
Select Committee on Health and Adult Social Care – 7 July 2009

Report of the Director of Adult, Community and Housing Services

Report on the Annual Review of the Directorate Equality and Diversity Action Plan 2008/09

1.0 PURPOSE OF THE REPORT

- 1.1 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 2008/09.

2.0 BACKGROUND

- 2.1 Each year the Directorate along with other directorates within the Authority, prepares an Equality and Diversity Action Plan. The Action Plan for this year was considered by the Health and Adult Social Care Select Committee in March 2009.
- 2.2 In line with revised guidance to Directorates issued in Jan 2004 the annual review of last year's (2008/09) Action Plan has taken place in the first quarter of 2009/10 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 services it provides.

3.0 FINANCE

- 3.1 The implementation of this action plan was contained within current resources

4.0 LAW

The Council may do anything incidental to conducive to or which is calculated to facilitate the discharge of the Councils functions under section 111 of the Local Government Act 1972. The Councils Adult Social Services function is discharged under a number Statutes including the National Assistance Act 1948 and the Children Act 1989.

5.0 EQUALITY AND HUMAN RIGHTS IMPACT

- 5.1 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.

6.0 RECOMMENDATION

- 6.1 That the Select Committee considers and comments on the Directorate of Adult, Community and Housing Services Equality and Diversity Annual Report for 2008/09.



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List of Background Papers

Guidance for the preparation of directorates' equality and diversity action plans and annual reports (December 2007)

DIRECTORATE OF ADULT, COMMUNITY AND HOUSING SERVICES
ANNUAL REPORT OF DIVERSITY AND EQUALITY ACTION PLAN 2008/09

1.0 INTRODUCTION

1.1 The Directorate is responsible for the assessment, provision and arrangements for Housing, Adult Social Care, Libraries, Archive and Adult Learning Services to a wide range of service users and carers, and employed **3212** (as at 31/03/09) 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 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 is rooted in the values of inclusivity, social inclusion and empowerment.

2.0 KEY FACTS ABOUT THE DIRECTORATE

2.1 Some principal facts about adult social care activity in the context of most recent census information are:

Adult Services

National Census 2001 - 6.3% of Dudley's population from BME groups

During 01/04/2008 - 31/03/2009

- ◆ 7.5% of contacts to Adult Teams related to Adults from BME groups.
- ◆ 4.8% of new referrals related to Adults from BME groups.
- ◆ 4.2% of completed assessments related to Adults from BME groups.
- ◆ 3.9% of new services related to Adults from BME groups.

As at the 31/03/2009

- ◆ 5.5% of open referrals related to Adults from BME groups.
- ◆ 5.3% of open services related to Adults from BME 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 then 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 **12,233** clients (aged 18+) receiving a service during 2008/2009, 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 **10,919** i.e. helped to live at home (excludes residential and nursing)

- ◆ 81% clients had a Physical Disability
- ◆ 10% clients had a Mental Health need
- ◆ 7% clients had a Learning Disability
- ◆ 2% clients had another need

There were **1,427** clients supported in residential and nursing care as at 31/03/2008, of these;

- ◆ **55.8%** clients had a Physical Disability
- ◆ **25.4%** clients had a Mental Health need
- ◆ **18.5%** clients had a Learning Disability
- ◆ **0.3%** clients had other needs

A review of Mental Health Services for BME communities was completed in 2003. Following consultation with relevant groups the BME forum (now a sub-group of the Local Implementation Team) has developed an Action Plan. The Mental Health Service is now an integrated Mental Health Service – integrating health and social care provision. Beacon & Castle PCT are the lead agency and social care staff are seconded to the service. Birmingham and the Black Country NHS have been successful in becoming one of 17 pilot BME Focused Implementation sites nationally for delivering Race Equality in Mental Health. Beacon & Castle PCT, as the lead for the integrated Mental Health Service are involving themselves fully in this initiative, using the 3 building blocks

- More appropriate in responsive services
- Community engagement
- Better information

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 2009 for the Academic Year 2008/09. Adult Learning data is produced to academic years starting from August to July, hence the data commences period August 2008 and not April 2008

Performance Indicators pertaining to Equality and Diversity

Indicator	Target	Progress to Mar 09
Percentage of individual new learners accessing provision through all learning programmes	40%	44%
Reduce the number of unknown responses to the disability monitoring form	20%	24%
Reduce the number of unknown participants from BME groups from 13% in 2007/08 to 10% in 2008/09	10%	2%
% Learners from BME groups	13%	14%
% Learners from wards and neighbourhoods in top 20% most deprived	15%	23%
% Learners over 60 years	11%	21%
% Learners with disabilities	10%	12%

2.3 Housing

During 2008/09 year the Directorate has been actively working across all of its service areas in housing to improve all aspects of its services and to ensure that equality and diversity is reflected within all that is undertaken in the housing part of the Directorate.

2.3.1 Building Services

Baseline statistics have been produced for overall satisfaction with the repairs service by age, gender, disability and ethnicity for 2008/9. A total of 1815 postal surveys were sent out in 2008/9 for programmed works, 654 surveys were returned representing a 36% return rate.

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 526 responses to this question (482) 93% were satisfied with the service provided.

For BME there were 29 (5.5%) responses out of the 526. From the 5.5% of BME respondents 89.7% (26) were satisfied.

For the age category 577 people answered the question and 522 were satisfied this represents 90%. The lowest level of satisfaction was amongst the 25 -34 age group with 78% satisfaction and the highest level of satisfaction was amongst the 65 -74 age group with 98%.

In terms of gender 182 out of the total 195 males responses were satisfied this represents 93% satisfaction. For females 341 out of 381 responses were satisfied this represents 90%.

In terms of disability there were 508 responses 295 (58%) people were not disabled and 213 (42%) were disabled. From these 213 responses 94% (201) were satisfied.

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

2.3.2 Strategy and Development

Work has been undertaken to address equality and diversity issues in a number of areas.

An Older Persons' Housing Strategy 'Fit for the Future - Homes for Life' has been developed through consultation with local communities. The vision of the strategy is to increase the range of housing options for older people. This ranges from providing more advice and assistance for older people to remain in their own homes to offering opportunities to live in newly built Extra Care housing schemes with integrated care and support packages and a wide range of on-site facilities. Older people were engaged in the development of this strategy through a range of listening events, conference workshops, site visits and BME Community consultation workshops.

The directorate's strategic objective of five extra care schemes across the borough has moved closely with the granting of planning permission for the first two schemes – Russell's Hall and Wallbrook – and an imminent start on site at Russell's Hall. The work towards identifying a further three sites is on-going.

Work has also been undertaken during the year to further enhance partnership working with both learning and physical disabilities colleagues to understand needs and to ensure that they are planned into new affordable housing developments. Examples include closely working with Housing Occupational Therapy colleagues and Registered Social Landlord partners to ensure that the needs of specific households are taken into account in the design of properties as well as informing general design principles on new housing developments. Work with learning disability colleagues includes improving the sharing of information on specific development opportunities and appropriate properties and individual learning disability client needs including timescales for rehousing and locational preferences to meet their housing requirements.

Work continues on the regeneration of the North Priory estate. This development - which aims to create a mixed and sustainable community - will include a wider range of property types (than previously existed) including larger houses and bungalows for rent. All the rented properties will be built to lifetime homes standard and it is intended that the whole estate will comply with the Secure by Design standard. A number of the rented properties will also be built to a higher specification to meet the needs of people with disabilities. Half of the properties will also be available for outright sale.

A range of diversity data is now being collected in relation to nominations for Registered Social Landlord properties.

2.3.3 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 equity share loans, repayment loans and grants 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 and that empty properties are brought back into use (Private Rented).

The number of schemes completed during 2008/09 is detailed below together with a breakdown of the applicant's ethnicity.

Number of grants and loans completed in 2008/09								
Disabled Facilities Grants			Housing Assistance			Private rented		
Ethnic group	Complete	%	Ethnic group	Complete	%	Ethnic group	Complete	%
BME	30	16	BME	22	14	BME	11	39
Non BME	153	84	Non BME	133	86	Non BME	17	61
Not known	0	0	Not known	0	0	Not known	0	0
Total	183	100	Total	155	100	Total	28	100

2.3.4 Housing Management

The Tenants Status survey was undertaken October/November 2008. It is conducted on a 2 yearly basis and for the first time asked monitoring questions on religion and sexual orientation. In an effort to gain further intelligence a Black Minority Ethnic (BME) booster survey was also carried out. The overall findings state,

"As was expected, there was a pattern of lower satisfaction levels amongst BME groups, with particular emphasis on communication and customer service elements. BME respondents appear to feel less included, listened to, and are less likely to feel that their requests are dealt with by members of staff.

However, there was a hypothesis that this may be more due to the age profile of BME respondents in relation to white respondents, with BME groups tending to be younger. The survey did bear this hypothesis out to an extent, but the situation was more complicated than that. What appears to be the case is that ethnic origin exacerbates the age divide, with older BME respondents being more like their white counterparts, but younger BME respondents expressing a greater amount of dissatisfaction than their white counterparts".

An action Plan has been devised to work on and improve areas of weakness that have been identified by the Tenants Status survey. This work has commenced with tackling issues around data quality to improve the information held on the ethnic origin of our customers.

As stated in previous reports all survey work undertaken for Housing Management is monitored by gender, age, ethnicity and disability and the outcomes are included in the subsequent analysis. From April 08-March 09 the following surveys have been conducted:

- Ongoing Mediation User survey, completed by those responsible for referrals - quarterly
- Ongoing Mediation Customer survey - quarterly

- Ongoing Anti Social Behaviour - quarterly
- North Priory Regeneration residents - final round
- Tenants Home Insurance (yearly)
- Environment & Community Safety Improvements - Price Street - one off
- New Tenants survey - Feb09 (6 monthly)
- Housing Register - Feb09 (6 monthly)
- Housing Options monitoring from Jan09 (analysis reports yet to be prepared).

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.

Number of tenancies by Gender -

Gender	As at 31 st March 2007		As at 1st April 2008		As at 1st April 2009	
	No. Tenancies	%	No. Tenancies	%	No. Tenancies	%
Female	11927	53.10%	12040	53.73%	12270	54.34%
Male	10353	46.09%	10211	45.57%	10166	45.02%
Not known	182	0.81%	156	0.70%	145	0.64%
Total	22462	100%	22407	100%	22581	100.00%

Number of tenancies by Ethnicity -

Ethnic Group	As at 31 st March 2007		As at 1st April 2008		As at 1st April 2009	
	No. Tenancies	%	No. Tenancies	%	No. Tenancies	%
BME	3186	14.18%	3065	13.68%	5135	22.74%
Non BME	11427	50.87%	12257	54.70%	11146	49.36%
Not known	7849	34.94%	7085	31.62%	6300	27.90%
Total	22462	100%	22407	100%	22581	100.00%

Number of tenancies by Disability -

Disabled	As at 31 st March 2007		As at 1st April 2008		As at 1st April 2009	
	No. Tenancies	%	No. Tenancies	%	No. Tenancies	%
No	20755	92.40%	20760	92.6%	20994	92.97%
Yes	1706	7.60%	1646	7.3%	1586	7.02%
Not known	1		1		1	0.00%
Total	22462	100%	22407	100%	22581	100.00%

Improvements have been made in the collection of data on the ethnic origin of our tenants at the sign - up stage of a new tenancy and through the information received through the home checks process. This is clearly represented by the increase in the figures shown in the above table.

Number of applications on waiting list by Gender -

Gender	As at 31 st March 2007		As at 1st April 2008		As at 1st April 2009	
	No. Tenancies	%	No. Tenancies	%	No. Tenancies	%
Female	3457	58.33%	3800	60%	3263	56.99%
Male	2466	41.61%	2548	40%	2460	42.96%
Not known	3	0.05%	4		3	0.05%
Total	5926	100%	6352	100%	5726	100%

Number of applications on waiting list by Disability -

Disabled	As at 31 st March 2007		As at 1st April 2008		As at 1st April 2009	
	No. Tenancies	%	No. Tenancies	%	No. Tenancies	%
No	186	3.14%	167	2.63%	21	0.37%
Yes	492	8.30%	436	6.86%	343	5.99%
Not known	5248	88.56%	5749	90.51%	5362	93.64%
Total	5926	100%	6352	100%	5726	100.00%

Number of applications on waiting list by Ethnicity -

Ethnic Group	As at 31 st March 2007		As at 1st April 2008		As at 1st April 2009	
	No. Tenancies	%	No. Tenancies	%	No. Tenancies	%
BME	760	12.82%	873	13.74%	750	13.10%
Non BME	5102	86.10%	5417	85.28%	4614	80.58%
Refused					34	0.59%
Not known	64	1.08%	62	0.98%	328	5.73%
Total	5926	100%	6352	100%	5726	100.00%

3.0 EMPLOYMENT

3.1 The Directorate employs 3212 staff (as at 31st March 2009) 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 2009.

Table 1(a)

Directorate workforce profiles 31 March 2009

DACHS		Female %	Male %	BME %	Disabled %
Scale point 34 and above (higher grades)	31/03/09	54	46	11.42	4.57
	31/03/08	55	45	9.98	4.99
	31/03/07	54	46	8.78	4.89
Below scale point 34 (lower grades)	31/03/09	71	29	6.76	2.80
	31/03/08	72	28	6.75	2.73
	31/03/07	73	27	6.30	2.69

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 31st March 2007 and 2008.

Table 1 (b) Dudley MBC workforce profile 31 March 2009 (compared with previous two years)

Dudley MBC		Female (%)	Male (%)	BME* (%)	Disabled (%)
Scale point 34 and above (higher grades) (excluding schools)#	31/03/09	51.1	48.9	9.2	4.5
	<i>31/03/08</i>	<i>50.3</i>	<i>49.7</i>	<i>9.1</i>	<i>4.6</i>
	<i>31/03/07</i>	<i>49.6</i>	<i>50.4</i>	<i>8.9</i>	<i>4.3</i>
Below scale point 34 (lower grades) (excluding schools)#	31/03/09	69.3	30.7	6.3	2.6
	<i>31/03/8</i>	<i>69.5</i>	<i>30.5</i>	<i>6.2</i>	<i>2.6</i>
	<i>31/03/07</i>	<i>69.7</i>	<i>30.3</i>	<i>5.9</i>	<i>2.2</i>
Total (excluding schools)	31/03/09	66.5	33.5	6.8	2.9
	<i>31/03/08</i>	<i>66.6</i>	<i>33.4</i>	<i>6.6</i>	<i>2.9</i>
	<i>31/03/07</i>	<i>66.9</i>	<i>33.1</i>	<i>6.4</i>	<i>2.5</i>
Total (including schools)	31/03/09	75.0	25.0	5.6	1.0
	<i>31/03/08</i>	<i>74.9</i>	<i>25.1</i>	<i>5.5</i>	<i>2.0</i>
	<i>31/03/07</i>	<i>74.8</i>	<i>25.2</i>	<i>5.1</i>	<i>1.7</i>

Notes: Scale point 34 on 31 March 2009 £28,270.

*BME figures exclude those employees for whom no ethnic origin data is held.

Grade breakdown excludes schools due to the different grading structure for teachers.

3.3 The Directorate recruited 223 employees in 2008/09 of which 79% were female, 1.79% were disabled and 7.62% were from a BME 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 2008, 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.

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 2008/09 in line with the Race Relations Amendment Act [2000].

4.2 EIA's completed during the year included:

- Adult Social Care Representations Procedure – Complaints, Comments and Compliments
- College Partnership Agreement – To assess impact of additional charges for learners in receipt of concessions
- DACHS Strategic Plan
- Dudley Mosque – The possible exercise by the Council of its right to buy back the site at Hall Street, Dudley and supporting the Dudley Muslim Association to identify other alternative locations for a mosque and Community Centre including the redevelopment of their current site at Bourne Street/Castle Hill
- Homelessness Strategy Refresh/Action Plan update 2008
- Library Modernisation
- Post 19 Learning and Skills Strategy
- Post Inspection Action Plan, Adult and Community Learning
- Tenants' Satisfaction Survey 2008 – Additional survey for Black and Minority Ethnic Tenants to ensure statistical validity of outturns

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 2009-10.

5.0 ACHIEVEMENTS AGAINST THE DIRECTORATE'S EQUALITY AND DIVERSITY ACTION PLAN 2008/09

5.1 The table attached outlines the progress made in relation to DACHS Equality and Diversity Action Plan for 2008/09.