

Health and Adult Social Care Scrutiny Committee 28th September 2011

Report of the Lead officer to the Committee

Contextual Information regarding Performance in the following areas: -

- NI 145: Adults with Learning Disabilities in settled accommodation.
- NI 146: Adults with Learning Disabilities in employment

Purpose of Report

1. To inform members of the committee about specific performance measures, and factors affecting performance measures, in a small number of specific areas highlighted in the quarterly reporting process. The report seeks to inform members of actions being taken and that are planned, to improve performance.

Background

2. The purpose of the report is to advise committee on issues where we are performing below target in order to help members understand why this is the case and what the Adult Social Care Division and, where appropriate, their partners are doing to improve performance.

Performance Measures

3. The two indicators report on the percentages of adults (aged 18-64) known to the Council who at the time of assessment or review were in settled accommodation and in employment. The key factor for these indicators is that individual outcomes can only be recorded through an assessment or review being completed.
4. Work towards the re-provision of the two day-centres remains a key priority with completion scheduled for December 2011. This and the exacting saving targets have meant that the reviewing process has continued to be affected. The reviewing officer post remains vacant and management will continue to pursue filling this post.
5. There are currently 14 people known to Community Team Learning Disabilities employed within the council, a further 11 working in a voluntary capacity and 27 others are supported in non-LA paid employment.
6. Committee may wish to note that the Government plans to adjust these indicators in the Adult Social Care Outcomes Framework. While the key issues

of employment and settled accommodation for people with a Learning Disability will remain, the intention is that the requirement for this to be recorded only through an assessment or a review will be removed.

7. The Government recognise that the present model of collating information through the assessment or review process does not give an accurate picture around opportunity and equality and wish to have detail of these outcomes for people 'known to the Local Authority' in the future. Developmental work is intended during 2011-12, to determine the impact of collecting this information, before introducing the altered indicators.

Finance

8. There are no direct financial consequences arising from the information contained within this report. Performance information for the Directorate is met from existing budgets.

Law

9. Section 111 of the Local Government Act 1972 enables the Council to do anything that is calculated to facilitate or is conducive or incidental to the discharge of any of its functions.
10. The Local Government and Public Involvement in Health Act 2007 provides for Health Overview and Scrutiny Committees to review and scrutinise the actions of key health and social care providers.

Equality Impact

11. The activity behind these indicators can be seen as contributing to the equality agenda in the pursuit of improving care for all. The management actions detailed above are designed to ensure that services meet the needs of all sectors of the community to make this an even greater reality in Dudley.
12. It is recommended that:-
 - It is recommended that Committee note the report and contextual circumstances.



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Quarterly Corporate Performance Management Report

Summary for Scrutiny Committee on Health & Adult Social Care

Quarter 1 (April to June 2011)

Quarterly Corporate Performance Management Report

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Section 1: Introduction

This Summary is taken from the first Quarterly Corporate Performance Management Report of 2011/12 highlighting performance for the period April to June 2011.

The report represents local people matters and priorities contained within a number of key activities and indicators. This report is the first under the new streamlined performance reporting regime, following the abolition of CAA and the national performance indicator framework. There has been a radical reduction in the number of indicators in the Council Plan, and a determination to operate a revised, slimmed down performance reporting system that focuses on the key local outcomes. Our aim is to reduce the bureaucracy of performance reporting but to make our local priorities and our performance more open and transparent.

Following consideration by Corporate Board, the Cabinet Performance Management Sub-Group and Cabinet, the full report will be made available to the public via the internet.

The main body of the report focuses on the seven priorities contained in the Council Plan and progress against the key performance indicators and activities used to determine our delivery of these priorities is included in **Section 3**.

A performance summary, incorporating the key service achievements and issues affecting Dudley MBC during quarter 1, is included in **Section 2**.

To view copies of all Quarterly Corporate Performance Management Reports please use the link below:

<http://www.dudley.gov.uk/council--democracy/performance-matters-in-dudley/performance-reporting>

Section 2: Performance Summary Quarter 1 2011/12

This section summarises the performance information and key achievements and issues affecting children's services in Dudley that are addressed in detail in the main body of the report.

There follows a brief summary of performance for each Council Plan priority, including any significant achievements and challenges. The detail behind these headlines is included in Section 3 of the report.

Individual and Community Learning Performance Review

Section 3: Reporting on Council Action Plan Priorities

The Council Plan 2013 sets out the Authority's priorities for the three year period 2010-2013. It provides a focus on where we want to be over the next three years and outlines how we are planning to meet a combination of key drivers:

- National priorities set by Central Government
- Aspirations of the Dudley Community Strategy 2020
- Issues that matter most to local people
- The unique challenges arising from the economic climate

This section provides a detailed review of the progress of the key performance indicators and activities contained within the Council Action Plan.

Traffic light status indicators are used to denote performance as follows:

In terms of the **key activities** they represent the following progress:

- ★ Good (ahead of schedule)
- Fair (on schedule)
- ▲ Poor (behind schedule)

For **key performance indicators** they represent performance as:

- ★ Better than target limits
- Within target limits
- ▲ Worse than target limits

Comments are included for key performance indicators where performance is below target limits or where additional, useful intelligence is available.

Scrutiny Committees receive a summary of this report based on their areas of interest. For clarity, key performance indicator scorecards include reference to the Scrutiny Committee monitoring its performance.

Use the link below to view the Council Action Plan 2013:

<http://www.dudley.gov.uk/council--democracy/plans-policies--strategies/council-plan>

Health and well-being

Priority HW2 Tackle inequality in physical health and mental well-being				
Objective 1 Improve people's physical health				
ref	Key Activities	Status	Progress	Lead Officer
HW1.1a	To increase the amount of physical activity/exercise undertaken by overweight/obese people	●	Working with Dudley PCT to provide targeted programmes of activity	Andy Webb DUE

Priority HW2 Tackle inequality in physical health and mental well-being				
Objective 1 Improve people's physical health				
ref	Key Activities	Status	Progress	Lead Officer
HW2.1c	To provide opportunities for people to improve physical health through sport and physical activity	●	All programmes o activity promote the health benefits of physical activity and exercise. The recently updated national physical activity guidelines will be communicated widely with input from partners.	Andy Webb DUE
HW2.2c	Re-provision of remaining long-stay homes for older people with residency in extra care housing	●	Steady progress is being made in this area where delivery is part of a whole systems approach.	Maggie Venables DACHS
HW2.2d	To implement the new Government Strategy 'No health without mental health'	●	The Council is working very closely with the Mental Health Trust on the redesign of services, to reflect the requirements of the new national strategy.	Maggie Venables DACHS

Key Performance Indicators

Direct	Ref	Definition	10/11 Target	10/11 Actual	11/12 Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Select Committee
DACHS	DACHS NI 132	% of new clients aged 18+ for who the time from first contact to completion of assessment is less than or equal to 4 weeks.	89%	89%	90%	93% 				Health and Adults Social Care
DACHS	DACHS NI 133	% of new clients aged 18+ for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.	94%	96%	96%	93% 				Health and Adults Social Care
DACHS	DACHS NI 145	% Adults with Learning Disabilities in settled accommodation	75%	42%	80%	6.5% 				Health and Adults Social Care
DACHS	DACHS NI 146	% Adults with learning disabilities in employment	5 %	2.2%	6.5%	0.4% 				Health and Adults Social Care

Comment for DACHS NI 145 & NI 146:

Work towards the closure of the two day centres remains a key priority with completion scheduled for December 2011. This and the exacting saving targets have meant that the reviewing process has continued to be affected. The reviewing officer post remains vacant and management will continue to pursue filling this post.

Environment and Housing

Priority EH1 Address the state of the Borough's environment, through the responsible actions of individual people, groups & organisations				
Objective 3 To address the local cause and impact of climate change				
ref	Key Activities	Status	Progress	Lead Officer
EH1.3b	To reduce fuel poverty and CO2 emissions for vulnerable and low income households living in the private sector.	●	To work with partners to raise awareness and take up of energy efficiency initiatives & explore potential incentives to encourage residents to install energy efficiency measures in partnership with energy suppliers Approval to submit bid to Scottish Power by July 2011. Incorporate a minimum standard of Energy Efficiency into the Dudley Property Accreditation Scheme - Property Accreditation Scheme under review.	Ron Sims DACHS
EH1.3c	To secure external funding to contribute towards addressing fuel poverty, climate change and CO2 emissions.	★	Further CESP (Community Energy Savings Programme) scheme approved by Cabinet and Full Council at Priory Estate - with solar Photovoltaic and Feed-in-Tariff to support, with resources secured from E-On. CESP (Community Energy Savings Programme) funding received to contribute towards existing investment plans in Highfields. Further CESP resources still being sought. CERT (Carbon Emission Reduction Target) resources will also be secured for insulation and fuel switch programmes.	David Harris DACHS

Priority EH 2 Improve and create neighbourhoods that enable people to live in appropriate homes, in safe and attractive environments with access to amenities, services and places of employment				
Objective 1 To ensure that people live in safe and attractive neighbourhoods that are well-designed, and are accessible to amenities, services and employment				
ref	Key Activities	Status	Progress	Lead Officer
EH2.1b	Progress the regeneration of the North Priory Estate	●	To secure funding for stages 2 & 3 as part of the affordable rent framework - Awaiting outcome of bid to Homes and Communities Agency (HCA).	Ron Sims DACHS
EH2.1c	To reduce the number of vulnerable and low income homeowners living in non-decent homes	●	Provide advice and assistance through the accredited in house Home Improvement Service to private sector residents to secure the repair, improvement and adaptation of their homes - Phasing out of regional loan programme by Dec 2011 due to cessation of Govt funding. To work with partners to continue to deliver a variety of funding mechanisms to finance repairs and improvements including equity share loans, unsecured and repayable loans and grants. Currently working with Houseproud for delivery of loans to vulnerable homeowners.	Ron Sims DACHS

Objective 2 To enable people to live in homes appropriate to their needs and wishes

EH2.2a	To implement the Local Investment Plan (LIP) priorities including promoting housing growth to support economic growth and affordability.	●	To work with Midland Heart to ensure that the Gibbs Rd hostel is re-developed to provide 'fit for purpose' accommodation - Bid for Homelessness Change Funding submitted to the Homes and Communities Agency - awaiting outcome.	Ron Sims DACHS
		●	To work with partners to re-provide Domestic Violence unit to provide 'fit for purpose' accommodation - New accommodation is being built and is on target for completion within project timescales.	
		●	To explore alternative models to deliver new rented housing including Private Rented Sector Initiative (PRSI) initiative - Initial discussions held with Savills and West Mercia Housing Group.	
		●	To explore a number of potential regeneration initiatives to deal with area issues in partnership with Private Sector and Housing Management colleagues - Looking at potential sites / schemes with Registered Provider's who may have capacity to develop scheme/site. Decisions subject to viability and on-site constraints.	
		★	To work with Registered Providers to maximise bids to the Homes and Communities Agency (HCA) for affordable rent - Series of meetings held with developing Registered Provider's to ensure bids to Homes and Communities Agency (HCA) support Local Investment Plan (LIP) priorities.	

Priority EH 2 Improve and create neighbourhoods that enable people to live in appropriate homes, in safe and attractive environments with access to amenities, services and places of employment

Objective 2 To enable people to live in homes appropriate to their needs and wishes

ref	Key Activities	Status	Progress	Lead Officer
EH2.2b	To embed fire safety procedures and roles of HMA's and ensure business continuity during weekends and on bank holidays	●	Housing Management Assistants (HMAs) in post and procedures signed off and implemented. Fire risk assessments scheduled for High Rise blocks in 2nd quarter.	Diane Channings DACHS
EH2.2c	To progress the project to relocate up to 100 clients from residential care to supported housing, to include identifying clients for the local authority new build scheme units as they are completed.	●	Year one priority is the new build and the new build properties are on target for completion by Feb. 2012. Potential tenants have been identified.	Richard Carter DACHS

Objective 3 To ensure that vulnerable people are able to live independently within their community

EH2.3a	Continued development of Extra Care Housing to provide housing with care solutions including completing the 2 schemes commissioned and progress the remaining three.	●	First scheme formally opened.	Ron Sims Brendan Clifford DACHS
EH2.3b	Develop a pre-tenancy service including a leaving home plan for young people, to reduce the rate of tenancy failure	●	Website branding completed as a project with Dudley college students. Website development ongoing.	Diane Channings DACHS
EH2.3c	To ensure that adaptations are provided to meet the assessed needs of disabled persons living in the private sector	●	To continue to deliver adaptations to meet the assessed needs of disabled persons living in the private sector - Continuing but subject to severe budget limitations report to Health Scrutiny Sept 2011. To pilot personal budgets for provision of adaptations and to develop scheme following review of pilot - Scheme developed but not piloted yet due to severe budget limitations. To investigate potential for cost savings and efficiencies in cost of adaptations - Working with disability services to reduce the cost of adaptations.	Ron Sims DACHS
EH2.3d	Help people to lead fulfilled and independent lives in homes of their choice.	●	1788 clients receive self directed support. 653 new clients had their assessment within 4 weeks of contact and is currently above our 2011/12 target.	Maggie Venables DACHS

Priority EH 2 Improve and create neighbourhoods that enable people to live in appropriate homes, in safe and attractive environments with access to amenities, services and places of employment

Objective 4 To alleviate homelessness

ref	Key Activities	Status	Progress	Lead Officer
EH2.4a	To ensure that empty homes are brought back into use	●	<p>To work with Registered Providers (RPs) & Homes & Communities Agency (HCA) to develop a model to deal with Local Authority High Cost voids - Ongoing work with Registered Providers (RPs) who are exploring the viability of different models for bringing properties back into use.</p> <p>To work with Registered Providers (RPs) & Homes and Communities Agency (HCA) to develop a model to assist in the re-use of Private Sector Empty Properties - Area based programme being developed and bid to be submitted to Homes and Communities Agency (HCA).</p> <p>Produce and publish an Empty Homes Policy for the Private Sector - Scheduled to start in Sept 2011.</p> <p>Continue to bring empty properties back into use using a combination of advice, guidance and enforcement action - Programme being reviewed to reflect budget pressures.</p>	Ron Sims DACHS

Quality Service
Priority QS2 Resource efficiency

Key Activities

Direct.	Ref.	Description	Q1 Status	Update	Lead Officer
QS2.1d	QS2.1d	Ensure the health, safety and wellbeing of our staff through the implementation of the key improvement objectives of the Health & Safety Action Plan	●	<ul style="list-style-type: none"> Corporate Action Plan for Health and Safety updated following completion of identified actions. Work now continues through the Corporate Action Plan for Health and Safety 	Mohammed Farooq Ray Faulkner DCR

Select Committee on Health and Adult Social Care – 28th September 2011

Report of the Director of Adult, Community and Housing Services

Equality & Diversity Annual Report for the Directorate Adult, Community and Housing Services 2010/11

1.0 PURPOSE OF THE REPORT

- 1.1 To inform the Health and Adult Social Care Select Committee, of the achievements and progress made against the Directorate of Adult, Community and Housing Services Equality and Diversity Action Plan 2010/11.

2.0 BACKGROUND

- 2.1 Each year the Directorate, along with other directorates within the Authority, prepares an Equality and Diversity Action Plan. The Action Plan this year was considered by the Health and Adult Social Care Select Committee on April 6th 2011.
- 2.2 In line with revised guidance to Directorates issued in Jan 2004, the annual review of last year's (2010/11) Action Plan has taken place in the first quarter of this municipal year and the attached report brings the findings of the review to this Committee's attention.
- 2.3 The equality and diversity agenda has relevance both to the way the organisation conducts its business and to the service it provides.

3.0 FINANCE

- 3.1 The implementation of this action plan was contained within current resources.

4.0 LAW

The Council may do anything incidental to conducive to or which is calculated to facilitate the discharge of the Council's functions under section 111 of the Local Government Act 1972. The Council's Adult Social Services function is discharged under a number of Statutes including the National Assistance Act 1948 and the Children Act 1989.

5.0 EQUALITY AND HUMAN RIGHTS IMPACT

- 5.1 The implementation of equality and diversity action plans, presented to the Select Committee, is expected to have promoted the interests of all disadvantaged groups who are stakeholders in the Directorate of Adult Community and Housing Services Directorate's business. The Annual Report adheres to the Human Rights Act and Equality Act 2010 and embeds it as an integral part of its planning and outcomes. Any realisation of the ambitions contained within the plan contributed to achieving fairer access to services and reducing social exclusion.

6.0 RECOMMENDATION

- 6.1 That the Select Committee considers and comments on the Equality and Diversity Annual Report for the Directorate Adult, Community and Housing Services 2010/11.



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List of Background Papers

Guidance for the preparation of Directorates' Equality and Diversity Action Plans and Annual Reports

DIRECTORATE OF ADULT COMMUNITY AND HOUSING SERVICES
ANNUAL REPORT OF DIVERSITY AND EQUALITY ACTION PLAN 2010/11

1.0 INTRODUCTION

1.1 The Directorate is responsible for the assessment, provision and arrangements for Housing, Adult Social Care, Libraries, Archives and Adult Learning Services to a wide range of service users and carers and employed **2910** (as at 31/03/11) staff in seven divisions:

- Older People & People with Physical Disabilities
- Learning Disabilities & Mental Health
- Policy, Performance and Resources
- Libraries, Archives and Adult Learning
- Strategy and Private Sector Housing
- Building Services
- Housing Management

1.2 The Directorate's aim is to ensure the best possible housing and adult social care services for the people of Dudley Borough to protect and support those most in need.

The mission statement of the Directorate is;

"We help people to lead fulfilled and independent lives in homes of their choice in safe and active communities"

In pursuit of this aim the Directorate will:-

- Give people a say in how services are delivered
- Value the work and contribution of staff and carers
- Work in partnership with other agencies and community groups
- Treat people fairly

1.3 The Directorate of Adult Community and Housing Services fully supports the Council's Equality and Diversity Policy and this is demonstrated in the aims of the Directorate's Strategic Plan and Divisional Business Plans.

The Directorate recognises the key role that equality and diversity initiatives play in reducing social exclusion and ensuring fair access to services. The work of the Directorate of Adult, Community and Housing Services is rooted in the values of social inclusion, empowerment and fairness.

2.0 KEY DIVISIONAL ISSUES

Adult Service Divisions

- 2.1 Some principal facts about adult social care activity in the context of most recent census information are:

National Census 2001 – 6.3% of Dudley's population from BME groups

Appendix 1 provides the estimated breakdown for 2007; this shows that the Black, Asian and Minority Ethnic population is estimated at **8.7%**

During 01/04/2010 – 31/03/2011

- **7.6%** of contacts to Adult Teams related to BME Adults groups
- **4.4%** of new referrals related to Adults from BME groups.
- **4%** of completed assessments related to Adults from BME groups.
- **2.8%** of new services related to Adults from BME groups

As at 31/03/2011

- **5.4%** of open referrals related to Adults from BME groups.
- **4.3%** of open services related to Adults from BME groups.
- *National Census 2001 – in Dudley, 5.3% of all economically inactive 16-74 year olds are permanently sick or disabled. This is the same percentage as the England average, but lower than the West Midlands average.*
- *Limiting Long Term Illness – This question recorded whether a person perceives that they have a long term illness, health problems or disability which limits their daily activities or the work they can do, including problems due to old age:*
- **19.1%** of the total population of Dudley Borough consider themselves to be suffering from a limiting long-term illness.

There were a total of **14,086** clients (aged 18+) receiving a service during 2010/2011, of these;

- **77%** clients had a Physical Disability
- **8%** clients had a Mental Health need
- **7%** clients had a Learning Disability
- **8%** clients had another need

Of those clients receiving a community based service **12,869**, i.e. helped to live at home (excludes residential and nursing)

- **78%** clients had a Physical Disability

- **8%** clients had a Mental Health need
- **7%** clients had a Learning Disability
- **7%** clients had another need

There were **1,445** clients supported in residential and nursing care as at 31/03/2011, of these;

- **65.5%** clients had a Physical Disability
- **16.1%** clients had a Mental Health need
- **17.7%** clients had a Learning Disability
- **0.7%** clients had other needs

The Dudley and Walsall Mental Health Partnership Trust has developed a number of strategic objectives to implement the National Strategy for Mental Health in Dudley and Walsall and encourage a focus on:

- engaging BME and hard to reach groups to attain better understanding of needs
- developing appropriate services for BME elders
- BME needs assessment of intermediate care groups
- early intervention amongst BME communities

2.2 Libraries, Archives and Adult Learning (L.A.A.L.)

The Data presented below for L.A.A.L. is a data extract from Management Statistical Information Monthly Report as at March 2011 for the Academic Year 2009/10. Adult Learning data is produced to academic years starting from August to July, hence the data commences period August 2010 and not April 2010.

Performance Indicators pertaining to Equality and Diversity

Indicator	Target	Progress to Mar 11	Progress at Mar 10
Percentage of individual new learners accessing the provision through all learning programmes	60%	63%	64%
Reduce the number of unknown responses to the disability monitoring form	15%	12%	12%
Reduce the number of unknown participants from BME groups from 10% in 2008/9 to 5% in 2009/10	5%	1%	1%
% Learners from BME groups	15%	16%	15%
% Learners from wards and neighbourhoods in top 20% most deprived	29%	33%	28%
Learners over 60 years	1300	1443	1329
%Learners with disabilities	15%	24%	21%

- Access:** Dudley libraries have a total of 752.5 staffed opening hours per week across the borough and a total of 865.5 opening hours, including self-service in library links.
- Data Quality:** 80% of active library borrowers have completed ethnicity fields in their records.
94% of new joining library users have the ethnicity field completed on their records.

2.3 Strategy and Private Sector Housing

Homelessness Prevention

Dudley offers a range of advice and services that help to prevent homelessness. This ranges from advice and services that can be accessed through Dudley Council Plus to the provision of supported housing and housing related support for individuals. As part of the strategic work on homelessness prevention an analysis of the service user data indicates that there is a higher level of homelessness acceptances amongst BME communities than one would expect given the ethnic breakdown of the resident in the Borough. This over-representation follows a national trend amongst BME households. Whilst it is likely that wider socio-economic factors are contributing to this effect we are reviewing our case data to see if there are any local actions that we can take.

In terms of meeting our equalities duties within supported housing we have secured a multi-million pound investment with a housing association (Registered Provider) and the Homes and Communities Agency to build a new domestic abuse refuge that will replace the existing refuge facilities. The newly built self contained flats will be Disability Discrimination Act (DDA) compliant and better meet the needs of households with specific requirements in relation to food storage and preparation, mobility needs, and larger households.

We have also been working with another housing association to secure funding to upgrade our homeless hostel accommodation, again, the redevelopment plans include more self contained accommodation, DDA compliant facilities and opportunities to provide on-site training, education and employment.

Further details of our activities in relation to this can be found in our Local Investment Plan, Supporting People Strategy and Homelessness Strategy.

Housing Safeguarding Training

Over the last two years an increased emphasis has been placed on raising the awareness of housing employees about safeguarding issues. To this aim there has been a focus on getting as many front line housing employees trained in safeguarding awareness. To date 634 employees have received safeguarding awareness training. In addition to this 10 contractors have also received 'train the trainer' sessions in order to raise the profile of safeguarding awareness within their own organisations.

Private sector Housing grants and loans

The Directorate continues to deliver financial assistance to owners and tenants of privately owned properties in the borough. This is provided in the form of grants, equity share loans and repayment loans to:

- adapt properties to facilitate independent access into and around homes (Disabled Facilities Grants), and
- repair homes to prevent serious injury to vulnerable occupants and to meet the shortfall of the cost of essential repairs to make homes decent where the available equity in the property is insufficient (Housing Assistance Schemes), and
- ensure that tenanted properties are in good state of repair (Private Rented) and that empty properties are brought back into use

The number of schemes completed during 2010/11 is detailed below together with a breakdown of the applicant's ethnicity.

Number of grants and loans completed in 2010/11								
Disabled Facilities Grants			Housing Assistance			Private rented Grants		
Ethnic group	Completed	%	Ethnic group	Completed	%	Ethnic group	Completed	%
BME	29	15%	BME	23	15%	BME	12	32%
Non BME	160	83%	Non BME	124	84%	Non BME	26	68%
Not stated	3	2%	Not known	1	1%	Not known	0	0%
Total	192	100	Total	148	100	Total	38	100

2.4 Building Services

Customer Satisfaction results 2010/11 for the Repairs Service

Building Services have produced statistics for overall satisfaction with the repairs service by age, gender, disability and ethnicity for 2010/11. A total of 1282 postal surveys were sent out in 2010/11 for programmed works, 455 surveys were returned representing a 36% return rate. An excellent return rate for a postal survey which has remained traditionally high and consistent over the last 3 years, reflecting the active engagement the service has with tenants.

A summary of the results are as follows for customer satisfaction replies for the repairs service for "How satisfied were you with the service provided?"

From 397 responses to this question 92% were satisfied with the services provided.

For BME there were 17 responses which represent 4% and 100% of BME were satisfied.

For the age category 414 people answered the question and 383 were satisfied this represents 93%. The lowest level of satisfaction was amongst the 16- 24 age group with 70% satisfaction and the highest level of satisfaction was amongst the 55 - 59 (65-74 and 75+) age group with 100%. The 65-74 age group had 99% satisfaction.

In terms of gender 141 out of the total 149 males responses were satisfied this represents 95% satisfaction. For females 244 out of 266 responses were satisfied this represents 92%.

In terms of disability there were 383 responses 50% of people were not disabled, 50% were disabled. From these 193 responses 96% were satisfied.

The figures for 2010/11 are comparable to the results of the previous year.

Building Services will continue to capture customer satisfaction data to inform service development.

2.5 Housing Management

The data indicates that in the first three quarters of the year there were 366 RSL lettings of which 216 were from nominations. 15.3% of lettings were to BME households and 6.0% were to households with a disability. 54.9% of lettings were to households headed by a female and 45.1% of lettings to male households.

From April 2010 – March 2011 the Tenancy Sustainment Team had supported 221 households. For the same period the Mediation team had participated in 73 new cases.

Last year we reported on the development of the housing options service, and the Level 2 Equality Impact Assessment of Choice Based Lettings. This year we have conducted a lean systems thinking review of the housing application process, and under the new process all customers receive improved advice and a face to face meeting with staff. Customer satisfaction levels with the new process are over 99% satisfied/very satisfied, and it is being monitored to ensure that there are no unintended adverse effects on any group of customers.

From April 2010 to March 2011 the following surveys have been conducted:-

- Ongoing Anti Social Behaviour survey - quarterly analysis
- Ongoing Housing Options monitoring - quarterly analysis
- Ongoing Applications & Lettings Customer Survey – weekly analysis
- Ongoing Allocations Customer Survey – weekly analysis
- Works Prior to Move-In Customer Survey – weekly analysis
- Home Contents Insurance survey - yearly
- Environmental & Community Safety Improvements survey - yearly
- New Tenants survey undertaken May 2010
- Housing Register survey undertaken May 2010
- Mediation User survey, completed by those responsible for referrals - analysis for Jan-June 2010
- Mediation Customer survey – analysis for Jan-Jun 2010
- Applications & Lettings Staff Survey
- Major Adaptations survey - one off
- Leaseholder Profiling - one off

Gender and Ethnicity

Number of tenancies by Gender as at 01/04/2011

Sex	No.Tenancies	Percentage
Female	12270	55.36%
Male	9893	44.64%
Total	22163	100

Number of tenancies by Ethnic Origin as at 01/04/2011

Ethnic Group	No. tenancies	Percentage
Answer Refused	51	0.23%
BME	3548	16.01%
Non BME	18404	83.04%
Not Known	160	0.72%
Total	22163	100.00%

**Waiting/homeless list applications
as at 31/03/2011**

Ethnic Group	Count of applications	Percentage
BME	816	12.92 %
Non BME	5301	83.92 %
Refused	20	0.32 %
Unknown	180	2.85 %
	6317	
		100.00 %

**Number of applications by ethnic origin housed
between 01-Apr-2010 and 31-Mar-2011**

Ethnic Group	No. applications	Percentage
BME	270	14.12%
Refused	7	0.37%
Non BME	1635	85.51%
Sum :	1912	100%

To ensure that our customer database contains accurate information, we have focussed on updating our records. Previously, there were a number of tenancies (approximately 6000) where the data on ethnic origin was not present. We have been successful in obtaining the relevant information and reducing the number of entries with missing data to under 200. This is reflected in the figures reported above.

3.0 EMPLOYMENT

3.1 The Directorate employs **2910** staff (as at 31 March 2011) and its workforce profile is set out below showing a breakdown by grade. Table 1 below identifies the breakdown of employment data as at March 2011.

Table 1(a) Directorate workforce profiles 31 March 2011

DACHS		Female %	Male %	BME %	Disabled %
Scale point 34 and above	31/03/11	56%	44%	10.26%	4.90%
	31/03/10	56%	44%	10.17%	4.72%
	31/03/09	54%	46%	11.42%	4.57%
Below scale point 34	31/03/11	74%	26%	7.23%	3.29%
	31/03/10	74%	26%	6.77%	2.62%
	31/03/09	71%	29%	6.76%	2.80%

3.2 The Directorate figures can be compared with the Council's profile as a whole, for 2009 and 2010 as set out below

Table 1(b) Dudley MBC workforce profile 31 March 2011 (compared with previous two years)

Dudley MBC		Female (%)	Male (%)	BME* (%)	Disabled (%)
Scale point 34 and above (higher grades) (excluding schools)#	31/03/11	52.5	47.4	9.7	4.7
	31/03/10	51.3	48.7	8.8	4.5
	31/03/09	51.1	48.9	9.2	4.5
Below scale point 34 (lower grades) (excluding schools)#	31/03/11	68.7	31.3	7.5	3.1
	31/03/10	69.2	30.8	7.1	2.6
	31/03/09	69.3	30.7	6.3	2.6
Total (excluding schools)	31/03/11	65.6	34.3	7.8	3.4
	31/03/10	66.4	33.6	7.3	2.9
	31/03/09	66.5	33.5	6.8	2.9
Total (including schools)	31/03/11	75.0	24.9	6.2	2.0
	31/03/10	75.2	24.8	6.0	1.7
	31/03/09	75.0	25.0	5.6	1.8

Notes: Scale point 34 on 31 March 2010 £28,636.

*BME figures exclude those employees for whom no ethnic origin data is held.
#Grade breakdown excludes schools due to different grading structure for teachers.

- 3.3 The Directorate recruited **61** employees in 2010/11 of which **55%** were female, **1.6%** were disabled and **16%** were of BME background.
- 3.4 Full data about employment across the Council, including that which meets the requirement for employment monitoring by racial group under race relations legislation, is to be presented in the Corporate Annual Review of Equality and Diversity 2010/11, to the Select Committee on Regeneration, Culture and Adult Education and the Cabinet in September 2011. This annual report should therefore be read in conjunction with the Council-wide review report.

4.0 EQUALITY SCHEME REVIEW

- 4.1 In accordance with the Council's Equality Scheme, a number of assessments of service/policy areas were undertaken during 2010/11 in line with the Race Relations Amendment Act (2000).
- 4.2 EIA's completed in 2010/11 include:

Housing Management

Refocusing of Housing Management Services
Overcrowding Pathfinder
Implementation of Income Collection Strategy

Strategy & Private Sector Housing

Domestic Abuse Accommodation re-provision
Supporting People Strategy 2010/15
Local Investment Plan (LIP) 2010

Libraries Archives and Adult Learning

Library Modernisation level 1
New Building for Dudley Archives & Local History Service
Adult & Community Learning Team Virtual Learning Environmental Development

Mental Health and Learning Disabilities

DACHS Safeguard & Protect Procedures
Fair Access to Care (FACS)

Older People and People with Physical Disabilities

Ageing Well - A Strategy for Older People 2010-2013
Dudley Carers Strategy 2007-2012

Policy Performance and Resources

User Involvement & Engagement Strategy

Where an impact assessment has identified any adverse effect of policies, the relevant areas of work will be for further work.

Outcomes of assessment have also informed the Directorate's Equality & Diversity Action Plan for 2011-12.

5.0 ACHIEVEMENTS AGAINST THE DIRECTORATE'S EQUALITY AND DIVERSITY ACTION PLAN 2010/11

- 5.1 The table attached at **appendix 2** outlines the progress made in relation to DACHS Equality and Diversity Action Plan for 2010/11.

APPENDIX 1

CENSUS MID-TERM POPULATION ESTIMATES BY ETHNCITY - 2007

Census Mid-Year Population Estimates: Dudley MBC	Percentages						
	2001	2002	2003	2004	2005	2006	2007
All Persons							
White: British	92.4%	91.9%	91.5%	91.0%	90.5%	90.1%	89.7%
White: Irish	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%
White: Other White	0.7%	0.8%	0.9%	0.9%	1.0%	1.0%	1.1%
Mixed: White and Black Caribbean	0.6%	0.7%	0.7%	0.7%	0.8%	0.8%	0.8%
Mixed: White and Black African	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%
Mixed: White and Asian	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%
Mixed: Other Mixed	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%
Asian or Asian British: Indian	1.5%	1.6%	1.6%	1.6%	1.7%	1.7%	1.7%
Asian or Asian British: Pakistani	2.1%	2.1%	2.2%	2.3%	2.4%	2.5%	2.6%
Asian or Asian British: Bangladeshi	0.1%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%
Asian or Asian British: Other Asian	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.5%
Black or Black British: Caribbean	0.8%	0.8%	0.9%	0.9%	0.9%	0.9%	0.9%
Black or Black British: African	0.1%	0.1%	0.2%	0.3%	0.3%	0.4%	0.4%
Black or Black British: Other Black	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
Chinese or Other Ethnic Group: Chinese	0.2%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%
Chinese or Other Ethnic Group: Other Ethnic Group	0.2%	0.2%	0.3%	0.3%	0.3%	0.4%	0.4%
All Ethnic Groups	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

SOURCE: OFFICE FOR NATIONAL STATISTICS

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Appendix 2

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator	End of Year Progress as at 31 st March 2011
<p>Priority 1 To ensure all policies, services and projects are delivered in line with equality strands and outcomes</p>	<p>To carry out Equality Impact Assessments in the approved EIA Directorate Programme for 2010/2011. (All Assistant Directors)</p> <p>To ensure regular reports to the corporate Assistant Directors' Group. (RS)</p> <p>To ensure that all EIA's are subject to peer review. (RS)</p>	<p>March 2011</p>	<p>EIA's completed within timescale. Improvement actions identified and scheduled.</p>	<p>New schedule agreed. (LAAL)</p> <p>All EIA's completed for 2010/11 programme (Adult Services)</p> <p>EIA's identified for 2010/11 programme have been completed (Building Services)</p> <p>All EIA's completed as per revised programme. (Strategy & Private Sector Housing)</p>

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator	End of Year Progress as at 31 st March 2011
<p>Priority 1 To ensure all policies, services and projects are delivered in line with equality strands and outcomes</p>	<p>To produce the Action Plan in line with Directorate plans and corporate guidance and present at Select Committee (RS)</p>	<p>March 2011</p>	<p>Action Plan produced to timetable</p>	<p>Action Plan produced and presented at HASC Select Committee 6th April 2011.</p>
	<p>To produce an action plan for the Directorate against the 'Achieving' level of the equality framework based on work ongoing through the Corporate EDLG (RS)</p>	<p>March 2011</p>	<p>Action Plan produced to attain 'Achieving level'</p>	<p>This work is on hold pending the outcome of deliberations between the Chair of corporate EDLG and Corporate Board.</p>

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator	End of Year Progress as at 31 st March 2011
Priority 1 To ensure all policies, services and projects are delivered in line with equality strands and outcomes	To include actions from EIAs carried out throughout 2009/10 into divisional/team plans and ensure all service improvements identified are embedded. (All)	April 2010	Actions achieved and service improvements realised.	All appropriate actions incorporated into service plans
	To produce the annual Equality and Diversity Review report (RS)	Sept 2010	Review report produced to timetable	Annual Report produced and presented to HASC Select Cttee September 2010
Priority 2 Embed community engagement in planning and quality improvement of services	To arrange an annual BME corporate consultation event. (RS)	Sept 2010	Event arranged and feedback widely communicated	Event took place on the 25 th September 2010 at Dudley College. Feedback and event evaluation report completed.

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator	End of Year Progress as at 31 st March 2011
Priority 2 Embed community engagement in planning and quality improvement of services	To arrange a series of community consultation surgeries and community visits to BME groups (RS)	Throughout 2010/11	Surgeries and visits take place	Four community surgeries / visits took place during the year including visits to the Buddhist Temple and Women Awareness Association.
	Work in partnership to assist in developing a user-led organisation of disabled people by December 2010. (MV)	December 2010	In line with Department of Health recommendations	Target achieved, ULO in place, Directorate working with ULO to develop capacity to deliver peer support.

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator	End of Year Progress as at 31 st March 2011
Priority 3 To recognise and value all faiths and communities in a way which supports the development of stronger communities and sustains community cohesion	To organise and disseminate messages of acknowledgment for community festivals / celebrations on behalf of DMBC (RS)	Throughout 2010/2011	Messages of acknowledgement disseminated to BME communities	Messages from the leader of the council delivered for key community festivals/celebrations across the year.
	To integrate new arrivals, e.g. asylum seekers, migrants and refugees, with established communities (RS)	March 2011	All new arrivals fully integrated and able to access all available services.	Newcomers service being supported
	To work with partners to develop a 'human library' offer and evaluate the outcome. (KM)	March 2011	Number of people 'offered', number of 'borrowers' and evaluation of project.	A Human Library event took place on 26 June at Dudley Library. 10 'books' were borrowed by 27 people. Another event to be planned for 2011/12.

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator	End of Year Progress as at 31 st March 2011
<p>Priority 3 To recognise and value all faiths and communities in a way which supports the development of stronger communities and sustains community cohesion</p>	<p>To implement the Borough's ESOL Action Plan (KM)</p>	<p>March 2011</p>	<p>To increase the number of English speakers of Other Languages ESOL in learning (ACL)</p>	<p>231 ESOL (English as a second language) learners currently on pre-entry and entry level ACL (Adult Community Learning) programme. Providers working to co-ordinate provision through Post 19 Learning and Skills Partnership who are monitoring action plan implementation. Reporting to EDRP.</p>
	<p>To develop digital literacy and use of digital resources (KM)</p>	<p>March 2011</p>	<p>Public WIFI access pilot in libraries completed.</p>	<p>WIFI pilots successful & public WIFI access further rolled out to all borough libraries with service proving popular. New bookings/print management system for public access computers procured and installation underway. Digital switchover event held at Gornal Library in March. Regular IT taster sessions held in all Libraries in North Dudley. My friends online week sessions held at 7 libraries – Mar 2011. Regular Basic ICT sessions started on Sundays at Dudley Library – Mar 2011. Regular Silver Surfers sessions held weekly at Netherton Library. Regular 'one to one' IT sessions at Halesowen library & also 2 weekly computer classes. 1227 adult learners accessing IT courses in centres across the borough. Libraries now have a presence on Facebook & Twitter to promote services and events.</p>

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ Milestones	Planned Outcome/Performance indicator	End of Year Progress as at 31 st March 2011
<p>Priority 4 To ensure a range of housing is available to meet the needs of the community</p>	<p>To provide 81 new build council homes including 31 homes for people with special needs. (RS)</p>	<p>March 2012</p>	<p>81 new build homes completed</p>	<p>All five schemes on site and being built and local lettings plan being developed for each scheme.</p>
	<p>To modernise Gibbs Rd hostel and Domestic Violence accommodation to provide 'fit for purpose' accommodation (RS)</p>	<p>March 2011</p>	<p>Plans for modernisation of Gibbs Hostel and Domestic Violence accommodation agreed and funding secured.</p>	<p>Planning permission achieved for both schemes and funding secured and construction started on Domestic Violence unit. Bid for funding has been submitted for Gibbs Rd hostel provision.</p>

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ Milestones	Planned Outcome/Performance indicator	End of Year Progress as at 31 st March 2011
Priority 4 To ensure a range of housing is available to meet the needs of the community	To develop a North Priory local lettings plan to ensure that a range of housing needs are met and a mixed and sustainable community is created. (RS)	December 2010	Local lettings plan agreed with key stakeholders	Local lettings plan signed off by Project Board and 1 st properties being let in accordance with plan.
	To review policies on accommodation for Gypsies & Travellers as recommended in EHRC's report. (RS/DC)	March 2011	Appropriate accommodation provided for gypsies and travellers	Policy review on hold pending Government's consultation on gypsy and traveller issues.
	To undertake a housing needs survey and use updated housing needs data to inform our revised Borough housing Strategy (RS)	March 2011	Revised borough housing strategy published.	Funding for the survey has now been agreed and brief / specification being finalised with the intention of carrying out the Survey in September 2011.

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed Action/Target (and Assistant Director)	Target Date /Milestones	Planned Outcome/Performance indicator	End of Year Progress as at 31 st March 2011
Priority 4 To ensure a range of housing is available to meet the needs of the community	To improve the standard of accommodation and management of properties in the private rented sector (RS)	March 2011	Landlord / property accreditation schemes reviewed and increase in the number of properties accredited through the scheme. Rent guarantee scheme launched	Draft housing assistance scheme and Equality Impact Assessment completed.
	To reduce the number of vulnerable and low income homeowners living in non-decent homes (RS)	March 2011 (quarterly)	Increase in the number of private sector rented properties freed from Cat 1 hazards.	Good progress continues and targets have been met.
Priority 5 To ensure high customer satisfaction rates across services for all groups	To utilise customer data provided by Housing Management to inform service delivery (DC)	March 2011	Customer profiling information used to inform service planning.	Last year approximately 6000 tenancies were identified that had ethnic origin data missing/unknown. We have now successfully reduced this number to under 200. There is further work to be carried out and this is contained within the Housing Management Divisional Business Plan 2011/12

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator	End of Year Progress as at 31 st March 2011
<p>Priority 5 To ensure high customer satisfaction rates across services for all groups</p>	<p>To ensure specification of materials provided continues to improve quality of homes provided (DH)</p>	<p>March 2011</p>	<p>Improved quality of homes</p>	<p>Core specification group meets bi-monthly with representatives from across all sections of Housing including Occupational Therapists and Tenants Federation members. Specialist officers ensure the latest innovative and environmentally sustainable materials are utilised.</p>
<p>Priority 6 To enable citizens to remain independent with an improved quality of life in the community</p>	<p>To ensure that clients requiring adaptations have their needs met in a timely and appropriate manner (RS)</p>	<p>Ongoing</p>	<p>To meet top quartile for relevant turnround measures.</p>	<p>Budget fully committed and inevitable impact on timescales. Schemes being prepared for next financial year. Approved grants with deferred payments into 2011/12. Referrals continue to be assessed and schemes worked up.</p>
	<p>To deliver a programme of adaptations in line with resources (DH)</p>	<p>March 2011</p>	<p>Programme produced and delivered</p>	<p>Programme delivered to time and in line with resources.</p>

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator	End of Year Progress as at 31 st March 2011
<p>Priority 6 To enable citizens to remain independent with an improved quality of life in the community</p>	<p>To update and publish the Borough's revised 5 year Supporting People Strategy (RS)</p>	<p>June 2010</p>	<p>Updated and published 5 year Supporting People Strategy.</p>	<p>Revised 5 year Supporting People Strategy completed.</p>
	<p>To further develop access to Skills for Life provision (KM)</p>	<p>March 2011</p>	<p>Number of individuals on adult learning courses (ACL) Number of adults on skills for life courses (ACL)</p>	<p>6644 adults engaged in adult and family learning programmes with 2899 engaged in informal events. A series of "need to know" sessions organised within libraries in the 5 localities. 6 book challenge and summer reading challenge family project -22 families took part with 17 completing. Currently registering for 2011 Challenge: promotion with Asda Halesowen, NLC and children's centres approx 28 families have joined to date. 6 individual people registered at Halesowen Library and 8 people registered at Netherton Library. Promotion of Libraries' Skills for Life & ESOL collections to Yemeni community in Halesowen undertaken.</p>

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed Action/Target (and Assistant Director)	Target Date/ Milestones	Planned Outcome/Performance indicator	End of Year Progress as at 31 st March 2011
<p>Priority 6 To enable citizens to remain independent with an improved quality of life in the community</p>	<p>To improve access to information, access and guidance to local communities (KM / BC)</p>	<p>March 2011</p>	<p>Number of individuals in receipt of discrete information advice and guidance interviews (ACL)</p> <p>Number of enquiries in Libraries</p>	<p>Work club initiatives supported by Adult and Community Learning Team. 138 learners gained employment. 568 learners supported with IAG “Enquire” national partnership enquiry service successfully launched as part of the Dudley Libraries’ virtual offer. 3,879 enquiries are received in Dudley Libraries in an average week.</p>
	<p>To develop and implement a Health Inequalities Strategy (BC)</p>	<p>March 2011</p>	<p>Development of Health Inequalities Strategy.</p>	<p>Received Cabinet Approval</p>

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed Action/Target (and Assistant Director)	Target Date/ Milestones	Planned Outcome/Performance indicator	End of Year Progress as at 31 st March 2011
<p>Priority 6 To enable citizens to remain independent with an improved quality of life in the community</p>	<p>To promote carers rights across partnerships and identify their needs and support them in their roles. (MV)</p>	<p>March 2011</p>	<p>Increased satisfaction among carers.</p>	<p>Target achieved. Carer Aware Course continues to be taken up by teams and individuals who can then promote Carers rights and offer support to meet their needs. A new post of Carers Co-ordinator at Russells Hall Hospital has been funded by Health; the worker has been recruited and is employed by DCVS. DACHS continues to support 30 Carers groups through the use of the Carers Grant and over 400 individual carers were given small cash grants in order to take a break from their caring role.</p>
	<p>To develop preventative and early intervention approaches as part of the transforming social care agenda. (MV)</p>	<p>March 2011</p>	<p>Development of transforming social care strategy Increased number of people receiving self-directed support.</p>	<p>Roll-out is complete in OPPD and Learning Disability Services, there is still work to be done in Mental Health and this will continue into next year. We currently have 17% of personal budget holders receiving their personal budget via a direct payment. A Prevention Strategy has been produced. The Living Independently Team began in December and is successfully offering early intervention to people who can increase their independence following a change in their abilities.</p>

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed Action/Target (and Assistant Director)	Target Date/ Milestones	Planned Outcome/Performance indicator	End of Year Progress as at 31 st March 2011
<p>Priority 6 To enable citizens to remain independent with an improved quality of life in the community</p>	<p>To ensure that people's experience and feedback informs safeguarding policy and practice (RC)</p>	<p>March 2011</p>	<p>Development of service standards.</p>	<p>Service Standards have been developed; a questionnaire was established and has been piloted with victims of abuse-to ensure these standards were achieved. Information has been reported back to the Adult Safeguard Board. It is planned that this questionnaire will become operational in September 2011</p>
	<p>To communicate issues relating to safeguarding Adults and Children to staff (All)</p>	<p>March 2011</p>	<p>Information cascaded</p>	<p>Adult & Community Learning Safeguarding Procedures for learners, volunteers and staff awareness raising, induction training and specialist training implemented with all staff and part time tutors as required. All tutors working with children and vulnerable adults have undertaken mandatory training. Safeguarding campaign promoted with learners. (LAAL)</p>

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed Action/Target (and Assistant Director)	Target Date/ Milestones	Planned Outcome/Performance indicator	End of Year Progress as at 31 st March 2011
<p>Priority 6 To enable citizens to remain independent with an improved quality of life in the community</p>	<p>To communicate issues relating to safeguarding Adults and Children to staff (All)</p>	<p>March 2011</p>	<p>Information cascaded</p>	<p>Continued.....</p> <p>A Building Services Senior Management Team representative is a member of the Housing Safeguarding Network Group which meets quarterly. All front-line Building Services employees have attended Safeguarding awareness briefings. The Craft employee's code of conduct has recently been reviewed and updated and reference is made to employee's responsibility with regard to Safeguarding together with contact numbers incorporated. (<i>Building Services</i>)</p> <p>In 2010 a further 759 staff within DACHS received Safeguard Training. This included Training on Awareness; the Safeguard and Protect Procedures; Practice issues and training related to financial abuse in conjunction with Trading Standards. The Community Safety Team also raised staff's awareness of the resources available to support vulnerable people</p>

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed Action/Target (and Assistant Director)	Target Date/ Milestones	Planned Outcome/Performance indicator	End of Year Progress as at 31 st March 2011
<p>Priority 6 To enable citizens to remain independent with an improved quality of life in the community</p>	<p>To implement Dudley Autism Strategy. (RC)</p>	<p>March 2011</p>	<p>Needs of people with autism are incorporated within Council service areas.</p>	<p>The local Autism Strategy is envisaged to go before Cabinet in September 2011. This accounts for a delay to the National Strategy prompting extended consultation with service users.</p>
<p>Priority 7 To reduce income deprivation and poverty among vulnerable and low income households</p>	<p>To reduce fuel poverty and CO2 emissions for vulnerable and low income households living in the private sector and develop anti – poverty initiatives (RS / BC)</p>	<p>March 2011</p>	<p>Decrease in the number of vulnerable households living in properties with a SAP rating < 35</p>	<p>This indicator no longer exists</p>

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed Action/Target (and Assistant Director)	Target Date/ Milestones	Planned Outcome/Performance indicator	End of Year Progress as at 31 st March 2011
<p>Priority 8 To ensure that the workforce at all levels reflects Dudley's demography and to ensure that all staff have equal access and opportunities for skills development and enhancement.</p>	<p>To ensure staff attend Equality & Diversity / Disability Awareness (All)</p>	<p>March 2011</p>	<p>Training sessions attended</p>	<p>All Adult & Community Learning Team's staff and part time tutors have undertaken mandatory awareness training. More specialist training for staff as required implemented. (LAAL)</p> <p>Equality and Diversity training is Mandatory training for all staff in Adult Services and this is monitored through the PRDI process and HR. <i>(Adult Services)</i></p> <p>In Building Services: Content/text for delivery of training via e-learning has been approved by corporate board. Roll out for test purposes will commence in the next few months. Disability Awareness training- This can be delivered as either e-learning or by booklet completion. Preferred method of delivery i.e. e-learning or booklet format, or a combination of both to be advised by managers.</p>

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed Action/Target (and Assistant Director)	Target Date/ Milestones	Planned Outcome/Performance indicator	End of Year Progress as at 31 st March 2011
<p>Priority 8 To ensure that the workforce at all levels reflects Dudley's demography and to ensure that all staff have equal access and opportunities for skills development and enhancement.</p>	<p>To have learning disability placements at major office locations (All)</p>	<p>March 2011</p>	<p>6 month placement at each major office location.</p>	<p>A number of people with a learning disability are employed throughout DACHS. <i>(Adult Services)</i></p> <p>There are currently 5 placements with Building Services. Approval has just been obtained to increase this to 7 permanent placements. Discussions ongoing with HR/Temp Solutions. <i>(Building Services)</i></p> <p>Recruitment process under way for LD placement within Strategy and Private Sector Housing. There currently 14 LD placements across the Directorate.</p> <p>The total number of people with learning Disability known to the specialist LD service who are in paid employment with DACHS is 17. In addition there are 10 people with LD who work as volunteers across council</p>

Directorate of Adult, Community and Housing Services Equality & Diversity Action Plan for 2010/2011

Objective	Detailed Action/Target (and Assistant Director)	Target Date/ Milestones	Planned Outcome/Performance indicator	End of Year Progress as at 31 st March 2011
Priority 9 Transforming services through partnership and more efficient ways of working	Review and improve information held in contracts with commissioned services in relation to social care complaint handling (BC)	April 2010	Review completed.	Emerging actions embedded in services plans as appropriate
	Process review of major Adaptations project (BC)	April 2010	Review completed and actions rolled out.	Continuous Review and actions implemented as appropriate

Key of Assistant Directors

DC	Diane Channings
RS	Ron Sims
DH	David Harris
RC	Richard Carter
MV	Maggie Venables
KM	Kate Millin
BC	Brendan Clifford