
Adult, Community and Housing Services Scrutiny Committee – 7th July 2014

Report of the Director of Adult, Community and Housing Services

Equality & Diversity Annual Report for the Directorate of Adult, Community and Housing Services 2013/14

1.0 PURPOSE OF REPORT

- 1.1 To inform members of the Adult, Community and Housing Services Scrutiny Committee, of the achievements and progress made against the Directorate of Adult, Community and Housing Services Equality and Diversity Action Plan for 2013/14.

2.0 BACKGROUND

- 2.1 Each year the Directorate, along with other directorates within the Authority, prepares an Equality Action Plan. The Action Plan for the current year (2014/15) is incorporated into the Directorate's service plan for 2014/15.
- 2.2 In line with guidance to all Council Directorates, the annual review of last year's Action Plan (2013/14) 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. The equalities annual report is an important part of that agenda and ensures the Directorate reports on the work it has done to deliver appropriate services for communities in the borough, to ensure employees are treated fairly and in meeting the requirements of equalities legislation.

3.0 FINANCE

- 3.1 Any costs associated with the annual report will be met from within existing resources.

4.0 LAW

- 4.1 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.

- 4.2 The Equality Act 2010, replaced previous disparate anti-discrimination laws with a single act. The first duties of the Act came into force on 1st October 2010. The general Public Sector Equality Duty (PSED) 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. The duty covers the protected characteristics of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 4.3 The specific duties regulations under the Act required public authorities to publish equality information by 31st January 2012 and equality objectives by 5th April 2012 to be reviewed annually.

5.0 EQUALITY AND HUMAN RIGHTS IMPACT

- 5.1 The implementation of equality action plans, presented to the Scrutiny 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 Scrutiny Committee considers and comments on the Equality and Diversity Annual Report for the Directorate of Adult, Community and Housing Services for 2013/14.



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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 EQUALITY AND DIVERSITY 2013/14

1.0 INTRODUCTION

- 1.1 This annual report is produced in accordance with the Council's equality policy and sets out progress with implementing the Directorate's equality action plan for 2013/14. The Directorate's action plan for 2014/15 was published as part of the Directorate's Service Plan for 2014/15.
- 1.2 This annual report covers the period from April 2013 to March 2014 and contains:
- key facts about the directorate, including a workforce profile
 - issues from equality impact assessments
 - achievements against the directorate's equality and diversity action plan for 2013/14 set out at the Appendix.

2.0 KEY FACTS

- 2.1 Each directorate produces a strategic plan which set out its priorities, objectives and targets for the year and provides the directorate context for its equality and diversity action planning. The strategic plan for 2013/14 set out the Directorate's ambition, which 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
- 2.2 The Directorate currently comprises the following divisions:
- Adult social care
 - Housing Services
 - Libraries, Archives and Adult Learning
 - Housing Strategy and Private Sector Housing
 - Quality and Commissioning
- 2.3 The Directorate employed **2412** staff (as at 31 March 2014) which has reduced from 2428 as at 31 March 2013. Its workforce profile is set out in Table 1 below showing a breakdown by grade. This can be compared with the council's profile

as a whole which is set out in Table 2. The equivalent figures for 31 March 2013 and 31 March 2012 are set out in italics in the two tables.

Table 1. DACHS workforce profile 31 March 2014 (compared with previous two years)

DACHS		Female (%)	Male (%)	BME² (%)	Disabled (%)
Grade 9 (scale point 34 before 1/4/12) and above (higher grades)	31/03/14	47%	53%	10.9%	5%
	<i>31/03/13</i>	<i>47%</i>	<i>53%</i>	<i>11.2%</i>	<i>4.3%</i>
	<i>31/03/12</i>	<i>56.4%</i>	<i>43.6%</i>	<i>9.7%</i>	<i>5.7%</i>
Below Grade 9 (scale point 34 before 1/4/12) (lower grades)	31/03/14	73%	27%	8.4%	3.6%
	<i>31/03/13</i>	<i>73%</i>	<i>27%</i>	<i>7.6%</i>	<i>3.5%</i>
	<i>31/03/12</i>	<i>71.8%</i>	<i>28.2%</i>	<i>8.2%</i>	<i>3.4%</i>
Total	31/03/14	67%	33%	8.9%	3.9%
	<i>31/03/13</i>	<i>68%</i>	<i>32%</i>	<i>8.3%</i>	<i>3.7%</i>
	<i>31/03/12</i>	<i>64.7%</i>	<i>35.3%</i>	<i>8.0%</i>	<i>3.3%</i>

Table 2. Dudley MBC workforce profile 31 March 2014 (compared with previous two years)

Dudley MBC		Female (%)	Male (%)	BME² (%)	Disabled (%)
Grade 9 (scale point 34 before 1/04/12) and above (higher grades)¹ (excluding schools)	31/03/14	54.0	46.0	10.7	4.3
	<i>31/03/13</i>	<i>53.0</i>	<i>47.0</i>	<i>10.5</i>	<i>4.1</i>
	<i>31/03/12</i>	<i>50.1</i>	<i>49.9</i>	<i>10.4</i>	<i>4.6</i>
Below grade 9 (scale point 34 before 1/04/12) 34 (lower grades) (excluding schools)³	31/03/14	69.0	31.0	8.2	3.0
	<i>31/03/13</i>	<i>68.0</i>	<i>32.0</i>	<i>7.8</i>	<i>3.0</i>
	<i>31/03/12</i>	<i>68.2</i>	<i>31.7</i>	<i>7.6</i>	<i>3.0</i>
Total (excluding schools)	31/03/14	66.0	34.0	8.7	3.2
	<i>31/03/13</i>	<i>65.0</i>	<i>35.0</i>	<i>8.4</i>	<i>3.2</i>
	<i>31/03/12</i>	<i>64.7</i>	<i>35.3</i>	<i>8.1</i>	<i>3.3</i>
Total (including schools)	31/03/14	75.0	25.0	6.6	1.9
	<i>31/03/13</i>	<i>75.0</i>	<i>25.0</i>	<i>6.4</i>	<i>1.8</i>

	31/03/12	75.3	24.7	6.2	1.9
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Notes to tables 1 and 2:

¹Bottom point of grade 9 on 31 March 2014 equates to a salary of £28,900 approx.

²BME figures exclude those employees for whom no ethnic origin data is held; BME figures include all those from ethnic groups other than white groups

³Grade breakdown excludes schools due to the different grading structure for teachers
Figures exclude relief support assistants (temporary in-house agency staff)

- 2.4 The Directorate recruited **101** new employees in 2013/14 of which **57%** were female, **0%** were disabled and **14%** were from a BME background. **160** employees left the Directorate in 2013/14, of which **66%** were female and **8.7%** were from a BME background.

Key facts for Adult Social Care

- 2.5 The number of people supported by adult social care has increased by 6.1% from 14,965 in 2012-13 to 15,872 in 2013/14. These services include home care, day care, extra care housing and community reablement.

- **6.6%** of people that contact Adult Social Care are from BME groups.
- **5.3%** of new referrals related to Adults from BME groups.
- **4.3%** of completed assessments related to Adults from BME groups.
- **4.7%** of clients that receive new services are from BME groups.

In addition:

- **5.4%** of open referrals related to Adults from BME groups.
- **4.3%** of open services related to Adults from BME groups.
- **69%** clients had a Physical Disability
- **13%** clients had a Mental Health need
- **15%** clients had a Learning Disability
- **3%** clients had another need

Of those clients receiving a community based service 4535, i.e. helped to live at home (excludes residential and nursing)

- **74%** clients had a Physical Disability
- **9%** clients had a Mental Health need
- **15%** clients had a Learning Disability
- **2%** clients had another need

There were 1319 clients supported in residential and nursing care as at 31/03/2014, of these;

- **73%** clients had a Physical Disability
- **10%** clients had a Mental Health need
- **17%** clients had a Learning Disability

2.6 Active and supportive communities:

- 4,133 people including 1252 carers received social care through a direct payment or personal budgets
- 56 adults with a learning disability are in paid employment with the support of Dudley Council Job-Coaches
- 346 adult safeguarding investigations have been completed
- 595 or (74.8%) adults with a learning disability were living in their own home or with their family.
- 1,272 new people were supported with Telecare interventions during 2013/14
- 512 people started receiving a direct payment during 2013/14
- We supported 427 carers with direct payments
- 595 or (74.8%) adults with a learning disability were living in their own home or with their family.
- 3,316 The Living Well Feeling Safe Partnership visited 3,316 households to support people to live independently 13,420 We have issued 13,420 pieces of equipment to 4,553 clients ranging from walking frames to powered bath lifts
- We supported 427 carers with direct payments in 2013/14

2.7 Listening and Engagement

Our Adult Social Care Local Account was identified by the Local Government Association and the Association of Directors of Adult Social Services as being one of the best and evidenced strong engagement with local people.

The Dudley Community Information Directory has almost 3,000 organisations and groups registered and the directory was used 201,045 times during 2013/14 by people looking for information.

The Directorate works with over 60 providers and supports over 40 voluntary sector organisations through Service Level Agreements to support people in communities. Additionally around 90 small grants were given to a range of community organisations 80 new and existing providers have been supported by our Micro Services Co-ordinator.

As in previous years the majority of people who used the complaint process are British/White. The Quality & Complaints Team continue to visits across community groups to develop and circulate new publicity material, and to raise awareness of the complaint process. The Quality & Complaints Team will continue to try to raise awareness and improve accessibility to the complaint process for all Adults in receipt of a service in 2014/15.

The Asset Transfer programme continues to provide opportunities across a range of community groups to take control of assets that will benefit localities;

supporting the Localism agenda. Successful projects include Huntingtree Sons of Rest, Stafford Street Day Centre and Lye & Wollescote Chapel.

2.8 We have also received recognition through:

- Praise for Dementia Gateways and Making it Real, of visit in June of John Rouse, Director General for Adult Social Care and the Department of Health.
- Dudley being cited as an example of best practice with 'Making it Real' by Norman Lamb Minister of State for Care and Support.
- Dudley Micro Provider services were short listed in the innovation category for the Municipal Journal awards. We achieved a top four finish out of 50 applications and our work was highly commended.
- Queens Cross Centre were winners in the Great British Care Awards personalisation category.
- Dudley Community Information Directory was cited as best practice in a Think Local Act Personal case study.
- Dementia Gateways won runners up spot at National Care Awards in the personalisation category. They were also highly commended and shortlisted for the NHS Innovation Challenge Prize.

Key facts for Libraries, Archives and Adult Learning

- 2.9 There were 1,103,700 visits to **Dudley Libraries** for 2013-14 and 46,677 people borrowed at least one item from Dudley libraries during 2013-14. These "active borrowers" are formed of 36% aged 0-18 years, 27% 19-50 years, 14% 51-64 years and 21% are aged 65 or over. 1102 of these receive visits from the Home Library Service. Libraries and Library Links are open for a total of 881.5 hours per week across the Borough including evenings and Saturdays in all libraries and Sundays five libraries. 26,289 people used a library computer at least once during 2013-14 and over 68,000 adults and children attended 4,997 events during 2013-14
- 2.10 Over 87,000 new items added to stock during 2013-14. Books are available in a range of community languages including Punjabi, Hindi and Gujarati. Online resources such as Ancestry, Britannica, Theory Tests, Citizenship Tests and magazine downloads and were accessed over half a million times. As at 31/03/14, there were 52 reading groups supported within Dudley libraries, including a new telephone group for Home Library Service users.
- 2.11 Software is available at all libraries to help people with visual impairments. Wi-Fi is available at all 13 branch libraries. A range of alternative hardware for people who find it hard or painful to use their arms, hands or wrists when using a PC is available. Classes teaching people how to use the computers are available in some libraries, potentially leading to a nationally recognised qualification in ICT (CLAIT). Informal help in using ICT is available in all libraries.
- 2.12 Dudley Libraries are delivering in partnership the home library service to residents of Dudley and Wolverhampton and serve in excess of 1300 people

who would otherwise not be able to access services, each month, in their own homes. The Blue Badge team are now in partnership with Dudley Libraries and moved into Dudley Library to provide an accessible front of house service to the public on the Ground Floor of the Library.

- 2.13 Effective partnership with schools, the voluntary sector health, care and housing services enabled the **Adult and Community Learning Team** to work with over 4000 adults in informal learning and to enrol over 6200 learners on courses. Targeted work with priority groups supported 30% of learners from the most deprived areas of the borough, 18% from minority ethnic groups. 27% of adult learners were unemployed and 22% were older learners aged 60 plus. Learners achieved high standards in their studies, 95% of learners achieved all learning outcomes and 97% learners achieved qualifications. 98% of adult, family learners said that they had gained confidence to support their children's learning. 85% of learners said their health and well being had improved and 198 learners on employability programmes gained sustained employment.
- 2.14 The 2013-14 landscape for **The Archives and Local History Centre** has been dominated by The Big Move to their new eco friendly, energy efficient building with state of the art facilities. Footfall of visitors to the new building in just Jan-Mar 2014 was over 4,200. Wi-Fi provision is also available at the Archives building. Our collections are made up of over two miles worth of original Archives, all relating to the history and heritage of the borough. These include business records, maps, council minutes and school records, more than 15,000 books and pamphlets as well as around 33,000 photographs.

Key facts for Strategy and Private Sector Housing

- 2.15 We have continued to work with our housing association partners to increase the range of specialist housing that we have for people with learning disabilities. This has resulted in the provision of 4 purpose built bungalows in partnership with Black Country Housing Group.
- 2.16 Building has commenced on site for the new 58 unit supported housing scheme at Gibbs Road in Lye in partnership with Midland Heart. This will help to meet the needs of a range of vulnerable people who have experienced homelessness by providing high quality accommodation with on-site training and education opportunities. The new scheme will open in 2015.
- 2.17 Our commitment to the provision of Extra Care housing for people aged over 55 continues as work to build a new 120 unit scheme is well under way at Cradley. This scheme is being built in partnership with Midland Heart and offers a real alternative to residential care.
- 2.18 We have also worked with Churches Housing Association of Dudley and District who have updated their foyer-style supported accommodation for young single people.
- 2.19 Our bid to the Care and Support Specialised Housing Fund – made last year – to build 14 apartments was successful. These will form part of our on-going commitment to providing a range of accommodation to enable people with

learning disabilities to live independently within their own communities as an alternative to residential care.

- 2.20 We have also bid to the HCA's Affordable Homes Programme 2015-18 for the conversion of Arcal Lodge – a former residential care home - into 14 new affordable homes. This scheme will help to meet the need for particular accommodation suitable for people with disabilities and older people.
- 2.21 The annual BME engagement event was held last November at Dudley College. It was attended by 180 people. The event launched the community consultation process on the budget. There were further presentations on welfare reforms and social enterprise.
- 2.22 The review of the race equality and communication services was completed during the year. This recommended a greater focus on community development work to strengthen community resilience and resources and the provision of the Borough's interpretation and translation service through a contracted service. This includes both oral languages as well as the communication needs of residents with sensory impairments, e.g. hearing and/or sight impairment.

Private sector Housing grants and loans

- 2.23 The Directorate continues to facilitate and deliver financial assistance to owners and tenants of privately owned properties in the borough. This is provided in the form of equity share loans, repayment loans, charitable funding and grants to:
- adapt properties to facilitate independent access into and around homes (Disabled Facilities Grants), and
 - repair and improve homes to prevent serious injury to vulnerable occupants living in non decent homes (Housing Assistance Schemes), and
 - ensure that empty properties are brought back into use

The number of schemes completed during 2013/14 is detailed below together with a breakdown of the applicant's ethnicity. It should be noted that these figures are very much in line with last year.

Number of completed cases where financial assistance provided 2013/14								
Disabled Facilities Grants			Housing Assistance			Empty properties		
Ethnic group	Complete	%	Ethnic group	Complete	%	Ethnic group	Complete	%
BME	33	12	BME	81	15	BME	2	50
Non BME	240	88	Non BME	473	85	Non BME	2	50
Total	273	100	Total	554	100	Total	4	100

In addition to this landlords and tenants in the private sector are engaged proactively and through reactive complaint work to improve management standards and the quality of rented accommodation throughout the borough. This is carried out through:

- Landlord forums
- Housing Advice and tenancy support
- enforcement

We also provide an Energy Advice Service which includes our winter warmth initiative. In 2013/14 this service provided advice to 820 people of which 127 (15%) were from a BME background.

Key facts for Housing Services

2.24 Housing Services has produced statistics for overall satisfaction with the repairs service by age, gender, disability and ethnicity for 2013/14.

A total of 1174 postal surveys were sent out in 2013/14 for programmed works, 364 surveys were returned representing a 31% return rate. In 2012/13 out of 956 postal surveys sent out 353 surveys were returned representing a 37% return rate. An excellent return rate for a postal survey which has remained traditionally high and consistent over the last 6 years, reflecting the active engagement the service has with tenants. A 25% return rate is defined as a good return rate in terms of analysis of statistical data.

2.25 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 339 responses to this question 98% (331) were satisfied with the services provided which represents an increase in satisfaction from the previous year. In 2012/13 there were 328 responses to this question 95% (311) were satisfied with the services provided.

2.26 For BME there were 8 responses which represents 2.4% of the survey and 100% of BME were satisfied. The previous year there were 14 responses for the BME group which represents 4.6% and 100% were satisfied. There were less respondents but satisfaction remained at 100%.

2.27 For the age category 304 people answered the question and 288 were satisfied this represents 95% and increase of 1 % from the previous year. In 2012/13 288 people answered the question and 272 were satisfied this represents 94%.

The lowest level of satisfaction was amongst the 16- 24 age group with 70% satisfaction this represents 7 people (2%) and the highest level of satisfaction was amongst the 55- 59 and 65-74 age group with 100% this represents 87 people (30%). The lowest level of satisfaction in 12/13 was the 25-34 age group and the highest level of satisfaction in 12/13 was the 35-44 age group. Over the years the younger age group has been shown to be more likely to complain if they are not satisfied than the older age groups.

2.28 In terms of gender 127 out of the total 134 males responses were satisfied this represents 95% satisfaction. In 2012/13 143 out of the total 149 male responses were satisfied this represents 96%.For females 197 out of 208 responses were satisfied this represents 95%.In 2012/13 for females 167 out of 177 responses were satisfied this represents 94%.This is consistent with previous years and survey responses from females have been higher than responses from males.

2.29 In terms of disability there were 290 responses 62% of people were not disabled, 36% were disabled and 94%(274) were satisfied. For those with a disability 109 (95%) were satisfied.
In 2012/13 there were 261 responses 61% of people were not disabled 39% were disabled and 95% were satisfied with the service. .

The figures for 2013/14 are comparable to the results of the previous years. Housing Services will continue to capture customer satisfaction data to inform service development.

2.30 During 2013/14, there were 494 housing association lettings, of which 282 (57%) were to council nominations, the same percentage as in the previous year. There were 486 lettings excluding Extra Care, of which 19.8% were to BME households (compared to 17.6% in the previous year) and 8.1% were to households with a disability (compared to 6.3% in the previous year). 64.0% of lettings were to households headed by a female and 36.0% male. Older people benefited from moving to 8 Extra Care apartments, and 68 vacancies in traditional sheltered schemes.

2.31 Our Housing Support (Tenancy Sustainment) service supports around 140 vulnerable households, who would otherwise be at risk of tenancy failure. In addition to providing ongoing services to vulnerable people, the team has also been providing advice and guidance this year to tenants referred by Income Teams and Housing Managers, or dropping in to our seven local surgeries. In 2013/14, there were a total of 464 referrals and drop in visits, receiving help with a wide variety of issues including budgeting advice, impending evictions, energy efficiency, sourcing furniture, issuing food bank vouchers, TV licence queries, form filling, rehousing requests, domestic abuse, employment and bereavement, amongst many others.

2.32 The Housing Occupational Therapy Service continues to assist customers with disabilities whose homes cannot be adapted to meet their needs, or for whom moving to a property that has previously been adapted offers a better housing option. This also ensures that we make full use of adapted homes as they become available, and in 2013/14 by helping people to move to homes that were already adapted, it saved £473,000 to spend on adaptations for others with disabilities . For customers with other vulnerabilities, the Application Team seeks to identify any support needs at an early stage, and offers personal case management to customers with urgent needs and those who need support with the application and bidding process. Various partnership working arrangements are in place to provide housing with floating support for a range of different needs, and to deliver advice surgeries for customers and training and briefings for partner organisations.

2.33 The Homelessness Service received 2400 referrals in 2013/14. Altogether 973 preventions of homelessness were recorded by the Council and its partner agencies – these are cases where a genuine threat of imminent homelessness was averted by our actions. The Mortgage Arrears Advice Service received 355 referrals, and was able to help 72% of those subject to possession proceedings and 66.66% of those who already had eviction notices. It also helped clients gain £355,860.91 they were entitled to in benefits. In September 2013, we joined together with Connexions, Supporting People Services including Black Country Housing and CHADD, and Children’s Services 14+ and Early Interventions Teams to create a Youth Hub service at Dudley Council Plus. This offers young people aged 16-25 support with housing, training, employment and social care needs, and 264 young people who initially presented with a housing problem have used this service between September 2013 and 31st March 2014.

2.34 Waiting/homeless list applications received during 2013/14

Ethnicity	No. of applications 2013/14	%
BME	156	13.07%
Non BME	1035	86.68%
Refused	3	0.25%
Total	1194	100.00%

2.35 Number of households housed by ethnicity

Ethnicity	No. of applications housed 2013/14	%	No. of applications housed 2012/13	%
BME	313	14.3%	268	13.3%
Non BME	1871	85.4%	1743	86.4%
Refused	6	0.3%	6	0.3%
Total	2190	100.00%	2017	100.00%

2.36 In terms of the data specified above there has been a small increase in the proportion of lettings to BME households, and it is just over 1% higher than the proportion of applications received during the year from BME households.

2.37 During 2013/14, we have improved our collection and analysis of data against the main equality strands, and can report the following baseline information

- Males submitted 39.61% of applications and received 38.58% of lettings
- Females submitted 60.39% of applications and received 61.42% of lettings
- People aged under 25 submitted 24.62% of applications and received 20.37% of lettings
- People aged over 60 submitted 11.81% of applications and received 12.37% of lettings
- (Where stated) people with disabilities submitted 14.82% of applications and received 10.14% of lettings
- Nationality data was collected from 89.53% of applicants and 99.1% of new tenants (84.42% and 93.52% respectively were British)

- Sexuality data was collected from 6.37% of applicants and 11.28% of new tenants
- Religion/belief was collected from 25.12% of applicants and 39.50% of new tenants

2.38 This improved data collection will contribute to more useful monitoring reports in future years.

3.0 EQUALITY IMPACT ASSESSMENTS

3.1 The Directorate's equality impact assessment process is now embedded in its budget setting processes with the relevant budget proposals during 2013/14, being required to undergo assessment and consultation with appropriate groups. Where an impact assessment has identified any adverse effect of policies or proposals, the relevant areas have been identified for further work.

Outcomes of assessments have also informed the Directorate's Equality Action Plan for 2014/15.

4.0 ACHIEVEMENTS AGAINST THE DIRECTORATE'S EQUALITY AND DIVERSITY ACTION PLAN 2013/14

4.1 Achievements against each of the targets set out in the Directorate's Equality and Diversity Action Plan for 2013/14 are set out in the Appendix to this report.

Directorate of Adult, Community and Housing Services
June 2014

Detailed action/target (and lead officer)	Target Date /milestones	Planned outcome/performance indicator	Year end progress update as at 31st March 2014
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.	Affordable target for the year exceeded by 20% across a range of housing types to meet a diverse housing need.
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.	Event organised. This year became the first presentation of the 3 year budget forecast.
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.	A range of community visits and surgeries have taken place.
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.	RECS review carried out and the outcomes are now being implemented.

Detailed action/target (and lead officer)	Target Date /milestones	Planned outcome/performance indicator	Year end progress update as at 31 st March 2014
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.	Completed.
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.	Completed.
To ensure staff complete the corporate e-learning programme on equality (MB/BC)	March 2014	Awareness of equality raised across the workforce	<p>As at 31st March 2014 993 DACHS staff undertook the equality & diversity on-line training equating to 40% of DACHS staff (2466)</p> <p>Total Council excluding Schools - 2651 employees completed the course which equates to 39% of the workforce (6863 employees).</p>

Detailed action/target (and lead officer)	Target Date /milestones	Planned outcome/performance indicator	Year end progress update as at 31 st March 2014
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	Statements will be ready for provider consultation in draft form November 2014. This document will set out the demand for ASC services in the Borough and will provide insights to providers on the types and quality of provision required by local people. It will provide information around the demographic make-up of current and future populations enabling organisations to meet diverse needs.

Detailed action/target (and lead officer)	Target Date /milestones	Planned outcome/performance indicator	Year end progress update as at 31 st March 2014
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.	<p>During 2013/14 we continued to develop the way in which we involve local people in shaping local services. We have engaged with people in ways we have never engaged people before and continue to explore new and diverse channels. The Engagement Bank continues to develop as part of work to secure greater opportunities for people to be involved in shaping and reviewing services.</p> <p>Budget engagement sessions allowed opportunity for people to attain a deeper understanding of how Social Care budgets are set; and feed-back for future setting rounds.</p> <p>Our local account reviewing social care performance 2012/13 received national acclaim for the way it engaged local people in its creation across a broad range of community groups.</p>

Detailed action/target (and lead officer)	Target Date /milestones	Planned outcome/performance indicator	Year end progress update as at 31 st March 2014
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	Dudley Adult Safeguarding Board is taking part in a national pilot study of the victims of Abuse in May 2014 involving partners from the Board.
Ensure that all citizens have access to universal community services and resources to encourage and develop their well being.(BC)	March 2014	ASCOF 3D Proportion of people who use services and carers who find it easy to obtain information about services.	74.1% people . This is an increase of.8%.
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 (BC)	March 2014	DLPM20 Timeliness of social care packages following assessment.	86% social care assessments were completed within the framework.
Carers are included in or consulted in discussions about the people they care for (BC)	March 2014	ASCOF 3C Proportion of people reporting that they are included in planning for the people they care for.	Figures for this year are not available – figures are based on a survey which takes place every two years. The figures for 2012/13 were 74.5% .

Detailed action/target (and lead officer)	Target Date /milestones	Planned outcome/performance indicator	Year end progress update as at 31 st March 2014
Launch "Autism Aware" e learning – mandatory for staff in Adult Social Care, and promote the course across the Borough via partners.(BC)	March 2014	Awareness of Autism raised across the workforce from the numbers trained.	E learning tool launched
People with social care needs will be supported to engage with the community and to access employment, education or training where appropriate.(BC)	March 2014	ASCOF 1E and !F Numbers of people with Learning Difficulties and Mental Health needs in paid employment.	7% people with LD known to ASC in paid employment . This is an increase of 0.2% 7.3% people with MH needs known to services are in paid employment. This is an increase of 3.9%
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	Information being gathered on those that are financially and digitally excluded. This will be used to inform the respective strategies.
Complete review of governance structures (DC)	May - June 2013	To achieve structures that are fit for purpose and tenant/customer led	A draft governance structure has been agreed by the Cabinet Member. The new governance arrangements will have a clear regard to our duties under the Equality Act 2010, and an initial assessment has been completed. A full assessment will be completed during the interim period (to 31st March 2015) and any impacts will be monitored throughout implementation.

Detailed action/target (and lead officer)	Target Date /milestones	Planned outcome/performance indicator	Year end progress update as at 31 st March 2014
Implement governance structures and monitor (DC)	June 2013 – March 2014	Monitor against objectives to be determined as part of the process	A proposed date of April 2014 has been agreed to establish a Tenant led Board. The Cabinet Member and Shadow Cabinet member will sit on the Board. Correspondence has gone out to all Members advising them of this change and that it will replace Area Housing Panels.
Review process for compliments/complaints to include tenant scrutiny (DC)	June 2013	Improve learning from complaints and reduce level of complaints	Time period to be extended as Tenant Scrutiny will form part of ongoing work on tenant governance.
Develop customer volunteering (DC)	April – March 2013	Development according to service needs	Volunteer Co-ordinator recruited & will start in post in February. We are also supporting a volunteering project through the Garden Pathways Scheme, where volunteers who have used mental health or other support services gain an accredited qualification in horticulture whilst assisting council tenants who cannot maintain their own gardens through age or vulnerability.

Detailed action/target (and lead officer)	Target Date /milestones	Planned outcome/performance indicator	Year end progress update as at 31 st March 2014
Measure the impact of the elements of welfare reform (DC)	April 2013 - March 2014	Consider policy changes, consider wider implications across service	Initial draft EIA carried out – action carried forward to 2014/15.
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	<p>Fuel Poverty Strategy and Action Plan completed to draft stage - awaiting Director / Cabinet Member comments.</p> <p>ECO Funding secured for 400 homes but at risk due to funding changes arising from Autumn Statement - awaiting British Gas confirmation. Planning guidelines for 2014 also have potential to increase costs and reduce scheme viability.</p> <p>Significant acceleration of replacement heating during 2013/14.</p> <p>Major growth in future replacement heating budgets proposed at Feb cabinet - (extra £11m over 5 years).</p>

Detailed action/target (and lead officer)	Target Date /milestones	Planned outcome/performance indicator	Year end progress update as at 31 st March 2014
Development of one ASB Team (DC).	April 2013 – July 2013	Improve access to the service, improve communication to customers, increase customer satisfaction.	Completed.
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	17% of learners are from a BME background 30% of learners are from the 20% most deprived areas in Dudley Borough.
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	1 new library member resulting from BoP in Q4 bringing annual total to 7. Libraries are working with partners such as CCG to promote this service. Despite low numbers of prescriptions received, the books in these collections are seeing frequent and regular issues to other library members. These books were issued on 2,462 occasions over 2013-14.

Detailed action/target (and lead officer)	Target Date /milestones	Planned outcome/performance indicator	Year end progress update as at 31 st March 2014
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	As at the year end, 1102 people receive visits from the Home Library Service. This increased in Q3 because Dudley now provide the Home Library Service to Wolverhampton residents. Of these 1102, 593 are in Dudley and 509 are in Wolverhampton.
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	In Quarter 4, 39 people enrolled onto the 6 Book Challenge.
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.	On hold pending wider DACHS and Council Restructure.

Detailed action/target (and lead officer)	Target Date /milestones	Planned outcome/performance indicator	Year end progress update as at 31 st March 2014
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.	In Q4, 1544 issues were made of books in community languages. This brings the total to 6415 for the year.
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.	The new Archives building opened to the public in January 2014. The number of signed in visitors to the Archives increased by 139% when comparing Q4 this year (1,263) to Q4 last year (529). However, of note is that there were 4,209 people who simply visited the Archives building during this period.
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.	Projects under way from initial cohorts. Eligibility for TORCH widened for new cohorts with the aim of increasing diversity. Development started jointly with Children's Services for leadership programme specifically for Social Workers.

Lead Officers for actions:

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

EIA Programme 2013/14 by Lead Division		
Division	EIA	Year end progress update as at 31st March 2014
Adult Social Care	Adult Care Strategy	Superseded by the Customer Journey EIA
	Learning Disability Strategy	Completed and updated in January 2014
	New Bradley Hall Consultation	Completed and published in 2013
	Direct payments support service	Initial EIA completed for the DP support service, updated EIA being produced in readiness for procurement of future framework in Oct 2015.
Housing Services	Welfare Reform	Carried forward to 2014/15
	Volunteering schemes	Carried forward to 2014/15
	Governance structure	Carried forward to 2014/15
	ASB – impact of one team	Carried forward to 2014/15
Libraries, Archives and Adult Learning	Remodelling of the division.	On hold pending wider council wide restructure
Strategic and Private Sector Housing	Review of RECS	Carried forward to 2014/15
	Homelessness Strategy update	Completed and published

	Green Deal / ECO options appraisal	Deferred until decision on approach determined
Quality and Commissioning	Impact of Making It Real /Transformation of ASC	This is superseded by the Customer Journey redesign of Adult Social Care. EIA on the Customer Journey will be submitted as part of the Budget Review Process 2014/15