

Social Services Directorate – Equality and Diversity Action Plan 2005/2006

CORPORATE EQUALITY TARGETS

Objective (and lead officer)	Council Plan Priority	Status	Detailed action/target	Target Date/ milestones	Planned outcome/performance indicator
<p>Employment Issues: To work towards targets established for employees from Black and minority ethnic communities and disabled employees in all directorates <i>Lead officer – Head of Human Resources</i></p>	Local People Matter	Consolidation	<p>Establish the application of corporate target to specific staff groups</p> <p>Undertake analysis of workforce to identify desired increased representation of BME staff and set targets to be achieved by end 2006</p> <p>Participate in recruitment event linked to community activities</p> <p>Quarterly monitoring against targets</p>	<p>April 05</p> <p>June 05</p> <p>December 2005</p> <p>Quarterly</p>	Workforce profile more closely matches profile of the community
<p>Employment Issues: To audit employees to enable them to declare whether or not they regard themselves as meeting the statutory definition of disability <i>Lead officer – Head of Human Resources</i></p>	Caring Matters	New	Undertake audit of all staff personnel information including disability in preparation for P.S.Enterprise (new corporate H.R. system)	May 05	More accurate workforce Information concerning disability

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<p>Employment Issues: To achieve a figure of at least 96.5% of employees who have declared their ethnic origin <i>Lead officer – Head of Human Resources</i></p>	Local People Matter	New	Undertake audit of all staff personnel information including ethnic origin in preparation for P.S.E.	May 05	Workforce profile more closely matches profile of the community
<p>Equality Standard: To develop the application of the standard within the directorate in line with agreed way forward for the council achieving level 2 and working towards level 3 <i>Lead Officer – Assistant Director – Business Services</i></p>	Caring Matters	Consolidation and Extension	<p>To develop an action plan to achieve level 2 and a further action plan for achieving level 3</p> <p>Implement action plans.</p>	March 2006	Achievement of level 2

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Race Equality Scheme: To complete service reviews set out in year 3 of the scheme by 31 st May 05 <i>Lead Officer – Head of Race Equality and Communications Service</i>	Caring Matters	Consolidation	Complete all work relating to Race Impact Assessments for year 3	May 2005	Completion of Year 3 assessments.
Race Equality Scheme: Complete a review of the scheme and publish a revised scheme <i>Lead Officer – Head of Race Equality and Communications Service</i>	Caring Matters	Extension	Meeting with all D.M.G.'s beginning of April. Scheme drafted by early May 05, scheme endorsed by D.M.T. mid May 05	31 st May 2005	Appropriate services improved through completion of impact assessments and implementation of resulting action plans
Race Equality Scheme: Implement R.E.S. Action Plan for 2005/06 <i>Lead Officer – Head of Race Equality and Communications Service</i>	Caring Matters	Extension	As per Action Plan	March 2006	

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<p>BVPI 2B: To achieve an improved score against the best value corporate health performance indicator on equality BVPI2B “The duty to promote race equality” <i>Lead Officer – Head of Human Resources/Head of info.and Support services</i></p>	Caring Matters	Consolidation	Social services will be supporting the corporate target with a view to increasing the overall score	March 2006	Overall score improved
<p>Disability Issues: To implement the actions contained within the Council’s Disability Access Strategy <i>Lead Officer – Head of Physical Disability Services</i></p>	Local People Matter	Consolidation	Implement additional identified actions resulting from the DDA audit	March 2006	Improved accessibility to SS buildings for disabled staff and service users
DIRECTORATE PRIORITIES					
<p>Culturally Sensitive Service Provision: To provide culturally sensitive services <i>Lead Officer – Head of Care Management North 16+ and E.D.T. and Head of Childrens’ Resources</i></p>	Caring Matters	Extension	<p>Ensure that community worker development meets the needs of Children and Families</p> <p>Progress the initiative to recruit carers/adopters from the BME communities by BME staff</p>	<p>March 2006</p> <p>March 2006</p>	<p>Community workers delivering services on behalf of Children and Families and Adults</p> <p>Appropriate carers/adopters recruited</p>

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			Develop the recruitment of family carers from BME groups for children with disabilities	March 2006	Appropriate family carers recruited
Culturally Sensitive Service Provision: To improve the availability of culturally appropriate care at home services for people, with the full range of communities represented within the borough <i>Lead Officer – Head of Community Care Services – Older People</i>	Caring Matters	New	Commissioning teams to undertake work re: provision of services to groups traditionally not served well in the community . Put out competitive tender and secure the appropriate provision of Halal and vegetarian meals	March 2006	Increased availability of care at home providers who can deliver culturally sensitive services
Culturally Sensitive Service Provision: To commission culturally sensitive services delivered by BME providers <i>Lead Officer – Head of Service, Commissioning and Review</i>	Caring Matters	New	Audit and examine current + planned commissioning arrangements in Children and Families with a view to increasing BME provider involvement in service delivery	March 2006	Increased numbers of contracts awarded to BME providers

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<p>Translation and Interpretation: To Develop the business of the service taking full account of the council's Access to Services initiative <i>Lead Officer – Head of Race Equality and Communication Services</i></p>	Local People Matter	Extension	<p>Review of translation and interpreting services completed</p> <p>Development Plan agreed with D.M.T.</p> <p>Development Plan implemented with agreed timescales</p>	<p>March 06</p> <p>March 06</p> <p>March 06</p>	Improved access to services by BME users
<p>Partnership Working: To progress the foyer initiative <i>Lead Officer – Head of Service, Commissioning and Review and Head of Care Management North 16+ and E.D.T.</i></p>	Regeneration Matters	New	<p>Work with partners to draft a plan for development of foyer provision.</p> <p>Development plan agreed by relevant agencies</p>	March 2006	Improved opportunities for employment, education and training for care leavers
<p>Partnership Working: To establish a Reviewing Officer post for disabled children. <i>Lead Officer – Head of Service, Commissioning and Review</i></p>	Caring Matters	New	<p>Exploration with partners re:establishing a post</p> <p>Secure decision re:establishment of post</p> <p>Recruit to post</p>	March 2006	Improved reviewing arrangements for disabled children

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Consultation: To Maintain dialogue with Community Reps. Panel <i>Lead Officer – Assistant Director – Business Services</i>	Local People Matter	Consolidation	Meet 2 times per year	March 2006	Better involvement of communities from BME for service development
Consultation: To maintain consultation with BME communities <i>Lead Officer – Head of Race Equality and Communication Services</i>	Local People Matter	Consolidation	Meet with community leaders 2 times per year	March 2006	Better involvement of communities from BME for service development
Consultation: To ensure on-going dialogue with minority communities about all aspects of services to Children and Families <i>Lead Officer – Head of Service, Commissioning and Review</i>	Caring Matters	Consolidation	Agree strategy and action plan to ensure on-going dialogue	March 2006	Improved user and carer involvement and improved service development
Consultation: To consult with users and carers on issues affecting disabled people <i>Lead Officer – Head of Physical Disability Services</i>	Caring Matters	Consolidation	Continue to refer to Action for Disabled people and Carers group on disability matters	March 2006	Better involvement of disabled users and their carers in service development

SERVICE DELIVERY ISSUES

Objective (and lead officer)	Council Plan Priority	Status	Detailed action/target	Target Date/ milestones	Planned outcome/performance indicator
<p>Training: To enhance services for looked after children from BME groups and disabled children through provision of training and information <i>Lead officer –Head of Human Resources/Head of Service – Children with Disabilities</i></p>	Caring Matters	New	<p>Commission training for staff and carers who work with L.A.C. from B.M.E. groups</p> <p>Develop training and information for BME carers of disabled children</p>	<p>March 2006</p> <p>March 2006</p>	<p>Staff and carers better able to meet the needs of L.A.C. from BME. groups</p> <p>BME carers better able to support disabled children</p>
<p>Carers: To increase the number of carers receiving an assessment and carer specific services and address the issues from the “We Care Too” report and recommendations <i>Lead Officer – Head of Commissioning</i></p>	Caring Matters	New with consolidation work on “We Care Too” recommendations	Implement recommendations	March 2006	Increased number of carers receiving an assessment and services by March 2006

Objective (and lead Officer)	Council Plan Priority	Status	Detailed action/target	Target Date/ milestones	Planned outcome/performance indicator
<p>Carers: To ensure BME communities are aware of their responsibilities regarding private fostering <i>Lead Officer – Head of Childrens’ Resources</i></p>	Caring Matters	New	Engage in programme of activity to secure greater understanding	March 2006	Increased awareness within BME communities of legal requirements relating to private fostering arrangements
<p>Housing with care: To support the provision of Extra Care Sheltered Housing <i>Lead Officer – Head of Older People’s Services/Head of Commissioning</i></p>	Safety Matters	New with consolidation work on “we Care Too” recommendations	To secure and sustain the full commissioning of the Charlton Street development, work with other agencies in developing new extra care schemes	March 2006	Charlton Street development occupied and serving BME communities Further schemes being developed for other diverse groups
<p>Local Public Service Agreement: To achieve targets identified in Local Public Service Agreement <i>Lead Officer – Assistant Director, Older People and Physical Disabilities</i></p>	Caring Matters	Consolidation (3 year target)	To increase number of Direct Payments overall To reduce delay for a stair lift in private property To increase number of items of equipment collected and recycled	March 2006	100 people with disabilities receiving a direct payment by December 2006. Reduce delay for stair lift from 36 months to 6 months by December 2006. Increase number of items collected from 12,600 to 13,500 by December 2006

Objective (and lead officer)	Council Plan Priority	Status	Detailed action/target	Target Date/ milestones	Planned outcome/performance indicator
<p>Direct Payments: To increase the take up of Direct Payments among BME service users <i>Lead Officer – Head of Service, Older People and Physical Disabilities</i></p>	Caring Matters	Consolidation (3 year target)	Recruitment of development worker to promote Direct Payments, funding from DOH Direct Payments Development Fund to our support agency Penderels Trust	March 2006	Increased number of BME service users receiving a direct payment
<p>Improvement of Mental Health Service for the BME Communities: To monitor and extend ethnic composition of staff in mainstream services i.e. PCT and SSD to ensure that workforce is representative and culturally competent <i>Lead Officer – Service Manager, Older People</i></p>	Caring Matters	Consolidation	<p>Develop an effective forum for the implementation of the review recommendations</p> <p>To secure collection and monitoring of accurate and complete data on BME take up of services to inform services planning</p> <p>To use above stated data to inform service planning. Map existing services to identify gaps/duplication and to promote community engagement</p>	<p>March 2006</p> <p>March 2006</p> <p>March 2006</p> <p>March 2006</p>	<p>Forum in place and dates set for future meetings</p> <p>Increased take up of services</p> <p>Better service outcomes for users</p> <p>Gaps identified and action plan in place to address these and promote community engagement</p>

Objective (and lead officer)	Council Plan Priority	Status	Detailed action/target	Target Date/ milestones	Planned Outcome/performance indicator
<p>Domestic Violence: To work with Dudley's Women's Refuges to implement new information systems <i>Lead Officer – Head of Care Management North and E.D.T.</i></p>	Safety Matters	New	Produce implementation plan for new information systems Introduce new information systems	March 2006 March 2006	Improved data and service responses
<p>Domestic Violence: To work with Dudley Women's refuges to undertake a DDA audit of their facilities <i>Lead Officer – Head of Care Management North and E.D.T.</i></p>	Safety Matters	New	Audit completed Action plan in place	March 2006	Improved access for disabled people
<p>Domestic Violence: To review domestic violence children in need data <i>Lead Officer – Head of Care Management North and E.D.T.</i></p>	Safety Matters	Consolidation	Analyse impact on SSD core business Produce Development Plan Implement Plan	March 2006	Improved services to children and families experiencing domestic violence

Objective (and lead officer)	Council Plan Priority	Status	Detailed action/target	Target Date/ milestones	Planned outcome/performance indicator
<p>Enhancement of Learning Disability Service: To improve access of LD services to BME communities. <i>Lead Officer – Head of Learning Disability Services</i></p>	Caring Matters	New	<p>Recruit and develop the role of Development Workers in partnership with a range of agencies to further implement the valuing people 'Learning Disability and Ethnicity Framework'</p> <p>Self Advocacy training and production of video by Apna Group members, and access leisure</p>	<p>March 2006</p> <p>March 2006</p>	<p>Respond appropriately to the needs of BME users/carers, prepare a report on transition processes for young Muslims with learning disabilities.</p> <p>Increase the self advocacy skills of Apna members and ability to promote their needs, and regularly access mainstream leisure activities.</p>
<p>Enhancement of Learning Disability Service: To secure greater presence of BME issues on the agenda of Learning Disability Partnership Board in particular addressing unmet need <i>Lead Officer – Head of Learning Disability Services</i></p>	Caring Matters	New	<p>Set up sub-group of Partnership Board to consider needs of BME Learning Disability users and carers</p> <p>Sub-group to produce report with recommendations for partnership board</p>	March 2006	<p>Sub-group in place</p> <p>Report with recommendations prepared for Partnership Board</p>

Objective (and lead officer)	Council Plan Priority	Status	Detailed action/target	Target date/ milestones	Planned Outcome/performance indicator
<p>Enhancement of Learning Disability Service: To further develop leadership skills in Learning Disabilities and BME issues and services (Leadership Support Programme) <i>Lead Officer – Head of Learning Disability Services</i></p>	Caring Matters	Consolidation	<p>Programme and training in place Appropriate staff undertake training</p>	March 2006	<p>Partnership Sub Group will be informed on good practice All appropriate staff trained</p>
<p>Enhancement of Learning Disability Service: To prioritise service of Apna Group, Ehsas Carers and Dudley Advocacy's BME project <i>Lead Officer – Head of Learning Disability Services</i></p>	Caring Matters	Consolidation	<p>Promotional events, conferences to be held at places of worship and community centres</p>	March 2006	Increased uptake of Service
<p>Enhancement of Learning Disability Service: To maximise resources for BME Learning Disabled people and Carers <i>Lead Officer – Head of Learning Disability Services</i></p>	Caring Matters	New	<p>Maintain bidding opportunities as they arise</p>	March 2006	<p>Increased resources to improve service development</p>

EMPLOYMENT ISSUES

Objective (and lead officer)	Council Plan Priority	Status	Detailed action/target	Target Date/ milestones	Planned outcome/performance indicator
<p>Workforce: To ensure that the training provided supports the objectives of the Equality and Diversity plan <i>Lead Officer – Head of Human Resources</i></p>	Learning Matters	Consolidation	<p>Establish a training sub group committee to ensure objectives are met by commissioning appropriate training. Also to monitor and evaluate training provided</p> <p>Equality and Diversity and Cultural Awareness training provided. Publish schedule of planned programmes. Implement the new revised cultural awareness training and information resource</p>	<p>April 2005</p> <p>March 2006</p>	<p>Training plan meets the needs of the whole Directorate</p> <p>Training delivered in line with plan, with all identified staff having attended.</p> <p>Workforce that operates in a culturally sensitive manner.</p>
<p>Workforce: To enhance skill mix and further promote multi-skilling and cultural awareness <i>Lead officer – Head of Human Resources</i></p>	Learning Matters	New	<p>To identify skills gaps Complete analysis of overall workforce in relation to providing care services to BME communities</p> <p>As a result of above analysis, appropriate training Programmes to be arranged to address needs</p>	<p>September 2005</p> <p>March 2006</p>	BME communities receive culturally sensitive care services

Objective (and lead officer)	Council Plan Priority	Status	Detailed action/target	Target Date/ milestones	Planned outcome/performance indicator
<p>Workforce: To improve the recruitment of male workers within social care <i>Lead officer – Head of Human Resources</i></p>	Caring Matters	New	Identify the benefits to services of male workers to inform process	March 2006	Workforce profile more closely matches profile of the community and meets need
<p>Workforce: To improve the recruitment of disabled staff <i>Lead officer – Head of Human Resources</i></p>	Caring Matters	New	Identify the benefits to services of disabled workers to inform process	March 2006	Workforce profile more closely matches profile of the community and meets need
<p>Workforce: To undertake 'Race Equality through Leadership' audit <i>Lead officer – Head of Human Resources</i></p>	Caring Matters	New	Implement an action plan to address gaps and areas for improvement including the commissioning of training for managers	March 2006	Improved knowledge, understanding and practice amongst managers which will 'Accelerate progress to achieve equality of access and beneficial outcomes for all people in their communities'