

Health and Adult Social Care Scrutiny Committee – 27th March 2013

Report of the Director of Adult, Community and Housing Services
Directorate of Adult, Community and Housing Services Equality Action Plan
2013/14

Purpose of report

1. To consider the annual equality action plan for 2013/14 for the Directorate of Adult, Community and Housing Services (DACHS).

Background

2. The production of directorate equality action plans is an important part of the council's approach to promoting equality, ensuring that all directorates maintain a focus on planning work to deliver appropriate services for communities in the borough, on making sure employees are treated fairly and in meeting the requirements of equality legislation.
3. Overview and scrutiny of corporate equality issues is included in the terms of reference of the Regeneration, Culture and Adult Education Scrutiny Committee. Consideration of individual directorates' action plans is split up amongst the different scrutiny committees, with this committee responsible for the DACHS plan. Following scrutiny, it will be approved by the Cabinet Members for Adult Care and Housing, Libraries, Archives and Adult Learning before being published on the Council's equality web pages.
4. The Directorate's Equality Action Plan for 2013/14 is attached. This sets out actions to respond to the continuing implementation of the Equality Act 2010 and in particular to the public sector equality duties in the act. It also highlights how it will be contributing towards the overall council equality objectives, published in accordance with the specific public sector equality duties. The objectives are included in the Council's Equality Scheme for 2012-15.

5. An annual report setting out achievements against the Directorate's action plan for 2012/13 will be completed at the end of year and circulated to the committee for its June/July 2013 meeting.

Finance

6. Any costs associated with implementing the action plan will be met from within existing budgets.

Law

7. The Equality Act 2010 replaced the previous anti-discrimination laws with a single Act. The first duties of the Act came into force on 1st October 2010.
8. The general public sector equality duty under the Act came into force on 5th April 2011 requiring public authorities to pay due regard to the need to eliminate discrimination, harassment and victimisation, advance equality of opportunity and foster good relations covering the protected characteristics of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
9. The Equality Act 2010 (Specific Duties) Regulations 2011 required public authorities to publish equality information by 31 January 2012 and equality objectives by 5th April 2012.

Equality Impact

10. The plan sets out proposed actions for promoting equality during 2013/14. A number of the actions included in the plan derive from equality impact assessments (EIAs) carried out on the directorate services or policies, cover EIAs due to be undertaken in 2013/14 or relate to data to be collected which can assist in judging impact. Performance indicators or planned outcomes are identified against targets so that progress in achieving the action plan can be monitored and reviewed.
11. There have been a number of legal challenges nationally brought under the equality duties in previous and the new legislation and as a consequence, a number of principles relating to the Public Sector Equality Duty (PSED) have emerged in relation to the need for public bodies to have 'due regard to equality'. The Directorate is fully aware of these and has embraced them in compiling this action plan and assessing the equality impact of its services and policies.

12. Issues relating to children and young people are covered in detail in the Directorate of Children's Services' annual equality action plans.

Recommendation

13. That the committee considers and comments on the DACHS Equality Action Plan for 2013/14.



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Director of Adult, Community and Housing Services

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List of Background Papers

Guidance for the preparation of directorates' equality and diversity action plans and annual reports (December 2011)

Directorate of Adult, Community and Housing Services Annual Equality Action Plan 2013/14

1. Introduction

- 1.1 Directorate action plans form an important part of the Council's equality policy by making sure that all directorates have a continuing focus on advancing equality and achieving fairness in the services for which they are responsible and amongst their employees.
- 1.2 The Directorate of Adult, Community and Housing Services (DACHs) plan is circulated to the Health and Adult Social Care Scrutiny Committee, before being approved by the Lead members for Adult Care and Housing, Libraries, Archives and Adult Learning.
- 1.3 All directorates also produce annual reports on the progress achieved through their equality action plans. These are prepared at the end of the financial year, in order to reflect a full year's activity, and circulated to the relevant scrutiny committee at its first meeting of the new municipal year.
- 1.4 This action plan covers the period from April 2013 to March 2014 and contains:
 - an explanation of its relationship with other plans
 - a summary of the directorate's equality vision and values, roles and responsibilities
 - key issues and targets for the plan
 - the action plan
- 1.5 The action plan has been drawn up against the background of the Directorate continuing to need to deliver budget reductions as part of the council's overall savings package. These may have some impact on the delivery of the plan during 2013/14.

2. Relationship with other plans

- 2.1 This action plan will be incorporated in the overall service plan for DACHs for 2013/14. The strategic plan in turn responds to the Council's three year Council plan.

- 2.2 The council's Equality Scheme sets out the overall approach to advancing equality across the organisation. A revised equality scheme for 2012-2015 was approved by Cabinet in March 2012. This contains overall equality objectives for the council in line with the specific public sector duties under the Equality Act 2010.
- 2.3 Council-wide progress on equality is summarised each year in the annual review of equality, which is circulated to the Regeneration, Culture and Adult Education Scrutiny Committee (as the scrutiny committee with responsibility for corporate equality issues) and the Cabinet for approval.

3. Vision and Values

- 3.1 The Directorate's ambition is "To ensure that all we do improves the health and well-being of individuals and their communities across the Borough", by listening, learning and acting.

Underpinning this ambition is a set of strategic and divisional priorities. The strategic priorities are:

- enabling and embedding personalised, community based support
- developing sustainable and high quality services which deliver value for money for local people
- involve and engage with people in a meaningful and timely way
- strengthening and improving communities to provide choice and opportunity

The Directorate is committed to providing the best quality public services for local people and creating opportunities for local people to succeed. We work hard to respond to needs and serve the different people of Dudley fairly and efficiently to improve quality of life for everyone.

- 3.2 As at March 2013, the Directorate includes the following divisions:

- Adult Social Care
- Housing Services
- Libraries, Archives and Adult Learning
- Strategic and Private Sector Housing
- Quality and Commissioning

- 3.3 The Directorate ensures that it continues to focus on equality through the action planning and reporting process, designating responsibility for actions to particular staff, completing impact assessments and reviewing policies, undertaking engagement activities and continuing training and development.
- 3.4 The aim of the directorate is to mainstream equality so responsibility for promoting equality and diversity in employment and services rests with all heads of service. The overall responsibility for strategic equality and diversity policy development work on behalf of the Directorate rests with the Assistant Director (Strategy and Private Sector) supported by key officers and the directorate's Equality and Diversity group. This includes the preparation, monitoring and review of the Directorate's annual equality action plan.
- 3.5 All employees have a responsibility to comply with the requirements of the Council's Equality policy in all dealings with elected members, other employees, job applicants, residents, service users and other members of the public, and with other organisations. Training and development needs of employees in the directorate are identified in annual performance review and development discussions with their line managers.

4. Key Issues and Targets

- 4.1 The Council's Equality Scheme contains a number of key equality issues for the council over three years and key equality objectives are published as required under the public sector equality duties.
- 4.2 Within the Equality Scheme key issues and challenges for the borough have been identified around:
- the needs of an ageing population
 - high and rising unemployment levels amongst young people
 - child poverty and troubled families
 - impact of welfare reforms
 - health inequalities
 - the impact of the Localism Act and the development of 'our society in Dudley'
 - respect and dignity – hate crime, harassment and domestic abuse
 - council employment issues – development of leadership and management skills, equality training, implementing the pay and grading structure, tackling underrepresentation in the workforce.

4.3 Arising from the key issues and challenges, a number of equality objectives have been set out in the scheme and those relevant for the Directorate to contribute towards have actions identified in this plan. The full list was reported in last year's action plan and the Directorate will contribute actions to meeting those objectives but the ones for which the Directorate has a lead responsibility are restated here and corresponding actions are set out in the Appendix:

- Develop affordable housing provision such as extra care housing to meet needs of an ageing population
- Develop and implement a clear and transparent framework for employees that identifies the development needed for current and future leaders and managers working at all levels (Jointly with Director of Corporate Resources).

4.4 The Directorate undertook a range of engagement, consultation, needs assessment and equality impact assessment work during 2012/13 which feeds into this Action Plan and the actions are set out in the Appendix.

5. The Action Plan

5.1 The detailed Equality Action Plan for 2013/14 is set out at the attached Appendix.

Directorate of Adult, Community and Housing Services
March 2013

**Directorate of Adult, Community and Housing Services
Equality Action Plan 2013/14**

Appendix

Detailed action/target (and lead officer)	Target Date /milestones	Planned outcome/performance indicator
To maximise the delivery of new affordable housing across the Borough ensuring a range of house types are delivered to meet a range of housing needs. (RS)	April 2013-March 2014	Target of 74 affordable homes to be delivered in 2013/14. 200 new units of extra care housing to be delivered by March 2015. To redevelop Gibbs Rd single homeless hostel.
To organise annual BME community engagement event (RS)	September 2013	Clear evidence trail to ensure feedback influences wide range of policy considerations. Feedback built into planning for future events.
To arrange a series of community consultation surgeries and community visits to BME groups. (RS)	On-going April 2013-March 2014	Clear evidence trail to ensure surgeries and visits feed into the service development process.
To develop an affordable warmth strategy (RS)	March 2014	Affordable Warmth Strategy developed.
To undertake a service review of RECS to explore synergies and commonality across the directorate / council with recommendations for future service provision (RS)	June 2013	Service review with recommendations for future service provision completed.

To design and implement an improved equality and diversity data collection system for RECS service users. (RS)	June 2013	Data collected on age, disability, race, religion / belief, sex, and sexual orientation.
To collect additional data regarding the protected characteristics of people seeking advice and assistance to prevent homelessness (RS)	April 2013- March 2014	Data collected on religion / belief and sexual orientation in addition to existing data collected.
To ensure staff complete the corporate e-learning programme on equality (MB/MV/BC)	March 2014	Awareness of equality raised across the workforce
Development of Market Position statements for each part of the social care market to encourage the development of a more diverse and responsive market (MB)	Throughout 2013-2014	Encourage the development of a more diverse and responsive market
Expanding our engagement across all groups to increase involvement ensuring that the opinions of local people have an impact on service delivery. (MB)	Throughout 2013-2014	Encourage more effective engagement leading to greater involvement in decision-making on service development.
Continue to enhance the use of a standardised questionnaire to ensure the needs of service users in relation to adult safeguarding are met. 6- Monthly audit of victim's experience of safeguarding presented to safeguarding board (MB)	Throughout 2013-2014	To improve and strengthen the adult safeguarding process

Ensure that all citizens have access to universal community services and resources to encourage and develop their well being.(MV/BC)	March 2014	ASCOF 3D Proportion of people who use services and carers who find it easy to obtain information about services.
Promote and support high quality, flexible and responsive services in sufficient quantity to meet the needs of people with Personal Budgets, Direct Payments and self funders. (MV/BC)	March 2014	DLPM20 Timeliness of social care packages following assessment.
Carers are included in or consulted in discussions about the people they care for (MV/BC)	March 2014	ASCOF 3C Proportion of people reporting that they are included in planning for the people they care for.
Launch "Autism Aware" e learning – mandatory for staff in Adult Social Care, and promote the course across the Borough via partners.(MV/BC)	March 2014	Awareness of Autism raised across the workforce from the numbers trained.
People with social care needs will be supported to engage with the community and to access employment, education or training where appropriate.(MV/BC)	March 2014	ASCOF 1E and !F Numbers of people with Learning Difficulties and Mental Health needs in paid employment.
To utilise customer data to inform service delivery/development (DC)	C/fwd and throughout 2013-14	To be able to demonstrate how better knowledge of our service users influences service change
Complete review of governance structures (DC)	May - June 2013	To achieve structures that are fit for purpose and tenant/customer led
Implement governance structures and monitor (DC)	June 2013 – March 2014	Monitor against objectives to be determined as part of the process

Review process for compliments/complaints to include tenant scrutiny (DC)	June 2013	Improve learning from complaints and reduce level of complaints
Develop customer volunteering (DC)	April – March 2013	Development according to service needs
Measure the impact of the elements of welfare reform (DC)	April 2013 - March 2014	Consider policy changes, consider wider implications across service
Address fuel poverty (DC)	April 2013 – March 2014	Take up of external funding. More effective use of initiatives e.g. winter warmth for council tenants
Development of one ASB Team (DC)	April 2013 – July 2013	Improve access to the service, improve communication to customers, increase customer satisfaction
Wider participation by engaging and involving our community, customers and learners to ensure that the LAAL services we provide are what they need. (JB/JW/RP)	March 2014	% of learners from BME groups. % of learners from top 20% most deprived neighbourhood
Provide services that promote individual health, well-being and personal enrichment. (JB/JW/RP)	March 2014	National Books on Prescription scheme – number of prescriptions received in libraries: 40 by year end.
Provide services that promote individual health, well-being and personal enrichment. (JB/JW/RP)	March 2014	New library members resulting from Books on Prescription Scheme: 12 by year end
Provide services that promote individual health, well-being and personal enrichment. (JB/JW/RP)	March 2014	Home Library Service – number of individuals served: 700 people receive monthly visits

Provide services that promote individual health, well-being and personal enrichment. (JB/JW/RP)	March 2014	Libraries 6 Book Challenge – numbers of people engaged: 20 people take part
Develop new ways of working that will enable effective services to continue during challenging financial times including opportunities through sharing services. (JB/JW/RP)	March 2014	Complete the remodelling of the division.
Work with adults, children and families to encourage reading and improve literacy and life skills. (JB/JW/RP)	March 2014	Number of issues of library books in community languages: 5,500 by year end.
Develop our new Archives and Local History Centre which will be open by Autumn 2013. (JB/JW/RP)	December 2013	The “Big Move” relocation of the Archive Service. Archive Service opened in the new building.
Develop and implement a clear and transparent framework for employees that identifies the development needed for current and future leaders and managers working at all levels (MB)	On-going	Framework implemented. The Corporate Torch Leadership Programme is up and running and will continue. Officers from across DACHS have places on all 4 of the current cohorts.

Lead Officers for actions:

MB – Matt Bowsher, DC – Diane Channings, BC - Brendan Clifford, RS – Ron Sims, MV – Maggie Venables

EIA Programme 2013/14 by Lead Division	
Adult Social Care	Adult Care Strategy Learning Disability Review New Bradley Hall Consultation Direct payments support service
Housing Services	Welfare Reform – impact of individual facets eg 'bedroom tax', universal credit, etc. Volunteering schemes Governance structure ASB - impact of one team including legal
Libraries, Archives and Adult Learning	Remodelling of the division. The “Big Move” relocation of the Archive Service.
Strategic and Private Sector Housing	Review of RECS. Homelessness Strategy update. Green Deal / ECO options appraisal.
Quality and Commissioning	Impact of Making It Real /Transformation of ASC – impact of individual facets and work streams