
Select Committee on Health and Adult Social Care (HASC) – 6th April 2011

Report of the Directorate of Adult, Community and Housing Services

Directorate of Adult, Community and Housing Services Equality and Diversity Action Plan 2011/12

Purpose of Report

1. To consider the annual Equality and Diversity Action Plan for 2011/12 for the Directorate of Adult, Community and Housing Services.

Background

2. The Adult, Community and Housing Services Directorate, along with all directorates of the Council, produces an annual equality and diversity action plan. This sets out how the directorate will implement the Council's Equality and Diversity Policy and Equality Scheme in relation to its responsibilities, service areas and employment practices during the year. The plan is submitted to the Select Committee on Health and Adult Social Care, before approval by the appropriate Cabinet Members.
3. Progress with implementing the action plan is reported in the equality and diversity annual report. The Directorate of Adult, Community and Housing Services annual report for 2010/11 will be submitted to the Select Committee on Health and Adult Social Care at its first meeting of the 2011/12 municipal year in the format agreed.
4. This action plan covers the period from April 2011 to March 2012. The plan contains:
 - an explanation of its relationship with other plans
 - a summary of the directorate's equality and diversity vision and values
 - key issues and targets for the plan
 - the action plan summary
5. This draft action plan has been considered by the DACHS directorate management team. Following scrutiny it will be approved by the appropriate cabinet member before publication.

Finance

6. Any costs associated with implementing the Action Plan will be met from within existing budgets.

Law

7. The first parts of the Equality Act 2010 came into force on 1st October 2010. This replaces much of the previous discrimination law, putting it into a single Act.
8. Public Sector equality duties set out in the Race Relations (Amendment) Act 2000, Disability Discrimination Act 2005 and the Equality Act 2006 remain in force until they are replaced on 6th April 2011 by general and specific duties requiring public authorities to pay due regard to the need to eliminate discrimination, harassment and victimisation, advance equality of opportunity and foster good relations covering the protected characteristics of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
9. Under Section 111 of the Local Government Act 1972 the Council is empowered to do anything which is calculated to facilitate, or is conducive to, or incidental to the discharge of its functions.

Equality Impact

10. The plan sets out proposed actions for promoting equality and diversity by the Directorate of Adult, Community and Housing Services during 2011/12. Performance indicators or outcomes are identified against targets so that progress in achieving the Action Plan can be monitored and reviewed.
11. Issues relating to children and young people are covered in detail in the Directorate of Children's Services annual equality and diversity action plans.

Recommendation

12. That the Select Committee considers and comments on the Directorate of Adult, Community and Housing Services' Equality and Diversity Action Plan for 2010/11.



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List of Background Papers

Guidance for the preparation of Directorates' Equality and Diversity Action Plan and Annual Reports (December 2009)

Directorate of Adult, Community and Housing Services

Annual Equality and Diversity Action Plan 2010/11

1. Introduction

- 1.1 The Directorate of Adult, Community and Housing Services, along with all directorates of the Council, produces an annual equality and diversity action plan. This sets out how the directorate will implement the Council's Equality and Diversity Policy and Equality Scheme in relation to its responsibilities, service areas and employment practices during the year. The plan is submitted to the Select Committee on Health and Adult Social Care, before approval by the appropriate Cabinet Members.
- 1.2 Progress with implementing the action plan is reported in the equality and diversity annual report. The Directorate of Adult, Community and Housing Services annual

report for 2010/11 will be submitted to the Select Committee on Health and Adult Social Care at the first opportunity in the 2011/2012 municipal year.

- 1.3. This action plan covers the period from April 2011 to March 2012. The plan contains:
- an explanation of its relationship with other plans
 - a summary of the directorate's equality and diversity vision and values
 - key issues and targets for the plan
 - the action plan summary

2. Relationship with other plans

- 2.1 This action plan will form part of the overall strategic plan for the Directorate of Adult, Community and Housing Services for 2011/2012. The strategic plan responds to the refreshed Borough's Community Strategy and the three-year Council Plan. There is strong integration between this 2011/12 Action Plan and the divisional and team plans of the Directorate.
- 2.2. The overall long-term, policy framework for equality and diversity is set out in the Council's Equality and Diversity Policy. The Equality Scheme, published in April 2007 brings together the statutory disability, gender and race equality schemes for the Council and provides the three-year equality strategy and action plan for the Council. A supplement covering age, religion or belief, sexual orientation and transgender equality was approved by the Cabinet in June 2009. The Council's equality scheme is currently being revised and will take on board the requirements of the Equality Act 2010.
- 2.3. Overall progress in implementing the Equality Scheme will be reported in the Council's Annual Review of Equality and Diversity, which is submitted to the Select Committee on Regeneration, Culture and Adult Education and the Cabinet.

3. Vision and Values

- 3.1 The Directorate of Adult, Community and Housing Services mission statement is:

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

- 3.2 The Directorate of Adult, Community and Housing Services, as part of Dudley Council, is committed to providing the best quality public services for local people and creating

opportunities for local people to succeed. As a council, we recognise and value the diversity of backgrounds, skills and needs within the borough. We work hard to respond to these needs and serve the different people of Dudley fairly and efficiently to improve quality of life for everyone.

3.3. The Directorate consists of 3013 staff as at 31st December 2010 and is currently aligned along the following divisions:

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

3.4. Within the Directorate, all employees have a responsibility to comply with the requirements of the Council's and the Directorate's equality and diversity policy in all dealings with Members, other employees, job applicants, residents, service users and other members of the public, and with other organisations. All employees in the directorate have at least an annual performance review and development discussion with their line manager where training and development needs are identified.

3.5. The aim of the directorate is to mainstream equality and diversity so responsibility for promoting equality and diversity in employment and services rests with all heads of services. The overall responsibility for strategic equality and diversity policy development work on behalf of the Directorate rests with the Assistant Director (Strategy and Private Sector) supported by key officers and the directorate's Equality and Diversity group. This includes the preparation, monitoring and review of the Directorate's Annual Equality and Diversity Action Plan.

4. Key Issues and Targets for 2011/2012

4.1. The directorate has identified its equality and diversity priorities for the revised Equality Scheme which will run from 2010 until 2013 and these are reflected in the action plan: The priorities, below, have been agreed by the Divisional Management Team to streamline and focus strategic activity and include one retained from last year which measures the process aspects for the action plan:

- Ensuring that all policies, services and projects are delivered in line with equality strands and outcomes

- Deliver and commission services that support people at an early stage to stay well and be independent for as long as possible.
 - To ensure that services supporting well-being and quality of life are available to all Dudley citizens.
 - Through working with partners, deliver integrated, efficient services that provide better outcomes and value for money.
 - Reform the way we work and deliver our services to make better and more flexible use of resources, local networks, assets and systems.
 - To reduce the environmental impact in all we do.
- 4.2 The actions to support these priorities not only form part of our Equality and Diversity Action Plan but are integrated into divisional and team plans.
- 4.3 One of the key priorities for the 2010/11 Action Plan will be to ensure that Equality Impact Assessment (EIA's) are completed for the following new / updated policies, services, strategies and projects:

Building Services

- Stores, Transport and Waste Management Review
- Site waste management plan
- Craft pay proposals

Housing Management

- Customer Access Strategy
- Restructure of HM
- Impact of welfare/HB reforms
- Impact of local Lettings Plans (incl. No Priory)
- Tenancy sustainment for young people.

Strategy and Private Sector Housing

- Accommodation strategies and policies for gypsies and travellers
- Development of a revised Borough Housing Strategy
- Review of Private Sector Housing service delivery
- North Priory lettings plan
- Extra Care Housing schemes

Learning Disabilities and Mental Health

- Change Programme for Day Opportunities – level 1
- Transforming social care (joint with Older People and Adults with Physical Disability)
- Autism Strategy

Older People and Adults with Physical Disability

- Older Peoples Strategy
- Day care/dementia gateways review
- Residential Care Homes Review
- Home care reconfiguration
- Phys/Dis Strategy review.

Libraries, Archives and Adult Learning

- Libraries Strategy 2011 onwards
- Libraries acceptable use policies for public computers
- ACL Team virtual learning environment development
- ACL Team Marketing and Promotions strategy
- ACL Team Fees and Charges
- ACL Team Self assessment report
- ACL Team IAG Review
- ACL Team Grants and Contracts procedures.

Policy, Performance & Resources

- Quality Strategy
- Telecare
- Dudley Health and Wellbeing Partnership Improvement and Modernisation Management Team Joint Workforce Strategy 2009-15.

4.4 The associated action plan identified a number of actions for DACHS around adaptations, transforming social care, transport, the modernisation of day opportunities. These will be picked up as part of DACHS action plan.

5. The Action Plan

5.1 The action plan is set out at the attached appendix 1. The template for the 2011/2012 Action Plan is adopted from 'Dudley Metropolitan Borough Council Equality and

Diversity Policy – Guidance and preparation of Directorates' Equality and Diversity Action Plans and Annual Reports,' produced in December 2009.

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator
<p>Priority 1 To ensure all policies, services and projects are delivered in line with equality strands and outcomes</p>	<p>To carry out Equality Impact Assessments in the approved EIA Directorate Programme for 2011/2012. (All Assistant Directors)</p> <p>To ensure regular reports to the corporate Assistant Directors' Group. (RS)</p> <p>To ensure that all EIA's are subject to peer review in line with the agreed process. (RS)</p>	<p>March 2012</p>	<p>EIA's completed within timescale. Improvement actions identified and scheduled.</p>

Directorate of Adult, Community and Housing Services for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator
Priority 1 To ensure all policies, services and projects are delivered in line with equality strands and outcomes	To produce the Action Plan in line with Directorate plans and corporate guidance and present at Select Committee (RS)	April 2012	Action Plan produced to timetable
	To produce an action plan for the Directorate against the 'Achieving' level of the equality framework based on work ongoing through the Corporate EDLG (RS)	March 2012	Action Plan produced to attain 'Achieving level'
	To include actions from EIAs carried out throughout 2010/11 into divisional/team plans and ensure all service improvements identified are embedded. (All)	May 2011	Actions achieved and service improvements realised.
	To produce the annual Equality and Diversity Review report (RS)	June 2011	Review report produced to timetable
	To arrange an annual BME corporate consultation event. (RS)	Sept 2011	Event arranged and feedback widely communicated

Directorate of Adult, Community and Housing Services for 2010/2011

	Develop EIA's for plans and services that change. (KM)	March 2012	(QS1.4a) Completion of EIA's for any plans and services that change in addition to the schedule published.
Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator
Priority 2: Deliver and commission services that support people at an early stage to stay well and be independent for as long as possible	To support citizens of Dudley, who traditionally lack opportunity of access into paid employment. (RC)	March 2012	To increase the number of people with a learning disability in paid employment. To increase the number of people with mental health needs and those recovering from mental illness who have access to paid employment.
	Target learning engagement for employability with priority neighbourhoods to support Dudley Employment Hub and the reduction of worklessness agenda (KM)	March 2012	Number of individual adults gaining employment – 100 Number of employers supported - 46 Number of individual adults in employability programmes - 550
	Provide access to and provision of information and advice to strengthen individuals in their local communities. (KM)	March 2012	Work in partnership to support the development of skills for life opportunities for Dudley Council staff and potential employees. Number of individual adults supported with discreet IAG – 550
	To ensure that services are commissioned that are lead by	Throughout 2011-12	Provide access to and provision of information and advice to strengthen individuals in their local communities.

Directorate of Adult, Community and Housing Services for 2010/2011

citizen needs and outcomes and empower local people and contribute to their quality of life. (BC)		
To complete two extra care housing schemes and progress the remaining three. (RS)	Throughout 2011-12	Two extra care housing schemes completed and planning permission obtained for third site with remaining two sites identified.
To utilise customer data provided by Housing Management to inform service delivery. (DC)	Throughout 2011-12	Customer profiling information used to inform service planning.

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator
Priority 3: To ensure that services supporting well-being and quality of life are available to all Dudley citizens.	To implement the new Government strategy 'No health without mental health' (RC)	Throughout 2011-12	Enhanced quality of life for those with mental health needs.
	Help people to lead fulfilled and independent lives in homes of their choice (MV)	Throughout 2011-12	Enhanced quality of life for people with care and support needs through increased access to information, self directed support and day opportunities.
	To produce an updated Dudley Autism Strategy in line with the national strategy. (RC)	Throughout 2011-12	Alignment to the National Strategy will ensure service provision is in line with national requirements.
	To improve the standard of accommodation and management of properties in the private rented sector. (RS)	Throughout 2011-12	Engagement mechanism developed for tenants. Forward plan of intervention developed. Landlord forum and newsletter developed.

Directorate of Adult, Community and Housing Services for 2010/2011

	To reduce the number of vulnerable and low income homeowners living in non-decent homes. (RS)	Throughout 2011-12	Advice and assistance provided to private sector residents through the Home Improvement Service.
	To communicate issues relating to safeguarding Adults and Children to staff (All)	March 2012	Information cascaded.
Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator
Priority 4: Through working with partners deliver integrated, efficient services that provide better outcomes and value for money.	Support people with a long term condition. (MV)	Throughout 2011-12	Support that enables people to experience a positive experience of care and support. Support that enables people to regain their independence.
	To arrange a series of community consultation surgeries and community visits to BME groups (RS)	Throughout 2011-12	Surgeries and visits take place and outcomes fed into service planning/development process.
	To work with partners to ensure that the Gibbs Rd hostel and Domestic Violence unit are re-developed to provide 'fit for purpose' accommodation. (RS)	Throughout 2011-12	Gibbs Rd hostel and Domestic Violence unit are re-developed.
	To undertake a housing needs survey and use updated housing needs data to inform our revised Borough Housing Strategy. (RS)	Throughout 2011-12	Revised Borough Housing Strategy published.
	To organise and disseminate	Throughout	Messages of acknowledgment disseminated to BME

Directorate of Adult, Community and Housing Services for 2010/2011

	messages of acknowledgment for community festivals, celebrations on behalf of DMBC (RS)	2011-12	communities.
	Carry out consultation and implementation of: - Dementia Strategy. Older People Strategy. Carers Strategy. Telecare Strategy. (MV)	March 2012	Completed consultation that facilitates the implementation of these strategies.
	Support the protection of vulnerable adults through organising and providing relevant training for staff across the whole sector. (BC/RC)	Throughout 2011-12	Ongoing programme of training, incorporating an e-learning course ensures awareness of safeguarding for all staff along with ensuring effective use of safeguarding procedures and practices.
	Quality Strategy to support the Directorate with a Quality Assurance framework. (BC)	March 2012	Ensure services are delivered which are fit for purpose, relevant and provide added value. Ensuring services meet the needs of its diverse communities is a key component of a quality service.
	Increase opportunities for local people to be engaged in shaping services that impact on their quality of life. (BC)	Throughout 2011-12	people are enabled to have a say on how their service is provided; customer experience and feedback shapes the delivery of services and communities have a range of ways in which they are engaged with and can influence services.
	To ensure staff complete the corporate e-learning programme on equality. (All)	Throughout 2011-12	Staff are suitably equipped and sufficiently aware of equality and diversity issues, particularly in relation to legislative requirements.

Directorate of Adult, Community and Housing Services for 2010/2011

Objective	Detailed Action/Target (and Assistant Director)	Target Date /Milestones	Planned Outcome/Performance indicator
Priority 5: Reform the way we work and deliver our services to make better and more flexible use of resources, local networks, assets and systems.	To support the development of new user led organisations in Dudley (RC)	Throughout 2011-12	People with disabilities have a greater ownership on the way services are delivered.
	Library engagement activities that inform service development. (KM)	March 2012	(CL1.3a) Annual total of engagement activities
	Work in partnership to support the development of skills for life opportunities for Dudley Council Staff and potential employees. (KM)	March 2012	Number of individual adults in Skills for Life / lit, language numeracy - 400 Number of public sector individuals taking part in learning programmes – Set Baseline

Directorate of Adult, Community and Housing Services for 2010/2011

	To ensure that clients requiring adaptations have their needs met in a timely and appropriate manner. (RS)	Throughout 2011-12	System approach to delivery of adaptations improved including personal budgets.
	To deliver a programme of adaptations in line with resources. (DH)	March 2012	Programme produced and delivered.
Objective	Detailed Action/Target (and Assistant Director)	Target Date /Milestones	Planned Outcome/Performance indicator
Priority 6: To reduce the environmental impact in all that we do.	Support Housing and Building services to reduce carbon emissions from council housing through provision of training to operatives. (BC)	March 2012	Enhancement of installation of insulation and energy efficient appliances to tenants of council properties. I

Directorate of Adult, Community and Housing Services for 2010/2011

To ensure specifications of materials provided continues to improve quality of homes provided. (DH)	March 2012	Improved quality of homes.
To reduce fuel poverty and CO2 emissions for vulnerable and low income households living in the private sector and develop anti-poverty initiatives. (RS/BC)	Throughout 2011-12	Raised awareness of energy efficiency initiatives and financial incentives available.

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