

CVSNI RESPONSE THE DISABILITY ACTION PLAN 2013-2018 THE OFFICE OF THE POLICE OMBUDSMAN FOR NORTHERN IRELAND

The Commission for Victims and Survivors for Northern Ireland (the Commission) was established in June 2008 under the *Victims and Survivors (Northern Ireland) Order 2006*, as amended by the *Commissioner for Victims and Survivors Act (2008)*.

The Commission is a Non-Departmental Public Body (NDPB) of the Office of the First Minister and deputy First Minister (OFMDFM). The principle aim of the Commission is to promote awareness of the interests of victims and survivors of the conflict. It has a number of statutory duties that include:

- Promoting an awareness of matters relating to the interests of victims and survivors and of the need to safeguard those interests;
- Keeping under review the adequacy and effectiveness of law and practice affecting the interests of victims and survivors;
- Keeping under review the adequacy and effectiveness of services provided for the victims and survivors by bodies or persons;
- Advising the Secretary of State, the Executive Committee of the Assembly and any Body or person providing services for victims and survivors on matters concerning the interests of victims and survivors;
- Ensuring that the views of victims and survivors are sought concerning the exercise of the Commission's functions; and
- Making arrangements for a forum for consultation and discussion with victims and survivors.¹

The Commission is pleased to have the opportunity to provide a brief response to the Office of the Police Ombudsman consultation relating to its Disability Action Plan 2013-2018.

¹ The functions of the Commission relate to those set out in the *Victims and Survivors (Northern Ireland) Order 2006* as amended by the *Commission for Victims and Survivors Act (Northern Ireland) 2008*.

Measures	Lead	Timescale	Performance Indicators/target	CVSNI Response
We will develop a training programme for customer facing staff in how to effectively identify and appropriately deal with complainants that may have mental health issues.	HR Manager & Training Officer.	2014/15	All disabilities are identified as early as possible to ensure investigation is not hindered.	Training should include learning on people living with mental health issues as a result of physical or psychological injury sustained in a conflict related incident, allowing staff to have experience and understanding of the important issues that affect such victims and survivors.
We will review the Office's public website in terms of accessibility.	Director of Information	2014/15	Monitor any complaints received from the public relating to disability access.	CVSNI would welcome any enhancement to build upon awareness of OPONI.
We will publish a half-yearly article in Disability Action Ezine to raise awareness about the role of the Office.	Director of Information	2013 and ongoing.	Feedback from Disability Action. Increase the awareness of the Office among disability advocates.	CVSNI would welcome any enhancement to build upon awareness of OPONI.
We will monitor satisfaction levels from service users with disabilities and investigate where levels of satisfaction are below what might be reasonably expected.	Director of Research & Performance.	2013 and ongoing	More representative levels of satisfaction from service users with disabilities.	CVSNI note that this may include people living with disabilities who consider themselves to be a victim of the Northern Ireland conflict.
We will consider creating a website-based video including signage and audio explaining the police complaints system and how to make a complaint about police.	Director of Information	2014/15	Will consult with Action Hearing Loss about the possibility of creating a video including signage and audio to meet the needs of those with visual and hearing impairments. Increase awareness of the Office	CVSNI would welcome any enhancement to build upon awareness of OPONI.

			among people with disabilities by improving accessibility of information	
The Office will liaise with the PSNI to share information about the progress of actions arising from the research report published by the Office and the Northern Ireland Policing Board on the views and experiences of people with a learning disability in relation to policing arrangements in Northern Ireland.	HR Manager	2013/14	Improved exchange of information.	
The Office will develop a checklist for frontline customer service staff to aid the detection of service users with a learning disability to improve their customer experience.	HR Manager	2013/14	Improved satisfaction levels from service users with a disability.	
The Office will promote greater awareness of services available from the Office to people with a learning disability through their representative organisations.	HR Manager & Director of Information.	2013/14	Improved access to services.	
We will create an investigator forum on Insite (internal website) to enable investigators from all teams to	Director of Information	2013 and ongoing	Sharing of information between investigators to learn from previous experiences.	CVSNI would welcome internal sharing of experiences and learning from dealing with those people living with disabilities who consider themselves to be a victim

share experiences and learning opportunities for dealing with people with disabilities.				
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