
Select Committee on Health and Adult Social Care – 29 September 2010

Report of the Director of Adult, Community and Housing Services

Report on the Annual Review of the Directorate Equality & Diversity Action Plan 2009/10

1. **PURPOSE OF THE REPORT**

2. 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 2009/10.

3. **BACKGROUND**

4. 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 22 March 2010.

5. In line with revised guidance to Directorates issued in Jan 2004, the annual review of last year's (2009/10) 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.

6. The equality and diversity agenda has relevance both to the way the organisation conducts its business and to the service it provides.

7. **FINANCE**

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

9. **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.

10. **EQUALITY AND HUMAN RIGHTS IMPACT**

11. 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 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.

12. **RECOMMENDATION**

13. That the Select Committee considers and comments on the Directorate of Adult, Community and Housing Services Equality and Diversity Annual Report for 2009/10.

A handwritten signature in black ink that reads "Linda Sanders". The signature is written in a cursive style with a large, looping initial 'L'.

Linda Sanders
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 2009)

DIRECTORATE OF ADULT COMMUNITY AND HOUSING SERVICES
ANNUAL REPORT OF DIVERSITY AND EQUALITY ACTION PLAN 2009/10

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 3044 (as at 31/03/10) 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 **Black, Asian & Minority Ethnic (BAME)** groups*

Appendix 1 gives the detailed estimated position in 2007. This shows that the Black, Asian and Minority Ethnic population is now estimated at 8.7%

During 01/04/2009 – 31/03/2010

- **8.2%** of contacts to Adult Teams related to Adults from BAME groups.
- **5.4%** of new referrals related to Adults from BAME groups.
- **5%** of completed assessments related to Adults from BAME groups.
- **4.6%** of new services related to Adults from BAME groups.

As at the 31/03/2010

- **6%** of open referrals related to Adults from BAME groups.
- **5.6%** of open services related to Adults from BAME 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 **12,121** clients (aged 18+) receiving a service during 2009/2010, of these;

- **79%** clients had a Physical Disability
- **11%** clients had a Mental Health need
- **8%** clients had a Learning Disability
- **2%** clients had another need

Of those clients receiving a community based service **10,861**, i.e. helped to live at home (excludes residential and nursing)

- **81%** clients had a Physical Disability

- **9%** clients had a Mental Health need
- **8%** clients had a Learning Disability
- **2%** clients had another need

There were **1,428** clients supported in residential and nursing care as at 31/03/2010, of these;

- **59%** clients had a Physical Disability
- **25.5%** clients had a Mental Health need
- **15.5%** clients had a Learning Disability
- **0.3%** clients had other needs

The Dudley Walsall Mental Health Trust (DWMHT) is responsible for the delivery of all aspects of mental health services in Dudley and Walsall; these were previously managed directly by the respective Primary Care Trusts. DWMHT has developed a single equality scheme incorporating its race, gender and disability equality schemes, enabling the development of focussed action plans, which are regularly monitored. Control measures are in place to ensure that all the organisation's obligations under equality, diversity and human rights legislation are complied with.

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 2010 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 2009 and not April 2009.

Performance Indicators pertaining to Equality and Diversity

Indicator	Target	Progress to Mar 10
Percentage of individual new learners accessing the provision through all learning programmes	50%	64%
Reduce the number of unknown responses to the disability monitoring form	15%	12%
Reduce the number of unknown participants from BAME groups from 10% in 2008/9 to 5% in 2009/10	5%	1%
% Learners from BAME groups	14%	15%
% Learners from wards and neighbourhoods in top 20% most deprived	25%	28%
Learners over 60 years	850	1329
%Learners with disabilities	14%	21%

2.3 Strategy and Private Sector Housing

5 year Supporting People Strategy

The strategy covers a diverse range of client groups ranging from people who have experienced domestic abuse to people with a physical or sensory disability. As part of the needs analysis for each client group a range of 'equalities' issues have been identified. These include, for example, the need to increase the access/availability of homeless hostel accommodation for women and the need to better cater for men who have experienced domestic abuse.

Homelessness hostel provision

Plans to redevelop the hostel accommodation are at the pre-planning stage with some funding issues still to be resolved. In terms of designing the new building service users and staff have been included in the design stage and the proposals include accommodation that will better meet the needs of single women, people with mobility needs and more.

Housing Safeguarding Network

The Housing Safeguarding Network is now well established. Work of the group has resulted in 350 building services operatives attending bespoke safeguarding awareness sessions. In addition to this well over 100 other officers have also received similar training. In fact 10 partner contractors who carry our work on behalf of Dudley MBC have attended 'train the trainer' sessions in order to raise the profile of safeguarding awareness within their own organisations.

Lettings to Registered Social Landlord properties

We reported last year that a range of diversity data was now being collected in relation to nominations for RSL properties. The data indicates that in the first three quarters of the year there were 338 RSL lettings of which 205 were from nominations. 13% of lettings were to BAME households and 2.7% were to households with a disability. 61% of lettings were to households headed by a female and with 39% of lettings to male households.

Local Authority New Build Project

DACHS successfully bid to the Homes and Communities Agency for funds to build 80 new council homes – the first in the Borough for over 20 years. The five schemes spread across the Borough will provide a range of house types including 49 2, 3 & 4 bed houses for larger families, and 31 2 bed bungalows and apartments for persons with learning disabilities and physically disabilities.

North Priory Regeneration Scheme

Work is continuing on the North Priory regeneration scheme with the aim of creating a mixed and sustainable community through a mix of house types and tenure. A key element of this will be the development of a lettings plan which will determine how the properties are let. This will be subject to an Equality Impact Assessment before it is implemented.

Private Sector Housing

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 2009/10 is detailed below together with a breakdown of the applicant's ethnicity.

Number of grants and loans completed in 2009/10								
Disabled Facilities Grants			Housing Assistance			Private rented		
Ethnic group	Completed	%	Ethnic group	Completed	%	Ethnic group	Completed	%
BAME	31	9%	BAME	21	14%	BAME	20	42%
White	298	90%	White	126	85%	White	28	58%
Not known	3	1%	Not known	1	1%	Not known	0	0%
Total	332	100	Total	148	100	Total	48	100

2.4 Building Services

Customer Satisfaction results 2009/10 for the Repairs Service

Building Services have produced statistics for overall satisfaction with the repairs service by age, gender, disability and ethnicity for 2009/10. A total of 1849 postal surveys were sent out in 2009/10 for programmed works, 658 surveys were returned representing a 36% return rate. An excellent return rate for a postal survey which has remained traditionally high 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 593 responses to this question (544) 92% were satisfied with the service provided.

For BAME there were 23 (4%) responses out of the 593. From the 4% of BAME respondents 83% (19) were satisfied.

For the age category 588 people answered the question and 540 were satisfied this represents 92%. The lowest level of satisfaction was amongst the 16- 24 age group with 78% satisfaction 14 out of 18 replies and the highest level of satisfaction was amongst the 65- 74 age group with 97%(91 out of 94 replies) and 75+ age group with 97% (102 out of 105 replies).

In terms of gender 196 out of the total 210 males responses were satisfied this represents 93% satisfaction. For females 335 out of 370 responses were satisfied this represents 91%.

In terms of disability there were 540 responses 317 (59%) people were not disabled and 223 (41%) were disabled. From these 223 responses 93% (207) were satisfied.

The figures for 2009/10 are comparable to the results of the previous year.

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

EIA's were completed for the Tenants Choice and Decorations Vouchers schemes during the year and actions from the service improvement plans have been included in divisional/team plans for 2010/11.

2.5 Housing Management

As part of our Service Planning process work has been undertaken to address equality and diversity issues in a number of areas.

There has been continued development of the Housing Options Service, in particular accessing private rented accommodation for customers.

In addition a level one Equality Impact Assessment was carried out on the Choice Based Lettings scheme. The assessment identified a number of potential adverse impacts upon a number of groups. In order to get a clearer understanding of the issues concerned it was recognised that further exploration of action to be taken was required. To achieve this a level two Equality Impact Assessment was carried out and an action plan was devised to reduce and remove any adverse impacts.

Following consultation with our customers the Decoration Voucher Scheme has been altered to take in their views. It now provides them with what they want. Customer complaints were also taken into consideration in redesigning the scheme. This has led to an increase in compliments and a decrease in complaints about the scheme.

Our specialist income teams have changed working practices including working in the evenings. This has contributed to customers being more readily contactable outside of their usual 9-5 working time.

From April 2009 – March 2010 the Tenancy Sustainment Team had supported 196 households. For the same period the Mediation team had participated in 89 new cases.

Through joint working with the Learning Disability Team, three one bedroomed bungalows have been converted and adapted into two bedroomed accommodation enabling people in residential care to move into independent living in the community.

As previously reported we have been avidly working on cleansing the data we hold on ethnicity to ensure that it is accurate. Our records showed when we commenced this exercise we did not hold data on the ethnicity of 6000 of our tenants. This number has now been reduced to 1000. Currently a number of files are being scanned as part of our electronic document management system. On their return the same exercise will be carried out on the remaining 1000 files.

From April 09 to March10 the following surveys have been conducted:-

- Ongoing Mediation User survey, completed by those responsible for referrals - analysis every 6 months
- Ongoing Mediation Customer survey - analysis every 6 months
- Ongoing Anti Social Behaviour survey - quarterly analysis Tenants
- Home Insurance survey - yearly
- Environment & Community Safety Improvements survey - yearly
- New Tenants survey - every 6 months
- Housing Register survey - every 6 months
- Ongoing Housing Options monitoring - quarterly analysis
- Medical Assessment survey - one off
- HomeSwapper survey - one off
- Home Check survey

Additionally, the Participation Development Team, whilst undertaking equality monitoring at each meeting, ask questions about the venue, accessibility and how they were notified that a meeting was taking place. This has helped to inform the way the service is delivered and make immediate improvements for the benefit of the customer.

To ensure that vulnerable people in the borough are able to access Dudley at Home and any other housing services, a Vulnerable Persons Strategy has been put in place to address this need.

Gender and Ethnicity

Waiting/homeless list applications with disability requirements (31/03/2010)

Disability	Number of Applications	Percentage
FULLWC	50	1.13
HEARADAP	15	0.34
LEVEL	358	8.11
NODISREQ	2443	55.31
OTHERREQ	153	3.46
PHYSICAL	2	0.05
PREFER	1351	30.59
VISUAL	1	0.02
VISUALADAP	21	0.48
WHEELCHAIR	19	0.43
NOTSTATED	4	0.09
TOTAL	4417	100

Waiting/homeless list application by Gender

Gender	As at 31st March 2009		As at 31st March 2010	
	Number of Applications	%	Number of Applications	%
FEMALE	3236	57.64	3414	57.02
MALE	2378	42.36	2573	42.98
TOTAL	5614	100	5987	100

Waiting/homeless list applications by Ethnicity

Disability	As at 31st March 2009		As at 31st March 2010	
	Number of Applications	%	Number of Applications	%
BAME	843	15.04	825	13.81
WHITE	4594	81.95	5052	84.55
REFUSED	11	0.2	13	0.22
UNKNOWN	158	2.82	85	1.42
TOTAL	5606	100	5975	100

3.0 EMPLOYMENT

3.1 The Directorate employs 3107 staff (as at 31 March 2010) 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 2010.

Table 1(a) **Directorate workforce profiles 31 March 2010**

DACHS		Female %	Male %	BAME %	Disabled %
Scale point 34 and above (higher grades)	31/03/10	56%	44%	10.17%	4.72%
	31/03/09	54%	46%	11.42%	4.57%
	31/03/08	55%	45%	9.98%	4.99%
Below scale point 34 (lower grades)	31/03/10	74%	26%	6.77%	2.62%
	31/03/09	71%	29%	6.76%	2.80%
	31/03/08	72%	28%	6.75%	2.73%

- 3.2 The Directorate figures can be compared with the Council's profile as a whole, as set out below, which does include the equivalent figures for 31 March 2008 and 2009.

Table 1(b) Dudley MBC workforce profile 31 March 2010 (compared with previous two years)

Dudley MBC		Female (%)	Male (%)	BAM E* (%)	Disabled (%)
Scale point 34 and above (higher grades) (excluding schools)#	31/03/10	51.3	48.7	8.8	4.5
	31/03/09	51.1	48.9	9.2	4.5
	31/03/08	50.3	49.7	9.1	4.6
Below scale point 34 (lower grades) (excluding schools)#	31/03/10	69.2	30.8	7.1	2.6
	31/03/09	69.3	30.7	6.3	2.6
	31/03/08	69.5	30.5	6.2	2.6
Total (excluding schools)	31/03/10	66.4	33.6	7.3	2.9
	31/03/09	66.5	33.5	6.8	2.9
	31/03/08	66.6	33.4	6.6	2.9
Total (including schools)	31/03/10	75.2	24.8	6.0	1.7
	31/03/09	75.0	25.0	5.6	1.0
	31/03/08	74.9	25.1	5.5	2.0

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

*BAME 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 110 employees in 2009/10 of which 69% were female, 3% were disabled and 12% were from a BAME 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 Annual Review of Equality and Diversity 2009, to the Select Committee on Regeneration, Culture and Adult Education and the Cabinet in September. This annual report should therefore be read in conjunction with the Council-wide review report.

4.0 EQUALITY SCHEME (ES) REVIEW

4.1 In accordance with the Council's Equality Scheme, a number of assessments of service/policy areas were undertaken during 2009/10 in line with the Race Relations Amendment Act (2000).

4.2 EIA's completed during the year included:

- Choice Based Lettings
- Development of floating support for PS tenants through existing tenancy sustainability service
- Review of allocations
- Gardening scheme for elderly and vulnerable tenants
- Implementation of tenant participation service improvement plan
- Repairs handbook
- Tenants choice
- Decorations Vouchers
- Development of an enforcement policy in accordance with regulators compliance code
- Review of housing assistance scheme
- Development of a charging policy for PS enforcement action
- Implementation of a local connection criteria to Gibb's Road House (Supported Housing)
- Supporting People Strategy 2010-2015
- Domestic Abuse Accommodation Re-provision
- Archives Transformation inc. New Build
- Libraries Information Services Review
- Library Joining Procedure
- Strategy for People with Physical & Sensory Disabilities 2008-2010
- Volunteering 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 2010-11.

5.0 ACHIEVEMENTS AGAINST THE DIRECTORATE'S EQUALITY AND DIVERSITY ACTION PLAN 2009/10

5.1 The table attached outlines the progress made in relation to DACHS Equality and Diversity Action Plan for 2009/10.

Directorate of Adult, Community and Housing Services for 2009/2010

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator	End of Year Progress as at 31 st March 2010
Transforming the way we work				
<p>TW1 Undertake further equality impact assessments (EIA's) in the Directorate.</p>	<p>1) Carry out Equality Impact Assessments in the approved EIA Directorate Programme for 2009/2010. (All Assistant Directors)</p> <p>2) Ensure regular reports to the corporate Assistant Directors' Group. (RS)</p> <p>3) Ensure for Adult Services EIA's that external peer reviews are carried out (RS/MV)</p>	<p>Complete by March 2010</p>	<p>EIA's completed within timescale. Improvement actions identified and scheduled.</p>	<p>Libraries, Archives & Adult Learning Adult & Community Learning PIAP Level 1 Libraries' Information Service Review EIA completed October 2009. Equality Impact Assessment drafted in March 2010 to go to DMG April 2010. Archives new build EIA has been shared with operational group and will be presented at the next board meeting.</p> <p>Housing divisions The Housing EIA programme has been monitored throughout the year and most are now complete, signed off and published. The small number outstanding has been carried forward to 2010/11 programme. (SN)</p> <p>Older People & Physical Disabilities/ Policy, Performance and Resources The Physical and Sensory Disability Strategy EIA Level 1 has been shared with the operational group and peer reviewed. This strategy involved users and carers in its production and in consultation on the revised document. The EIA for the Volunteering Strategy is complete, signed off and published. User Involvement and Engagement EIA is also complete.</p> <p>2) A further report to AD's Group planned 3) Peer Review mechanism being agreed in detail</p>

Directorate of Adult, Community and Housing Services for 2009/2010

TW2 To produce the annual Directorate Equality and Diversity Action Plan report for the Select Committee	Production of Action Plan in line with Directorate plans and corporate guidance (RS)	March 2010	Action Plan produced to timetable	Report completed and presented at Select Committee in March 10
TW3 To produce the annual Directorate Equality and Diversity Review report for the Select Committee	Production of annual Equality and Diversity Review report (RS)	June 2009	Review report produced to timetable	Task complete
TW4 Develop and implement a CRE Service Improvement Plan for Estate Management	Ensure in line with relevant legislation requirements (DC)	October 2009	To ensure compliance with the statutory code of guidance	Action Plan developed and to be delivered in 2010/2011
TW5 Review of Tenant Participation	Review Service (DC)	March 2010	To further develop a range of opportunities for Tenants to participate effectively that reflect local circumstances	Work to review Tenant Participation strategy carried forward to 2010/11. This is to be carried out in conjunction with the Implementation of the Tenants Services Authority regulatory framework and the development of local offers against the national standards with tenants.

Directorate of Adult, Community and Housing Services for 2009/2010

<p>TW6 Review of Anti-Social Behaviour Process and Practices on the Council's estates</p>	<p>Continuous review and development of good practice to address anti-social behaviour on Council estates (DC)</p>	<p>March 2010</p>	<p>Improved management of anti-social behaviour cases to improve the outcomes for the customer</p>	<p>Funding obtained from JAG for partnership problem solving training. Work continuing on review of diary sheets. Review commenced on the functionality of caseworks and data reporting requirements. Work to be rolled forward into wider ASB review for 10/11</p>
<p>TW7 All Building Services staff to attend Diversity and Equality and Disability Awareness Training</p>	<p>Programme of Delivery through PRD arrangements (All Assistant Directors)</p>	<p>March 2010</p>	<p>All staff attend training sessions</p>	<p>The Equality and Diversity awareness training session is now being developed into an on line training session which is expected to commence in April 2010 for all staff.</p>
<p>TW8 To ensure appropriate Building Services staff are made aware of the relevant requirements for the Safeguarding of Adults and Children</p>	<p>Awareness Training Delivered (DH)</p>	<p>March 2010</p>	<p>Training delivered, reporting procedure agreed and in place.</p>	<p>All Building Services frontline staff and major Contractors and Partners have attended Safeguarding briefing sessions to raise awareness. Contractors and Partners have cascaded through their organisations to their staff.</p>

Directorate of Adult, Community and Housing Services for 2009/2010

<p>TW9 To review the format and data collection methodology of measuring customer repairs and maintenance customer satisfaction to ensure that the needs of Dudley's tenants are met appropriately</p>	<p>Review Data Collection (DH)</p>	<p>March 2010</p>	<p>Review complete and actions implemented</p>	<p>Sampling strategy and formats for 2010/11 completed</p>
<p>TW10 To carry out a self assessment against the new Equality Framework in the Directorate and devise an action plan to attain the relevant level</p>	<p>To ensure actions are embedded within the team and divisional planning process (RS)</p>	<p>March 2010</p>	<p>Self assessment completed and action plan devised</p>	<p>Some work has been carried out on self assessment. However, until the impact of the requirements of the new Equality Act are known in more detail. This could not be advanced further</p>
<p>TW11 To review the process of customer feedback to ensure service objective respond to the diverse nature of Dudley's Council tenants (Joint action)</p>	<p>To review the customer feedback reporting process (DH)</p>	<p>March 2010</p>	<p>Review completed</p>	<p>Formal Review included within Management Meetings chaired by the AD and any service improvement initiatives included in Team Plans as appropriate</p>

Directorate of Adult, Community and Housing Services for 2009/2010

<p>TW12 To carry out customer profiling in order to ensure an up to date picture of the present client base of Council tenants</p>	<p>To develop a process for compiling customer information (DH)</p>	<p>March 2010</p>	<p>Customer profiling information collated</p>	<p>This area of work is being undertaken by Housing Management. Building Services to support when required.</p>
<p>TW13 To implement a strategy to refresh the People's Network Computer to enable adaptive technology that ensures access for the Borough's diverse population</p>	<p>Strategy Implemented (KM)</p>	<p>March 2010</p>	<p>Network computers upgraded</p>	<p>Completed during 2009, with all of libraries' public access computers upgraded or refreshed</p>
<p>TW14 To develop and implement an income management action plan</p>	<p>Development and implementation of action plan (DC)</p>	<p>March 2010</p>	<p>Maximising income to individual households and reduce the number of evictions</p>	<p>Progress continues to be good- write off policy developed, evening calls initiative now rolled out across the South area and HB SLA reviewed.</p>
<p>TW15 To arrange an annual BAME corporate consultation event</p>	<p>Carry out necessary preparation work for event in late Autumn and ensure feedback widely communicated (RS)</p>	<p>Oct/Nov 2009</p>	<p>Event actions communicated.</p>	<p>Completed.</p>

Directorate of Adult, Community and Housing Services for 2009/2010

<p>TW16 To arrange a series of community consultation surgeries and quarterly visits to BAME groups on behalf of the Council</p>	<p>Ensure surgeries and visits take place and form part of a wider communication feedback (RS)</p>	<p>Throughout 2009/2010</p>	<p>Events successful and outcomes communicated and action</p>	<p>A second BAME Open Surgery was held on the 15 October. Visits have also taken place to Wellington Road Centre, Green Lane Centre, Chinese Community Centre, Dudley Muslim Forum, Dudley Mosque, Mata Da Mandir and Lye Community Project. Further visits to BAME groups planned.</p>
<p>TW17 To ensure a strong alignment between the work of the Directorate Equality and Diversity Group and Corporate work on Tension monitoring and Communication Cohesion</p>	<p>To ensure appropriate information is relayed to the Directorate and Corporate Equality and Diversity Groups (RS)</p>	<p>Throughout 2009/2010</p>	<p>Standing items for Directorate and Corporate Equality and Diversity Groups</p>	<p>Implications fed into November Engagement Day.</p>
<p>TW18 Enhancement of Consultation, feedback and satisfaction process in the Adult Services Sector of the Directorate</p>	<p>Enhance and build on the use of the quarterly Action for Disabled and Care Group (MV)</p>	<p>March 2010 (quarterly meetings)</p>	<p>Action points from quarterly meeting circulated</p>	<p>Meetings continue regularly and the Group are involved in development of User Led Organisations</p>
<p>TW19 Embed Targets, Outcomes and Strategic Developments in policy and plan formulation in the Adult Services Sector of the Directorate</p>	<p>All team plans will contain targets and ensure the need of BAME communities are met (MV)</p>	<p>March 2010</p>	<p>Action points from team plans circulated</p>	<p>The business planning process ensures issues of equality and diversity are clearly embedded and monitored within the process.</p>

Directorate of Adult, Community and Housing Services for 2009/2010

Objective	Detailed action/target (and lead officer)	Target Date/ milestones	Planned outcome/performance indicator	End of Year Progress as at 31 st March 2010
Transforming Partnerships				
TP1 To ensure that the annual performance reviews with partner RSL's respond to diversity in the Borough	Meet all partner RSL's (RS)	March 2010	Action Plan from each review produced	Annual Performance Reviews with partner RSLs completed and action plans for each RSL covering a range of issues including diversity completed.
TP2 Promote the Home Library Service through building on existing partnerships	Targeted promotion (KM)	March 2010	Increased usage of services	Service target of people reached who live at home set at 19% and achieved. Continue to support reading groups in sheltered accommodation and Pocklington Trust.

Directorate of Adult, Community and Housing Services for 2009/2010

Objective	Detailed action/target (and lead officer)	Target Date/ milestones	Planned outcome/performance indicator	End of Year Progress as at 31 st March 2010
Transforming Lives				
TL1 Ensure the Extra Care Housing Schemes at Russell's Hall and Whitehouse Street are fully aligned with the requirements of the Older Persons Strategy; The Strategy for People with a Disability and the Learning Disability Strategy	Ensure scheme build aligns with relevant strategic direction and are on site by year end (RS)	March 2010	Schemes on site	Appropriate alignment agreed and all schemes on site before March 2010
TL2 To identify another three sites for Brierley Hill, Stourbridge and Halesowen	Sites identified and meet the relevant strategic direction (RS)	March 2010	Sites identified/Pre-Planning discussions started	Discussions taking place with partners in relation to the three remaining sites.

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<p>TL3 To ensure that the process for dealing with Statutory Disabled Facilities Grants meets the needs of vulnerable clients in a timely and personal way</p>	<p>To deliver report to the appropriate Select Committee on progress made to date in bringing turnaround time down and proposals for further enhancement of the service (RS)</p>	<p>June 2009 ongoing</p>	<p>To meet top quartile for relevant turnaround measures</p>	<p>Adaptations delivered within target timescales.</p>
<p>TL4 To review and update the Borough's 5 year Supporting People Strategy</p>	<p>To carry out review in conjunction with the Core Steering Group and Commissioning Body (RS/MV)</p>	<p>March 2010</p>	<p>To meet requirements of the CLG</p>	<p>Needs analysis completed. Draft strategy circulated for consultation. Achieved DMT approval 13.4.10. For Cabinet approval in June.</p>
<p>TL5 To lead on the strategic modernisation of homelessness and hostel provision in the Borough</p>	<p>To ensure that vulnerable groups identified as in need have the supply of accommodation improvements in the year (RS)</p>	<p>March 2010</p>	<p>Plans for modernisation of Gibbs Road Hostel and other appropriate service provision agreed</p>	<p>Local connection criteria in operation. Discussions with HCA/POC and Midland Heart to determine way forward with direct access funding ongoing.</p>
<p>TL6 To develop within the Housing Service Sector of the Directorate a network to promote wider and deeper awareness of adults' and children's safeguarding procedures</p>	<p>To develop network (RS)</p>	<p>March 2010</p>	<p>Network achieved and knowledge base enhanced</p>	<p>Awareness training completed. 2 mop up sessions to be completed by September 2010</p>

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<p>TL7 To deliver the Asylum Seeker and Refugees contract in a climate where the number of households are scheduled to decline</p>	<p>To review the contract arrangements to respond to the numbers and needs of appropriate client groups (RS)</p>	<p>March 2010</p>	<p>A revised contract delivery vehicle</p>	<p>Contract continues to be managed and weekly monitoring of numbers is undertaken. Negotiations with the UK Border Agency scheduled to restart in June</p>
<p>TL8 To ensure the links between BAME groups, asylum seekers, refugees and new accession state arrivals are promoted to ensure community cohesion</p>	<p>Production of a Plan (RS)</p>	<p>March 2010</p>	<p>Production and Delivery of Plan</p>	<p>Dedicated officer in post. Cohesive links with BAME groups, asylum seekers and refugees being undertaken. Plan awaiting outcome of new contract arrangements</p>
<p>TL9 To ensure that the range of energy initiatives available in the Borough meet the needs of the most vulnerable clients in the private sector of housing</p>	<p>To produce a set of proposals for vulnerable clients to meet their energy requirements (RS)</p>	<p>March 2010</p>	<p>Proposals on affordable warmth measures for vulnerable clients in the private sector</p>	<p>Schemes are already in operation and other initiatives are being explored to widen the choice of energy efficiency measures available.</p>
<p>TL10 To reduce the number of vulnerable homeowners in non-decent homes in the private sector through advice; guidance and assistance</p>	<p>Meet local indicator targets (RS)</p>	<p>March 2010 (quarterly)</p>	<p>Reduction in number</p>	<p>Marketing campaign being run to promote access to target group for financial assistance to repair non decent homes.</p>

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<p>TL11 To improve the quality of private rented sector homes in the borough where relatively large numbers of vulnerable people reside</p>	<p>Develop Action Plan and meet local indicator targets (RS)</p>	<p>March 2010</p>	<p>Improvement in quality of private rented sector</p>	<p>Landlord and property accreditation schemes already in operation. Draft enforcement policy developed.</p>
<p>TL12 To reinstate the utility blocks and enhance the provision of accommodation at Oak Lane Travellers' site</p>	<p>Planned Programme of Reinstatement and three new plots (RS)</p>	<p>March 2010</p>	<p>Enhancement of site and greater income received</p>	<p>Contract signed and refurbishment work commenced on site in August 09.</p>
<p>TL13 To develop and implement procedures to signpost unemployed customers to relevant agencies through estate management</p>	<p>Signposting protocol in place (DC)</p>	<p>March 2010</p>	<p>Improve employment rates and combat economic inactivity</p>	<p>Included a referral process on Mobile ICT and will be implemented in 2010/2011.</p>
<p>TL14 To reduce the waiting time for a 'public' sector adaptation</p>	<p>To deliver a programme of adaptations in line with a level of resources that reduces current waiting times (DH)</p>	<p>March 2010</p>	<p>Reductions in line with budget levels</p>	<p>Programme complete and spent to budget</p>

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<p>TL15 To ensure that sustainability is central to the procurement process</p>	<p>To ensure sustainability is considered within quality evaluation criteria (DH)</p>		<p>Sustainability embedded in procurement process</p>	<p>Sustainability Impact Statement template approved by Procurement Strategy Group and being piloted through Corporate Procurement Group Focus on housing and non-housing issues Target to reduce car mileage across DACHS</p>
<p>TL17 Extend the provision of LGB and T related library stock across the Borough</p>	<p>Extension of present collection (KM)</p>	<p>March 2010</p>	<p>Increased provision</p>	<p>Completed.</p>

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<p>TL18 Engagement programme developed to involve library users from Dudley's diverse population</p>	<p>Programme of Engagement (KM)</p>	<p>March 2010</p>	<p>Engagement Programme carried out</p>	<p>Adult and Community Learning Team engagement of potential learners through successful Transformation Fund Artspace programme in partnership with Arts Development section of DUE and Dudley Arts Council completed at end of March 2010. International Women's Week events successfully engaging partners and potential female learners in March 2010. Participation in BAME consultation event and positive response feedback from learning workshop to inform delivery. Adult and Community Learning – Self Assessment Report signed off December 09. 2010 Quality Improvement Plan in working progress. ACL Team Plan achieved engagement 9427 individuals 2009/10. Young people from a youth group in Cradley Library engaged with to bid for furniture etc, to create a teen area at CRA library (first meeting in March). Libraries' display and attendance at International Women's Day in Dudley College. Community Cohesion event at Woodside CC. Results of the Oct CIPFA PLUS Survey for adults analysed satisfaction figures 94% of library users over 16 - opening hours good or very good 91%. Improvement action plan developed following detailed service user comments as part of 2010/11 team plans.</p>
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Directorate of Adult, Community and Housing Services for 2009/2010

<p>TL19 To ensure a programme of events to celebrate the centenary of Dudley Library to reflect the contribution that diversity brings to the Borough</p>	<p>Events reflect Diversity of the Borough (KM)</p>	<p>March 2010</p>	<p>Series of events targeted towards celebrating the diversity of the Borough</p>	<p>Dudley Library organised a host of activities throughout 2009 to celebrate the 100 year anniversary of the opening of Dudley Library building. There was an ongoing Archive display, an Artist, an Artist in Residence, Liz Rowe, who worked in the Library weekly producing a piece of Centenary artwork and held workshops with various Community groups, e.g. Age Concern and ongoing promotion. The main focus was around the actual anniversary on 16 Sep with an Edwardian Tea Party with library staff in Edwardian costume, a programme of speeches to include Cllr Simms, Linda Sanders and the Mayor, unveiling of a Centenary plaque, cutting of a celebratory cake and presentations to the oldest and youngest Library borrowers. Also, a further family-themed Centenary celebration day on 19 Sep to include Morris dancing, 'Punch and Judy' shows, Zoo animals and refreshments. Other individual activities included – 18 Feb A Football Reading game session with Tom Palmer; 21 Feb – Dalek event; May – Big Book Fortnight events focussing on Dudley Library; 24 Jun & 15 Aug – Public talks by Artist in Residence; 29 July – an author talk by Roger Ellory (Crime writer); 23 Sep – Local History talk on the History of Dudley Library; 30 Sep – Victorian Murder Mystery evening; Oct - Bollywood evening and 5 Dec – Christmas Carols and coffee morning with the Salvation Army. Many visitors were encouraged to visit the Library as a result of this programme.</p>
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Directorate of Adult, Community and Housing Services for 2009/2010

<p>TL20 Develop the Library Service to be the key information vehicle for the transformation of social care to meet the needs of and provide access to vulnerable groups</p>	<p>Detailed roll out plan of transformation of social care includes a section on the Library information role (KM)</p>	<p>March 2010</p>	<p>Key Transformation Plan explicitly recognises Library role</p>	<p>Libraries Project Manager evaluating possible IT solutions and managing the extension of the Community Information database with additional social care information. Libraries' CI team continue to deliver training and awareness sessions to social care staff and stakeholders and at Carers event at Dudley and Halesowen Colleges</p>
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Directorate of Adult, Community and Housing Services for 2009/2010

<p>TL21 Provide opportunities for children and young people through a range of events to develop fluent reading and communication skills</p>	<p>Teenage Reading Groups/Family Reading Groups/Dads and Lads/Chatterbooks Groups (KM)</p>	<p>March 2010</p>	<p>Series of Events</p>	<p>Visit by author Bali Rai on 1st February to Castle High School and after school Teen Reading group at Sedgley Library, to discuss his books & the writing process with the young people. Dudley Library – Steve Smallman author visit to talk to Chatterbooks members from across the borough March 9th. Follow up visit to Kate’s Hill Primary on March 22nd. Story session for children with special needs at Sedgley Library. Libraries attendance at SMILE support group for children with special needs. Rattle and Rhyme groups in all libraries plus 1 library link and 4 chatterbooks groups in libraries</p>
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<p>TL22 Develop targeted events for emergent readers including the 6 book challenge</p>	<p>Series of Events (KM)</p>	<p>March 2010</p>	<p>Events assessment and review</p>	<p>6 book challenge promoted at literacy and ESOL classes around the Borough, also piloted through the Council's union learn. To date around 30 starters this year.</p>
<p>TL23 Promote independence well being and choice for people with a physical and sensory disability</p>	<p>Monitor the Physical and Sensory Disabilities Strategy (MV)</p>	<p>March 2010</p>	<p>Action Plan in the Strategy carried out</p>	<p>The Strategy has been refreshed and presented to the Physical and Sensory Disabilities Board and Cabinet</p>
<p>TL24 Social Care Transformation through the Personalisation Agenda</p>	<p>Implementation of the Transformation Board Action Plan (MV)</p>	<p>March 2010</p>	<p>Action Plan milestones carried out</p>	<p>Transforming Social Care Board continue to meet regularly as implementation of Transformation is rolled out across the Directorate.</p>

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<p>TL25 To improve access to mainstream services and facilities in the community for people with learning disability and complex needs.</p>	<ul style="list-style-type: none"> • Arrange presentation to senior managers by 'expert by experience' from Learning Disability Joint Review. • Increase number of people able to travel independently to activities in the community. • Increase number of 'changing facilities' at community venues. (RC) 	<p>March 2010</p>	<p>Actions met</p>	<p>Presentation done by Sandwell Expert by experience (Jan/Feb 09) A bid to Centro for time limited funding to 'kick-start' a Travel Training/ Buddying scheme came to nought due to change in eligibility criteria. However, a further exploratory bid has now been submitted to National Lottery for same purpose and initial feedback is currently awaited. Active meetings and consultations with Ring and Ride taking place to try to ensure service is more readily available to people with a learning disability to assist them to independently access activities in the community. Volunteer Car Driver Scheme being explored for use by people with learning disabilities. All other possible alternative transport arrangements continue to be explored. Imminent meeting arranged to revamp, update and re-issue 'Vulnerable Persons' Emergency Contact Cards', a scheme which gives confidence to service users and parents/carers and thus supports other activities designed to promote independent travel. Work ongoing to re-print and re-issue updated Emergency Contact Cards to all people attending statutory Learning Disability Day Services. This should be completed by early Autumn 2010.</p> <p>Plans for the refurbishment of Amblecote Centre include externally accessible specialist changing facilities to increase availability. Discussions to be held with senior managers at appropriate time re: possibility of retaining the 'special care' facilities at Stourbridge Centre once this is closed, with a view to retaining this as a similar externally accessible specialist facility. Discussions also commencing imminently with Westfield (owners of Merry Hill) re the possibility of such facilities being made available there, as too with Leisure Centres.</p>
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Directorate of Adult, Community and Housing Services for 2009/2010

<p>TL26 To improve access to health care for people with a learning disability in line with the Sir Jonathon Michael report.</p>	<ul style="list-style-type: none"> • Ensure that all people with learning disability have an up-to-date health action plan. • Ensure people with learning disability receive appropriate support while they are in hospital. (RC) 	<p>March 2010</p>	<p>Number of health action plans.</p>	<p>Role of Community Nurse has been reviewed to increase their capacity to ensure HAPs are completed. Process in place to improve access to GPs and ensure appropriate follow up after initial screening (DES) DGH action plan in response to Jonathan Michael's Report resulted in LD champion and improved training for staff</p>
<p>TL27 To increase the number of people with learning disability and those with mental health needs in employment.</p>	<ul style="list-style-type: none"> • Appoint a second job coach to work with people with a learning disability. • Ensure LA target of 62 people in employment is met; target may include people in work placements and voluntary work. • Review funding for job coach and step-up service post March 2010. (RC) 	<p>March 2010.</p>	<p>Number of people in employment.</p>	<p>2nd job coach now in post</p> <p>Achievement against 3 year target of 62 will be complete by 31st March 2010. Achievement to include work by Job Coach and Employer Liaison Officers. Jobs counted include both public and private sector</p> <p>Building Services have taken on 3 people with a learning disability as 6 month placements, 2 in administration and 1 as stores assistant at Park Road Depot.</p> <p>AD taking report on Employment to Corporate Board to ensure maximisation of opportunities across the Council</p>

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Objective	Detailed action/target (and lead officer)	Target Date/ milestones	Planned outcome/performance indicator	End of Year Progress as at 31 st March 2010
Transforming Communities				
TC1 To ensure housing needs data received to cater for Dudley's diverse population	To review available data and integrate other sources material (RS)	March 2010	Review carried out	Options for review of housing needs data being considered.
TC2 To ensure affordable housing in the Borough reflects the needs of Dudley's diverse population	To ensure through the Dudley Housing Partnership and the Dudley Strategic Housing and Environmental Partnership that regular monitoring and review occurs (RS)	March 2010	Affordable Housing Proposals proofed	Information provided to partners on affordable housing requirements for specific housing schemes based on waiting list data and discussions with OT and LD colleagues. Orchard St regeneration to include a dormer bungalow designed for household with disabilities. Agreement given by Homes and Communities Agency to build over 80 new Council homes in Dudley – a large proportion of which will meet needs to people with a learning disability.
TC3 To ensure the New North Priory meets the diverse needs of the residents of Dudley	To ensure a range of property types and tenures that will lead to a mixed an sustainable community (RS)	March 2010 Ongoing	Plans agreed for property types and tenure	Planning approval given for a range of property types and tenure. On-going work with RSL and Occupational Therapist to design a number of properties to meet the needs of specific households. LD colleagues have also been consulted on scheme and any identified needs.

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<p>TC4 Targeting employment engagement and support from the Adult and Community Learning team to jobs in priority wards and for priority groups</p>	<p>a) Support for the Post 19 Learning and Skills Strategy</p> <p>b) Implementation of the Parenting and Family Learning Strategy (KM)</p>	<p>March 2010</p>	<p>Implementation of key strategies</p>	<p>Current data for adult learners participation by March 2010: 6537 engaged. 15% of adult learners from BAME groups, 28% from top 20% most deprived wards and neighbourhoods, 21% with disabilities, 524 adults first step learning with low skills for life supported, 232 English for Speakers of Other Languages on learning programme. 1128 adults supported through family learning programme to support their children and improve literacy, language and numeracy skills. 168 learners and supported into sustained employment. Post 19 learning and skills strategy group meeting regularly to monitor Borough action plan and co-ordinate the development of the Lead Accountable Body role of the Local Authority in informal adult learning. Progress to include Lead Accountable Body – update and how the team’s service plan fits into the Post 19 learning and skills strategy. Successful Matrix Quality Mark for information advice and guidance.</p>
<p>TC5 To ensure actions from Interfinder (EIA (2008) are included in team plans</p>	<p>To include actions from Interfinder EIA 2008 (DH)</p>	<p>March 2010</p>	<p>Actions achieved</p>	<p>All tasks completed, with further reviews scheduled for 2010/11</p>

Directorate of Adult, Community and Housing Services for 2009/2010

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