 [http://www.equalityhumanrights.com/uploaded\\_files/ehrc\\_law\\_commission\\_response.doc](http://www.equalityhumanrights.com/uploaded_files/ehrc_law_commission_response.doc)

8 [http://www.equalityhumanrights.com/uploaded\\_files/humanrights/ehrc\\_upr\\_march2012.pdf](http://www.equalityhumanrights.com/uploaded_files/humanrights/ehrc_upr_march2012.pdf) para 13.

9 EHRC research report 90 “Crime and disabled people”, EHRC (2013). [http://www.equalityhumanrights.com/uploaded\\_files/rr90\\_pdf\\_final.pdf](http://www.equalityhumanrights.com/uploaded_files/rr90_pdf_final.pdf)

## Manifesto for Change: Progress Report 2013

The Commission's expectations for governments, public authorities and leadership organisations are for them to:

- Implement their duties and responsibilities under the Human Rights Act 1998, Equality Act 2010 and UNCRPD.
- Demonstrate that the partially-hidden and under-reported issue of crime and harassment targeting disabled people is effectively addressed.
- Demonstrate commitment, clarity and transparency in setting clearly understood and shared outcomes for people and communities at risk of harm.

### **The purpose and remit of this progress report**

In July 2013, the Commission invited the authorities that responded to the consultation on the “Manifesto for change” recommendations to report their progress on meeting those recommendations, based on the following questions:

1. Please tell us about the most significant achievements you have made in progressing your organisation's commitments to the recommendations reported in the “Manifesto for change” report (please include link to your relevant website pages). In your response please let us know what impact this change has had and how you are involving and informing disabled people in this work.
2. What are the most significant barriers you have faced in progressing the recommendations (other than austerity measures)? What have you implemented to overcome these?
3. Please tell us about any areas of good practice that you have been found to be particularly successful or useful to you in meeting the recommendations?

This report outlines the progress reported by authorities under the seven headings defined in “Manifesto for change”. The Commission has not audited or undertaken further work to evaluate the information provided.

Detail of who responded is set out in Appendix A.

Although some examples from the information submitted are provided, the Commission encourages organisations and individuals to read the full responses. Authorities’ submissions can be found on the Commission’s website here:

<http://www.equalityhumanrights.com/legal-and-policy/inquiries-and-assessments/inquiry-into-disability-related-harassment/>

## Government responses

The UK government and the devolved administrations in Scotland and Wales continue to progress the recommendations from “Manifesto for change”. Although there are different approaches in each country, the actions and progress in each contribute to the delivery of the recommendations in “Manifesto for change”.

### UK government

The Commission welcomes the significant progress made towards closing the gaps in legislation and policy that support action to tackle disability-related harassment. In response to the Commission’s request for a report of progress on its commitments, UK government highlighted a number of key areas, including<sup>10</sup>:

- The government’s hate crime plan “Challenge it, Report it, Stop it”<sup>11</sup> initiated work to consider whether there is a case for changing the law on incitement of hatred on grounds of disability and whether the current framework for aggravated offences and enhanced sentences is fit for purpose. This work is considered in section 2 below, “Addressing gaps in legislation and policy”.
- Improved data collection and sharing and action to address under-reporting.
- Further development of “Fulfilling Potential” the new cross-government disability strategy, which sets out government’s strategic vision and provides a series of documents responding to the concerns of disabled people and their organisations<sup>12</sup>.
- Government has published “Fulfilling Potential – Making it Happen”, and “Fulfilling Potential - Making it Happen Action Plan”, which outline how the strategy will be delivered<sup>13</sup>.

---

10 <https://www.gov.uk/government/publications/government-response-hidden-in-plain-sight-report>

11 Available at: <https://www.gov.uk/government/publications/challenge-it-report-it-stop-it>

12 <http://odi.dwp.gov.uk/fulfilling-potential/index.php>

13 *ibid.*

Government reported on the development of key areas of legislation and policy across the police, other criminal justice agencies and health and social care:

- Amendment to Schedule 21 of the Criminal Justice Act 2003 to ensure that murders motivated by hatred or hostility towards disabled people or transgender people have the same starting point for sentencing as murders aggravated by race, religion and sexual orientation.
- The CJIJ undertook a comprehensive review on disability hate crime<sup>14</sup>.
- Development of a disability hate crime action plan for the Crown Prosecution Service (CPS).
- Improvements to the way the police identify and record hate crimes, and a commitment to ensuring that cases of disability hate crime are identified and recorded to the same level as other hate crimes.
- Review of disability hate crime cases in order to learn lessons and promote consistency of case handling in the future.
- The National Offender Management Service (NOMS) published its Hate Crime Framework in July 2013. The Framework applies to offender management in both the community and in custody and sets out expectations in relation to identification, assessment, provision of interventions and management of offenders convicted of all types of hate crime, including that which is disability-related.
- Introduction of a new Code of Practice for victims of crime<sup>15</sup>.
- Publication of the final review report of Winterbourne View Hospital, which included actions to ensure that staff are aware of, and know how to raise concerns of disability-related harassment.
- The inclusion of proposals in the Care Bill to require all local authorities to set up Safeguarding Adult Boards (SABs). SABs will be required to report annually on their progress in implementing their safeguarding plans.

---

<sup>14</sup> “Living in a different world: joint review of disability hate crime”

<sup>15</sup> <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

## Progress in Scotland

### Health and Social Care

In Scotland, the Commission undertook a review of the impact of the inquiry within the health and social care sectors, particularly how Adult Protection Committees (APCs) in Scotland have interpreted the recommendations of the inquiry report. The Commission reviewed how APCs have used the recommendations in developing policy and strategy and the impact of the inquiry on wider planning processes. Drawing from the work of five APCs across Scotland, the Commission established a very strong link between the recommendations and the development framework for APCs, evidencing impact on policy thinking and protocols for action.

APCs have embraced the concept of learning from live situations. The inquiry prompted APCs to undertake regular reviews of disability-related harassment in order to learn more about what was being missed, going wrong or left undone. This enabled them to regularly review cases of disability-related harassment within their own areas in order to overcome barriers, improve the experience of the victim / service user and develop cross-agency systems to join up and respond appropriately.

Findings include:

- All the APCs involved in the report developed links between senior officers across agencies to promote accountability, improved practice and shared learning
- There is wide variation in the involvement of users and carers, ranging from full involvement in the APC process to consultation on relevant issues. There is no one model for involvement: what may work well in one setting may not be appropriate or effective in another.
- The inquiry report and recommendations were used to varying degrees in APCs. In general it was used as a valuable tool to cross-check APC activities and as part of the self-evaluation process.

- The inquiry recommendations were used to improve practice in relation to reporting and recording disability-related harassment and the identification of repeat victims, through better information-sharing and identifying patterns as opposed to logging separate unconnected incidents. They also focused APCs on how disabled people were involved.
- APCs carry out the significant case review process on cases. This has allowed APCs to test out the review process, to learn practical lessons from individual cases and to share this learning more widely.
- The inquiry made a specific recommendation aimed at health services, GPs and accident and emergency services. Increasing awareness of disability-related harassment and adult protection issues has been identified as a national priority, and APCs are now working to revised (2013) guidance on the involvement of GPs on multi-agency protection arrangements<sup>16</sup>.
- Alignment with Public Sector Equality Duties (PSED): The specific equality duties in Scotland require named authorities to take a number of steps to fulfil the general duties, including setting equality outcomes for different protected characteristics. The Commission is encouraged that both the Crown Office<sup>17</sup>, and the new national Scottish police service<sup>18</sup> have developed equality outcomes around the inquiry and “Manifesto for change”.

## Development of a disabled person’s toolkit in Scotland

The Commission worked with Inclusion Scotland, the country’s largest disabled people’s umbrella organisation, to produce a toolkit for disabled people outlining what the inquiry found and what support is available for people at risk of harm or harassment in Scotland<sup>19</sup>.

---

16 [www.scotland.gov.uk/Resource/0041/00418394.pdf](http://www.scotland.gov.uk/Resource/0041/00418394.pdf)

17 [www.crownoffice.gov.uk/images/Documents/Equality\\_Diversity/EAG\\_Minutes/2013%2004%2030%20Final%20COPFS%20Outcomes%20Report.pdf](http://www.crownoffice.gov.uk/images/Documents/Equality_Diversity/EAG_Minutes/2013%2004%2030%20Final%20COPFS%20Outcomes%20Report.pdf)

18 <http://www.scotland.police.uk/assets/pdf/foi-documents/diversityandequalityinpolicescotlandreportfinal>

19 The toolkit is available at [www.inclusionScotland.org](http://www.inclusionScotland.org)

## Continuing work in Scotland

We have also continued to work with the key Scottish agencies which have responsibilities to address crime and anti-social behaviour, and to support adults at risk of harm. In June 2013, Scotland's prosecution agency, the Crown Office and Procurator Fiscal Service (COPFS) convened the first meeting of the Criminal Justice Disability Group, chaired by a senior Advocate Depute, which brings together the police, courts, prison service, prosecutors, relevant areas of devolved government and others to implement the inquiry recommendations and align them with Scotland's wider policy and legislative contexts. The group will report to Scotland's Senior Law Officer, the Lord Advocate, and the Commission will attend group meetings.

## Progress in Wales

One of the core issues the inquiry found was that those receiving reports of harassment were failing to ask about disability or see it as a potential motivation. In response to the recommendations, the Welsh Government has commissioned research into perpetrators of hate crimes<sup>20</sup>.

- Dealing with hate crime as a whole, this piece of work disaggregates hate crime by protected characteristic and in so doing provides some useful profiling in relation to disability-related hate crime. For example, those who commit disability hate crime are more likely than the perpetrators of other types of hate crime to commit sexual offences, theft and handling, and robbery.
- The Crime Survey for England and Wales hate crime data shows that 64 per cent of disability hate crime was perpetrated by someone known to the victim and that 83 per cent of the perpetrators were male<sup>21</sup>.

---

<sup>20</sup> "Understanding who commits hate crime and why they do it", Welsh Government (2013). <http://wales.gov.uk/statistics-and-research/understanding-who-commits-hate-crime-why-they-do-it/?lang=en>

<sup>21</sup> *ibid.* p44.

- The inquiry found that some people in the community may maliciously accuse a disabled person of being a “paedophile” to excuse their hostility to them and justify violence. The research on the perpetrators of disability harassment, their motivations and offending patterns could help explore this and other issues in that context and start to provide profiles of perpetrators in order to assist authorities to recognise disability-related incidents.
- When it came to reporting disability-related harassment to public authorities, some respondents to the inquiry explained that living in an area of social deprivation could sometimes “fog” the issue, with the authorities likely to regard reported behaviour as typical of the area rather than dealing with it as disability-related<sup>22</sup>. This new research will help inform the profile of perpetrators and give authorities much needed tools to help them focus on potential motivations.
- The research report recommends further research over the coming years using police data:
  - To understand what kinds of acts are committed against different groups in order to identify specific protective measures to reduce victimisation.
  - A study of criminal careers of hate crime offenders to understand:
    - Whether there is an escalation in violent offending over time.
    - The extent to which hate crime offences are retaliatory, situational or territorial in nature.
    - If some hate crime offenders specialise only in hate crime and if so why.
    - To what extent hate offending is organised.
    - The relationships between hate crime offending, particularly the commissioning of serious violent offences and the link to extremist groups.
    - The key narratives of extremist groups linked to offending.
    - The role of drug and alcohol intoxication in hate crime offending behaviour.
    - The geographic relationship and proximity of offenders to their victims.

---

<sup>22</sup> Sykes, W., Groom, C. and Desai, P., Disability-related harassment: the role of public bodies. A qualitative research report. EHRC,(2011). p48.

Arising from this research, we hope to see the development of a set of monitored interventions appropriate to different hate crime categories in order to de-escalate hate offending, the harm caused by it and improved reporting of it.

### **Role of the Public Sector Duty in Wales**

The Wales specific equality duties include a duty to publish equality objectives. Many authorities across the public sector in Wales, including most local authorities, have published an objective to tackle hate crime. The prevalence of hate crime being included in authorities' equality objectives results from the impact of the Commission's "Hidden in plain sight" report. Authorities will be required to report annually on progress on their equality objectives (by April 2014). The Commission is monitoring progress on local authorities' objectives relating to tackling hate crime and will publish this in early summer 2014.

### **Welsh Government Hate Crime Framework**

Tackling hate crime is also a key commitment for Welsh Government. The Commission was part of a Task and Finish Group contributing to the development of a Hate Crime Framework by the Welsh Government. The Framework is intended to be a strategic driver for partnership work across Wales to tackle hostility and prejudice. The Framework recognises the need for action at a national as well as at a local level to ensure that key messages and interventions are consistent and based on emerging effective practice and innovation. Its coverage includes prevention, supporting victims, improving operational responses and measuring outcomes and delivery.

The Framework, entitled "Tackling Hate Crimes and Incidents: A Framework for Action", includes all protected characteristics as well as referencing issues such as "mate crime" and online bullying. It explicitly draws on evidence from the Commission's inquiry, as well as a related inquiry carried out by the National Assembly for Wales and on emerging research from a 3-year All Wales Hate Crime Project.

Equality Minister Jeff Cuthbert has set out plans for a new working group to tackle hate crime in Wales<sup>23</sup>. The Hate Crime Criminal Justice Board Cymru will ensure a co-ordinated response to dealing with hate crime across Wales. It will bring together representatives from the Welsh Government, police, councils and other agencies. The Board will be chaired by the Crown Prosecution Service.

This new Board builds on work being carried forward under the Welsh Government's Hate Crime Framework for Action, which was developed in light of the Commission's recommendations regarding disability-related harassment.

### **Other notable work**

Police forces in Wales are working together to improve the response to the reported hate crime, including gathering relevant information from victims in a sensitive manner and working on a multi-agency basis.

The Crown Prosecution Service also brings together a range of stakeholders to look at the facts and handling of actual hate crimes recently brought to its attention. The purpose of these Local Scrutiny and Involvement Panel meetings is to identify areas for improvement and to share good practice.

---

<sup>23</sup> <http://wales.gov.uk/newsroom/equalityanddiversity/2013/131014-hate-crime-in-wales/?lang=en>

# 1. Reporting, recording and recognition

## The Commission's recommendations

The recommendations for public authorities in this section covered barriers to reporting and recognition; staff training in information gathering and safeguarding; recording of crimes and incidents and call screening; and protection for people in institutions who report harassment.

## What organisations told us

Authorities provided promising examples of what they are doing to address the under-reporting of disability-related harassment. Examples included the provision of training to develop the skills of front line staff to recognise potential incidents and building the confidence of disabled people to report. Supporting the development and work of third party centres was viewed as a key part of this work.

We were encouraged by the responses received from the majority of respondents highlighting the work they and their partners<sup>24</sup> are doing to develop staff to recognise and respond to disability-related harassment.

A number of respondents clearly recognised the benefits of involving disabled people in the design and delivery of training, developing contact between officers and disabled people to increase disabled people's confidence in reporting, and officers confidence in responding to disabled people (Her Majesty's Crown Prosecution Service Inspectorate) (HMCPSP). Training was targeted at groups who were highlighted as particularly at risk in "Hidden in plain sight", for example people with a mental health impairment and people with learning disabilities (Association of Chief Police Officers and the College of Policing) (ACPO / CoP).

---

<sup>24</sup> <http://www.ocean-group.co.uk>

Other development strategies reported included the provision of training and detailed guidance on making reasonable adjustments (UK government and British Transport Police) (BTP), mandatory training of staff in health and social care on safeguarding and referring (CQC), the production of codes of practice and guidance for staff and service users (Department for Transport, Ministry of Justice) (DfT, MoJ), the funding, delivery<sup>25</sup> and development of support resources and advice<sup>26</sup> to third party reporting centres, improved communication and the use of specialist or dedicated services and officers. (ACPO / CoP and ADASS / LGA).

## Conclusions

The Commission welcomes the development of work by authorities on reporting, recording and recognition of disability-related harassment.

Investment in training was reported by the majority of respondents. The Commission also noted the requirement by one respondent (CQC) that staff undertake six-monthly refresher training, highlighting the importance of ensuring that trained staff maintain their skills and knowledge levels. CQC was one of a limited number of respondents who referenced the provision of training on both equality and human rights, ensuring that both staff and disabled people understand the full range of their rights and protection.

The Commission is however concerned to note that reporting and recording remains a significant problem. UK Government's response highlighted that 1,744 (4 per cent) of hate crimes recorded by the police in England and Wales were disability-related, showing a substantial gap in reporting when compared to the Crime Survey<sup>27</sup> estimates of 65,000 incidents each year. In their response, UK Government highlighted a number of strategies to address this, including a project in collaboration with CPS Hate Crime Co-ordinators

---

<sup>25</sup> <http://www.magnaha.org.uk/residents-info/anti-social-behaviour/hate-crime>

<sup>26</sup> [http://report-it.org.uk/third-party\\_reporting\\_support](http://report-it.org.uk/third-party_reporting_support)

<sup>27</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/116417/hosb1011.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/116417/hosb1011.pdf)

(The Navigators' Workshops), the inclusion of markers on the Magistrates' Court data system to identify when a crime has been treated as a disability hate crime and an audit of disability hate crime cases in 11 police force areas and related CPS areas.

Evidence from the inquiry indicated that a victim of disability-related harassment may experience a number of incidents before the first call is made. For this reason the Commission recommended that police focus on the number of incidents, rather than the number of calls made ("call rate"). The Commission is disappointed to note that whilst this problem was highlighted in the submission from Her Majesty's Chief Inspector of Constabulary (HMIC), there has been little progress on addressing this important recommendation.

## **2. Addressing gaps in legislation and policy**

### **The Commission's recommendations**

The recommendations in this section covered a review of legislation that discriminates against disabled people; that the public sector equality duties should promote the elimination of harassment; that safeguarding should be based on human rights and given a statutory basis; that there is ownership of the issue; and that government disability strategies tackle harassment.

In addition the Commission recommended that section 146 of the Criminal Justice Act (CJA) 2003 is appropriately applied; that policy on social isolation should use a social model and human rights approach; that eligibility criteria for services should focus on an individual's circumstances preventing them from fully achieving their human rights; that security of tenure is protected if a disabled person has to move in order to avoid disability-related harassment.

### **What organisations told us**

Government reported on a number of developments in terms of the developing the legal framework for addressing the safety and security of disabled people:

- Implementation of section 65 of the Legal Aid, Sentencing, and Punishment of Offender Act 2012, setting the starting point for life sentences for murders motivated on the basis of the victim's transgender identity or disability at 30 years.
- Introduction of the Care Bill 2013-14 to the House of Lords in May 2013, which includes proposals to require all local authorities to set up a Safeguarding Adults Board (SAB) and provides for the development of national criteria for eligibility for social care.
- Provisions within the Anti-social Behaviour, Crime and Policing Bill 2013-14 to introduce a new absolute ground for possession to deal with persistent housing related anti-social behaviour.

A very positive response to the disability-related harassment inquiry has been the 2013 Law Commission review of laws that offer protections to individuals who are victims of crime either as a result of "hate" or that could have resulted due to "hate"<sup>28</sup>. The consultation considered:

- Extending the aggravated offences in the Crime and Disorder Act 1998 to include where hostility is demonstrated towards people on the grounds of disability, sexual orientation or gender identity.
- The case for extending the stirring up of hatred offences under the Public Order Act 1986 to include stirring up of hatred on the grounds of disability or gender identity.
- How to improve the effectiveness of enhanced sentencing powers as set out in sections 145 and 146 of the Criminal Justice Act 2003 which empower courts to impose tougher sentences for offences motivated or aggravated by the victim's disability or sexual orientation (applies in England and Wales).
- Whether applications of sections 145 and 146 should be recorded on the police national computer database.
- Definitions of disability and gender identity appropriate to the possible changes in law.

---

28 [http://lawcommission.justice.gov.uk/consultations/hate\\_crime.htm](http://lawcommission.justice.gov.uk/consultations/hate_crime.htm)

## Manifesto for Change: Progress Report 2013

- The Commission’s response to the consultation<sup>29</sup> focused on drawing evidence from “Hidden in plain sight”, and was framed around the final recommendations reported in “Manifesto for change”.

The Commission welcomed the proposed guidelines from the Sentencing Council to support the application of section 146, noting that such guidelines should be considered alongside the addition of specific offences for disability-related hate crimes under aggravated offences legislation.

Respondents also provided information on their work to incorporate their work on disability-related harassment into their strategies and policies. Work included a review of equality and diversity strategies (Housing Ombudsman Service) (HOS) and (Habinteg Housing Association) (HHA), addressing discriminatory abuse into a human rights approach to inspection (CQC), and developing a two-tiered approach linking strategy with delivery (Transport for London) (TfL).

## Conclusions

The Commission welcomed the CJJI review<sup>30</sup> on how the police, CPS and probation trusts deal with disability hate crime. The review found a lack of clarity and understanding as to what constitutes a disability hate crime and confusion between policy definitions and the statutory sentencing provision contained within section 146 of the CJA 2003. It also made a priority recommendation that the three organisations should adopt and publish a single, clear and uncomplicated definition of a disability hate crime that is communicated effectively to the public and staff.

The Commission will follow progress on the recommendations made in the CJJI review.

---

29 [http://www.equalityhumanrights.com/uploaded\\_files/ehrc\\_law\\_commission\\_response.doc](http://www.equalityhumanrights.com/uploaded_files/ehrc_law_commission_response.doc)

30 “Living in a different world: joint review of disability hate crime”.

## 3. Ensuring adequate support and advocacy

### The Commission's recommendations

Under this heading we recommended that special measures, accessible support and information, and reasonable adjustments should be available at all stages of proceedings; that there should be a review of barriers to access to justice; and that support services should reflect adequate access for disabled people.

### What organisations told us

Government reported that CPS has carried out internal research on the application of special measures<sup>31</sup> and will produce revised legal guidance on special measures, alongside a range of examples on the use of Registered Intermediaries<sup>32</sup>.

The Commission also noted the ongoing development and review of current practice for the application and monitoring of special measures, including training for staff, performance management and remedial action where special measures should have been considered.

Respondents provided examples of work to develop accessible support services and provide reasonable adjustments. These included the provision of training in basic sign language techniques and use of “virtual surgeries” to improve access for people with a hearing impairment (ACPO / CoP), co production of resources with service users (Social Care Institute for Excellence) (SCIE) and issuing of detailed guidance on making reasonable adjustments for court and tribunal users. (Her Majesty's Courts and Tribunals Service) (HMCTS).

---

31 The Youth Justice and Criminal Evidence Act 1999 (YJCEA) introduced a range of measures that can be used to facilitate the gathering and giving of evidence by vulnerable and intimidated witnesses. The measures are collectively known as “Special Measures” and are subject to the discretion of the court. [http://www.cps.gov.uk/legal/s\\_to\\_u/special\\_measures/](http://www.cps.gov.uk/legal/s_to_u/special_measures/)

32 Registered Intermediaries assist vulnerable witnesses in communicating during an investigation and at trial.

Many of the respondents provided information on how they are using web-based solutions which, when used to support service delivery, can assist in breaking down barriers and increasing accessibility. Examples included: the development of website forums (General Medical Council) (GMC), updating of websites to ensure accessibility (SCIE, HOS) and the provision of online advice and information (Ofsted, CQC).

The Commission welcomed that Luton Council Social Justice Unit (LCSJU) and the Homes and Communities Agency (HCA) reported that they recognised their obligation under PSED to have due regard to the impact of decisions on protected groups prior to decisions being taken (SJUL) and made this a cornerstone of their approach to equality and diversity (HCA).

### Conclusions

The Commission is encouraged by the work that been undertaken by authorities in relation to special measures and developing accessible support, and awaits the findings of the CPS research and the development of the revised guidance. The Commission hopes these will allay some concerns raised by respondents about the application of special measures, notably:

- Inconsistency among CPS lawyers in their application.
- That as police forces move away from the use of specialist officers, then there is a greater risk that the application of special measures may be overlooked.

CQC told us that access to appropriate advocacy and support services is included in their inspection of providers. Access to advocacy is also included in the draft human rights approach for their new inspection model. In the Commission's analysis of the Care Bill (2013), we suggested that it would be more fully compatible with the European Convention on Human Rights (ECHR)<sup>33</sup> and would be better aligned with the requirements of the Equality Act 2010, if amended so local authorities must give consideration to establishing and maintaining independent advocacy services in their areas.

---

<sup>33</sup> Under Section 19(1)(a) HRA, the Minister in charge of a Bill must make a statement that the provisions of the Bill are compatible with rights under the ECHR. A statement to this effect has been made in relation to the Care Bill.

## 4. Improved practice and shared learning

### The Commission's recommendations

The Commission recommended that local agencies should work in partnership to prioritise the elimination of harassment and share information to prevent incidents of harassment and that regulators, service providers and clients should work together on standards that minimise the risk of harassment.

The Commission also recommended that Adult Safeguarding Boards (ASBs) and educational establishments work together to share lessons learnt and best practices; that serious case reviews become mandatory; and that transport providers work together to address harassment.

### What organisations told us

Several respondents reported to us the ways in which they are working with other organisations and sharing information to prevent incidents of harassment. Examples provided included partnership work through joint networks and forums, to develop and share good practice (CQC), share learning from cases (ADASS and LGA), and develop effective referral systems (Greater Manchester Police and Crime Commissioner) (GMPCC).

However, respondents also reported barriers to joint working, for example reaching agreement and embedding practice with partner agencies on the approach to be taken, particularly as many are restructuring and re-organising; sharing information and data; and the requirement that each regulator is bound within its own statutory framework.

Promising approaches to tackling these barriers were provided by a number of authorities. For example, CPS told us about the implementation of a joint tracking exercise with the Association of Chief Police Officers (ACPO), designed to improve understanding of the impact

of attrition, provide greater transparency in reporting, increase consistency of case handling and assist in finding common solutions around identification and flagging, data collection and recording. CQC is considering ways in which it can incorporate further measures to address disability-related harassment in the amendments to their regulation in 2014.

Government highlighted examples where the outcomes from internal (CQC) and external Her Majesty's Crown Prosecution Service Inspectorate (HMCPPI) reviews informed the development of new approaches to inspection and an audit of disability hate crime cases. British Transport Police (BTP) and Transport for London (TfL) provided examples of work with transport providers and disabled people, to raise awareness of the travel needs and concerns of disabled people, and to increase the confidence of disabled people in using public transport.

## Conclusions

The Commission welcomes the many encouraging examples of partnership working and information sharing between organisations. However, a number of respondents also highlighted barriers to joint working, suggesting that there is a need for additional work to co-ordinate partnerships across sectors and authorities to promote the promising examples reported to us.

The information submitted suggests that there is still more work to do to build disabled people's confidence in using public transport. Whilst the Commission notes the significant amount of work undertaken by BTP, it recommends further exploration of the absence of reporting of incidents in the rail environment reported by the Association of Train Operating Companies (ATOC) and development of the passenger transport focused reporting tool reported in Government's submission.

## 5. Redress and accessing justice

### The Commission's recommendations

Recommendations for the police and criminal justice system included that the perceived capacity of the victim should never form the basis for decisions about police investigation; that cases involving repeat perpetrators or victims should be given highest priority; and that crimes motivated by hate should be recognised and prosecuted using section 146 if appropriate. The Commission also recommended that Government should review how disabled people could be better protected within the justice system.

### What organisations told us

Government reported on a number of key developments in response to our recommendations:

- Introduction into Parliament of the Anti-social Behaviour, Crime and Policing Bill 2013-14, which includes proposals to place a new duty (The Community Trigger) on agencies to work to review and resolve persistent cases of anti-social behaviour (ASB). It will take into account the vulnerability of the victim and the persistence of the ASB.
- Launch of Government's new Code of Practice for Victims of Crime<sup>34</sup>, which includes in its provision an enhanced service for three categories of victim most in need, victims suffering from a sustained campaign of harassment, and vulnerable or intimidated victims and guidance on the services to be provided in England and Wales to victims of crime by the criminal justice agencies.
- Implementation of a nationally revised service to witnesses, focusing the support Witness Care Units provide on those in most need, including victims and witnesses of hate crime.

---

34 <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

## Conclusions

The Commission welcomes the commitment and progress made by government in putting the victim first within the justice system, adopting measures to tackle and manage repeat offending, and ensuring that resources are focused on those most in need. The Commission looks forward to reporting on the implementation and outcomes of this work in our follow up report in 2015.

## 6. Prevention, deterrence and understanding motivation

### The Commission's recommendations

The Commission recommended that national governments and police forces develop an understanding of the motivations of perpetrators; that public authorities, schools and colleges should promote inclusion and use the public sector equality duty as a framework to promote positive images of disabled people; and that there should be a review of evidence of the influence of segregated education.

The Commission also recommended that authorities should design out potential for conflict in use of shared space, and develop awareness-raising campaigns to encourage recognition, reporting and responses to incidents of disability-related harassment that they encounter.

### What organisations told us

The Commission notes the promising progress made by governments in gaining an understanding of the circumstances and motivations of disability-related harassment.

The Commission welcomes:

- Research published by the Welsh Government in July 2013<sup>35</sup>.
- Continuing work to develop robust research data to be published by CoP with Nottingham Trent University, "Understanding the perpetrators of disability".

<sup>35</sup> <http://wales.gov.uk/statistics-and-research/understanding-who-commits-hate-crime-why-they-do-it/?lang=en>

- Research on the profile of hate crimes, including those motivated by prejudice or hostility based on disability or perceived disability, by the National Offender Management Service (NOMS).

Respondents also reported on additional initiatives to address the Commission's recommendations, including the provision of funding for projects to develop a restorative justice approach with perpetrators of hate crime (ADASS and LGA), and projects which increase offenders' awareness and contact with disabled people's organisations (ACPO and CoP).

Government (and Ofsted in their separate submission) told us about the publication of a bullying survey<sup>36</sup> which highlighted that the incidence of disability-related harassment is high in the education sector. As a result, Ofsted wrote recommendations for all schools, provided training for all Education Inspectors and ensured that the Behaviour and Safety criteria for Inspections included an assessment of how providers recognise and respond to disability-related harassment<sup>37</sup>.

Other reported actions to raise awareness of disability-related harassment included "Hate Crime Awareness Days" (ACPO and CoP), and a "Positive Action for Disability" programme aimed at creating positive role models in the housing industry (Chartered Institute for Housing) (CIH). The Office for Disability Issues (ODI) has published "Fulfilling Potential: Building a deeper understanding of disability in the UK today"<sup>38</sup> and worked with the Press Complaints Commission.

---

36 <http://www.ofsted.gov.uk/resources/no-place-for-bullying>

37 <http://www.ofsted.gov.uk/resources/framework-for-school-inspection>

38 <http://odi.dwp.gov.uk/docs/fulfilling-potential/building-understanding-main-report.pdf>

### Conclusions

The Commission welcomes the progress made on work to understand the motivations and circumstances of perpetrators. Whilst development of this work is still in its infancy, there are encouraging early signs of the application of this work, for instance the use of data from the CoP research in November 2013 to develop a data analysis toolkit for all police forces, Welsh Government's inclusion of a question about tackling perpetrators in "Tackling Hate Crimes and Incidents: A Framework for Action in Wales"<sup>39</sup>, and the development of a case recording system providing a means of recording for offenders in the community following completion of the NOMS research. The Commission notes that this work will be extended for cases in custody.

The Commission looks forward to receiving information on the impact of this work in its 3 year report in 2015, and hopes that the information provided will also address concerns reported about sharing data on perpetrators, and the potential impact of the restructuring of probation trusts (ACPO and CoP).

## 7. Transparency, accountability and involvement

### The Commission's recommendations

The Commission recommended that leaders of authorities and elected representatives should show personal commitment to deliver change. Authorities should engage with disabled people to improve services and practice on preventing and tackling disability-related harassment.

The Commission recommended that regulators, inspectorates and ombudsmen should collect and share data; monitor the application of section 146 of the Criminal Justice Act 2003; that

39 <http://wales.gov.uk/consultations/equality/130711-hate-crime-framework-consul/?lang=en>

Police should review their rates of ‘no-criming’ and the Ministry of Justice should encourage publication of accessible relevant performance statistics.

The Commission recommended that disabled people should be involved in “designing out” crime from future transport and housing developments.

Finally, the Commission recommended that regulators should examine performance measures on the prevention and tackling of disability-related harassment within their sector.

## **What organisations told us**

The Commission was provided with examples of good practice on leadership and governance in many areas. A number of authorities reported that their disability-related harassment policies and strategies are led from the top down, with Chief Officers taking personal responsibility for ensuring that their work remains high profile both within the organisation and also externally (GMPCC). We were also provided with information on how authorities are including a review of leadership and governance within internal assessments of performance. For example, HMCPSI reported that its Inspection Framework for CPS area inspections includes a review of leadership and governance.

In addition to work with disabled people on the design and co-production of training and advice and information, discussed earlier in this report, authorities provided information on how they involve disabled people and their representative organisations in developing strategies to address disability-related harassment. Examples provided included involving disabled people in consultation on development of Crime Plans (GMPCC), “mystery traveller” surveys to identify transport related risks (Passenger Focus and TfL), developing strategies to tackle incidents of disability-related harassment (BTP) and involvement of service users in inspection teams (CQC).

## Manifesto for Change: Progress Report 2013

The Commission was pleased to see that work has begun on addressing the recommendation to design out conflict in shared spaces, for example work with Transport for Greater Manchester on a pilot scheme (Shared Space), to raise awareness of the priority of wheelchair areas on buses (UK Government), development of a new booking system for disabled rail travellers (Passenger Assist), which ATOC reports is delivering a better service and helping to reduce the causes of tensions between disabled and non-disabled passengers.

The HCA commented that the Localism Act 2011<sup>40</sup> means it cannot impose centralised priorities on planning decisions but have used their influence with regards to all communities. HCA reported that their ATLAS Scheme (support on large scale planning applications) consistently achieves positive outcomes for disabled people.

Each regulator is required by legislation to use specific standards of regulation, limiting the development of joint standards. However all the regulators and inspectorates that responded provided examples of the development of information sharing and co-working, for example on joint inspections. This is achieved through formal Memoranda of Understanding and the adoption and implementation of referral processes with other regulators.

The CQC advised that its regulatory powers are defined by the Health and Social Care Act 2012, and so it cannot take action against providers on the basis of performance against equality objectives. However, its new approach to monitoring and inspection includes that people should be free from abuse and discrimination as a “fundamental of care”.

The HCA also noted that it is only able to intervene in relation to any breach of the consumer standards by a Registered Provider, where there has been, or is a risk of, serious detriment to tenants or potential tenants.

---

40 <http://www.legislation.gov.uk/ukpga/2011/20/contents/enacted>

## Conclusions

The Commission is pleased to see progress towards implementing the recommendations in relation to leadership and governance. Respondents contributed many positive examples of involving disabled people in performance scrutiny. Strong leadership in authorities builds the confidence of staff to respond appropriately to disability-related harassment and the confidence of disabled people that the issue is being tackled effectively and promoting achievements will encourage disabled people and staff to report and respond. A willingness to openly discuss barriers to achievement and propose remedies can encourage further dialogue between organisations and with disabled people.

## Next steps

### Measuring impact - an evaluation framework

In order to demonstrate the impact of the inquiry, “Manifesto for Change” set out six measures, based on existing crime survey sources, relating to disability hate crime and disabled people’s experiences of crime:

- number of incidents
- the proportion of incidents that were reported to the police
- reasons for not reporting to the police
- satisfaction with the police response
- experience of any crime in the previous 12 months
- worry about being a victim of crime

The analysis of these measures has been completed and a research report outlining the results was published in Autumn 2013<sup>41</sup>.

The report provides baseline data for disabled people in England and Wales and, where available, for Scotland, in respect of these six measures, together with follow-up data that show changes over time.

The analysis shows that there were around 72,000 incidents of disability hate crime in England and Wales in each of the three years 2007/08 to 2009/10. However, only 56 per cent of these incidents were reported to the police. Around 39,000 adults were victims of disability hate crime in each of those years. The most common reasons for not reporting such incidents were that: the police could not have done anything; they would not have been interested; or the incident was considered too trivial to report.

---

<sup>41</sup> EHRC research report 90 “Crime and disabled people”, EHRC (2013). [http://www.equalityhumanrights.com/uploaded\\_files/rr90\\_pdf\\_final.pdf](http://www.equalityhumanrights.com/uploaded_files/rr90_pdf_final.pdf)999

The analysis provides a comprehensive set of baseline data on the six measures and has identified the need for further work. Further analysis is planned to take place in two and four years' time to establish what changes have occurred in the intervening period. This will help to indicate whether the aims of the "Manifesto for change" are being met: for instance, in increases in the numbers of incidents of disability hate crime that are reported to the police, and by monitoring changes in the main reasons given by people who are either unwilling or unable to report such incidents.

## **Agreements with authorities**

In "Manifesto for change" the Commission reported that it would ask a number of authorities for more information about progress they are making to address disability-related harassment.

The Commission considered that there was evidence of improved practices by authorities but decided that a limited number of authorities should be asked to provide further evidence to show how they were addressing disability-related harassment and complying with the PSED in doing so. Most of those authorities were involved in one of the ten cases of serious abuse highlighted in "Hidden in plain sight".

A small number of authorities were asked for clarification of specific points of information. Others were not asked for further evidence but were sent letters which made it clear that the Commission would continue to monitor their progress and might ask for further evidence if that monitoring gave cause for concern.

Having reviewed the further evidence supplied, the Commission has decided to seek agreements with authorities in one or more geographical areas. Under those agreements the Commission will act as a "critical friend" to ensure the steps which the authorities are taking are effective in identifying, preventing and addressing disability-related harassment and hate crime.

## Manifesto for Change: Progress Report 2013

The Commission's aim in doing so is to work with those authorities to develop practical approaches to implementing the "Manifesto for change" recommendations. The Commission will aim to share the lessons learned from that work with other authorities and to inform future evaluations.

The Commission's intention, if its aim is achieved, is that the agreements entered into will provide model approaches which other authorities can adopt and adapt to enable them to address the inquiry recommendations. The agreements will set a benchmark, against which the Commission will expect authorities to improve their own policy and practice.

Addressing the inquiry recommendations will contribute to furthering all three aims of the general equality duty under the Equality Act: elimination of discrimination, harassment and victimisation; the advancement of equality of opportunity between disabled people and non-disabled people; and the fostering of good relations between disabled and non-disabled people.

## Appendix A: Authorities who responded to the review

### Government departments and public authorities

Association of Directors of Adults Social Services (ADASS)

Association of Chief Police Officers (ACPO)

Association of Train Operating Companies (ATOC)

British Transport Police (BTP)

Care Quality Commission (CQC)

Chartered Institute of Housing (CIH)

College of Policing (CoP)

Confederation of Passenger Transport (CPT)

Crown Prosecution Service (CPS)

Department for Communities and Local Government (DCLG)

Department for Education (DfE)

Department of Health (DoH)

Department for Transport (DfT)

General Medical Council (GMC)

Habinteg Housing Association (HHA)

Her Majesty's Crown Prosecution Service Inspectorate (HMCPSI)

Her Majesty's Courts and Tribunals Service (HMCTS)

Her Majesty's Chief Inspector of Constabulary (HMIC)

Her Majesty's Inspectorate of Probation (HMI Probation)

Home Office

Homes and Communities Agency (HCA)

Housing Ombudsman Service (HOS)

Local Government Association (LGA)

Local Government Ombudsman (LGO)

## Manifesto for Change: Progress Report 2013

London Travel Watch (LTW)

Ministry of Justice (MoJ)

National Offender Management Service (NOMS)

Office for Disability Issues (ODI)

Passenger Focus (PF)

Police and Crime Commissioners for Greater Manchester (GMPCC)

Royal College of General Practitioners (RCGPs)

Traffic Commissioner, London and the South East

Transport for London (TfL)

The Office for Standards in Education (OFSTED)

The Social Care Institute for Excellence (SCIE)

### **Other organisations referenced in the report**

Department for Culture, Media and Sport (DCMS)\*

The Sentencing Council\*

The Welsh Government\*

Central Bedfordshire Council

Luton Borough Council

Rochdale Metropolitan Council

Poole Borough Council

South Gloucestershire Council

Sussex Police

Luton Social Justice Unit

\* contributed in Government response.

## Glossary

### Authorities / Regulators

CoP	College of Policing
CPS	Crown Prosecution Service
CQC	Care Quality Commission
GMPCC	Police and Crime Commissioner for Greater Manchester
HMCTS	Her Majesty's Courts and Tribunals Service
HMCPSI	HM Crown Prosecution Service Inspectorate
HCA	Homes and Communities Agency
HOS	Housing Ombudsman Service
NOMS	National Offender Management Service
ODI	Office for Disability Issues
Ofsted	The Office for Standards in Education
SCIE	Social Care Institute for Excellence
TfL	Transport for London

### Intermediaries / Third sector organisations

ACPO	Association of Chief Police Officers
ADASS	Association of Directors of Adults Social Services
ATOC	Association of Train Operating Companies
CIH	Chartered Institute of Housing
CPT	Confederation of Passenger Transport
GMC	General Medical Council
HHA	Habinteg Housing Association
LGA	Local Government Association
PF	Passenger Focus
LCSJU	Luton Council Social Justice Unit

## General references used in this report and responses

APCs	Adult Protection Committees
ASB	Anti-social Behaviour
CJA	Criminal Justice Act
CJJI	Criminal Justice Joint Inspection
COPFS	Crown Office and Procurator Fiscal Service
EASS	Equality Advisory and Support Service
ECHR	European Convention on Human Rights
EHRC	Equality and Human Rights Commission
GPs	General Practitioners
PSED	Public Sector Equality Duty
SCR	Serious Case Review
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities

# www.equalityhumanrights.com

The Commission's publications are available to download on our website:

**www.equalityhumanrights.com.** If you are an organisation and would like to discuss the option of accessing a publication in an alternative format or language please contact [engagementdesk@equalityhumanrights.com](mailto:engagementdesk@equalityhumanrights.com). If you are an individual please contact the Equality Advisory and Support Service (EASS) using the contact methods below.

## **Equality Advisory and Support Service (EASS)**

The Equality Advisory Support Service has replaced the Equality and Human Rights Commission Helpline. It gives free advice, information and guidance to individuals on equality, discrimination and human rights issues.

Telephone: 0808 800 0082

Textphone: 0808 800 0084

## **Opening hours:**

09:00 to 20:00 Monday to Friday

10:00 to 14:00 Saturday

Closed on Sundays and Bank Holidays

**Website:** [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)

**Post:** FREEPOST Equality Advisory Support Service FPN4431

[www.equalityhumanrights.com](http://www.equalityhumanrights.com)