



# Strategy for People With a Physical Disability/Sensory Impairment. Revision February 2010

Dudley Borough Strategy for People with  
Physical and Sensory Disabilities (2010 – 2013)



**“Independent Living means that disabled people have access to the same life opportunities and the same choices in everyday life that their non disabled brothers and sisters, neighbours and friends take for granted.”**

Baroness Campbell of Surbiton,  
Chair of the Independent Living Review Expert Panel

**Dudley MBC  
Dudley PCT  
D.C.V.S.**

**2010**

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## **Forward**

This Strategy has been produced jointly between the Council, the PCT and the Voluntary Sector who have been instrumental in involving disabled people and carers. The document aims to reflect the views of disabled people captured at the first Physical and Sensory Disabilities Conference in July 2007 and subsequently the most recent

conference in July 2009. It also sets out the improvements that the agencies are intending to make to their services that will benefit disabled people. For the purposes of this document we are referring to services for disabled people between the ages of 18 – 64 years, this is because there are separate strategies relating to older people and children. Disabled people have contributed to the draft and final versions of this Strategy and the Council would like to pay tribute to the commitment and enthusiasm of all the disabled people who have helped to produce this document. We would like to formally say thank you for all the hard work involved. A full transcript of the response from Action for Disabled People and Carers is included in the Appendices along with notes from the July 2009 conference.

When this strategy refers to “disabled” people, we mean how society disables people by the way that it treats and excludes people whatever their impairment. The focus is on how and where society fails to include disabled people by “disabling” attitudes and barriers and not on what disabled people cannot do.

The strategy has been developed in line with the principles of “Putting People First” (Department of Health – 2008) and links to the transforming social care agenda in delivering self directed support, which enhances positive outcomes for people with a physical disability.

**Signatures:**

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Directorate of Adults, Community and Housing Services

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Dudley Primary Care Trust

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Dudley Council for Voluntary Services

**Introduction**

Dudley Borough has a total population of 306,482, of which 55,026 are aged 65+ years, and 185,253 are aged 18-64 years. (Source: ONS, 2008 Final Mid-Year Population Estimates)

A total population of 58,265 people have a Limiting Long Term Illness, and 25,672 or 11.58% of these people are of working age. (Census 2001).

There is much greater disability prevalence among people who suffer from poor health or limiting longstanding illness. The relevance for health and Social Care agencies is that their provision should focus on helping people that suffer from existing illnesses and strive to prevent the occurrence of disability. An assessment of poverty in Britain has found disabled people are twice as likely to be poor than the able bodied, and the gap has widened in the past decade. The annual report by think tank the New Policy Institute found 30 per cent of disabled adults of working age lived on 60 per cent of average income levels. Lack of access to paid work was cited as the main reason, with disabled graduates who wanted to work considerably more likely to be unemployed than an unqualified able-bodied person.

Services in Dudley for people with physical disabilities have historically been developed by both the statutory and voluntary sector. The former have developed on more traditional lines with, or alongside services for other client groups. The latter have often been linked to specific medical conditions. The governments modernising agenda underpins the social model of disability that Dudley has adopted through challenging discrimination towards people with a disability and promoting independence and access to universal services.

The Dudley Strategic Framework for reducing health inequalities has been prepared in response to Government directives; The Local Authority, Health and Voluntary Sector jointly endorse the plan. Nationally over the last 70 years health has improved, but health inequalities have widened the gap in health status between the rich and the

poor. To close this 'health gap' tackling inequalities in health requires focus on improving the health of those people who fair worst.

The Directorate of Adults, Community and Housing (DACHS) and local partner NHS bodies provide quality services to people with long-term conditions. The partnership model requires health and social care to work together in a highly integrated way; within the Borough this is exemplified in the Integrated Community Equipment Service, Integrated Living Team (ILT), Acquired Brain Injury (ABI) and Occupational Therapy (OT) services across PCT/DACHS and the Expert Patient Programme. Support to this integrated working is presented in the National Service Framework (NSF) for Long Term Neurological Conditions and case management for chronic long-term conditions.

The NSF for Long Term Neurological Conditions and the Borough's response is co-ordinated by the Physical and Sensory Disabilities Board whose current membership comprises of the Directorate of Adults, Community and Housing Services, together with the Primary Care Trust (PCT) and Dudley Council for Voluntary Services (DCVS). We have invited service users and their carers to form an integral part of the Board in the near future.

Partnerships are being developed as part of the overall strategy of the Council, to ensure best use of resources. This would include Health, Children's Services, Libraries, Archives and Adult Learning, Department of the Urban Environment, Job Centres, Transport and Voluntary Sector partners, to ensure that the specialist skills are used for the benefit of the service user to achieve best outcomes for each individual. Partnerships are also being developed at a regional level to ensure effectiveness of limited resources. Central government is committed to improving health in deprived areas and is pressing the case for preventative policies. Local Area Agreements represent a new approach to improve co-ordination between central government and local authorities and their partners, working through the Local Strategic Partnerships.

They will rationalise some funding streams from central government, help join up public services more effectively and provide greater flexibility for local solutions to local circumstances. Dudley Public Health – Health Improvement Team, has a number of preventative policies and strategic initiatives in place that are designed to

help deter illness and disability in the population, e.g. Sexual Health Strategy, Expert Patient Programme. This strategy is underpinned by the Council's intention to further develop its relationship with strategic partners in the statutory, voluntary and independent sectors:

This social model of care provided jointly through partnership working between the statutory and the voluntary sectors, strives to address the inclusive living agenda in Dudley, through developing clearer care pathways, access to information and appropriate support to offer choice and flexibility, thus promoting independence rather than creating dependence.

**This strategy will be contributing to the vision of Dudley Community Strategy by:**

- Listening to what disabled people say
- Responding to what disabled people tell us
- Being accountable for our performance
- Providing value for money

The overall vision is the promotion of stronger communities throughout the Borough. Disabled people not only have a lot to gain from living in strong communities but have a great deal to contribute.

Disability is not the sole responsibility of the Directorate of Adults, Community and Housing, other directorates can improve the lives of disabled people, and this is reflected later in the strategy. The recent legislation around Disability Equality Duty should also assist in improving quality of life by ensuring that the local authority proactively looks at ways to consider the principles of disability equality from the outset.

**Policy Framework for Independent Living**



For the purposes of this strategy we will be focussing on the following main policy drivers to improve services for disabled people within Dudley Borough. These are:

- Improving the Life Chances of Disabled People (2006) Office for Disability Issues
- Our Health, Our Care, Our Say 2007
- Independence, Well Being and Choice
- National Service Framework on Long Term Conditions
- Direct Payments Implementation programme
- NHS programme for Chronic Disease Management
- Closing the Gap – Tackling Health Inequalities in Dudley (2005)
- The Expert Patient Programme
- Supporting People Programme
- The Disability Discrimination Act
- Integrated Living Team (10 Year Plan)
- Integrated Community Equipment Services
- Local Area Agreements

This document has been guided by these policies but the continued development of the strategy will be supported through understanding the needs and aspirations of disabled people in Dudley. The gathering of disabled people's views has been significantly achieved through local consultations to date, and we will continue to do this in the coming years.

At the very essence of the Strategy for Physical Disabilities/Sensory Impairment is the desire for disabled people to be engaged as valued citizens in all areas of public life within the community and contributing to service design, delivery and evaluation.

The Prime Ministers Strategy Unit report 'Improving Life Chances of Disabled People' serves to direct us to:

- Have a better understanding of the needs of disabled people
- and
- Ensure that our services are suitable, satisfying and accessible for disabled individuals.

We hope this strategy will contribute to achieving this.

## **Strategic Direction**

There are 10 broad objectives in the Improving Life Chances report:

- 1 Working with disabled people and their organisations to achieve the vision
- 2 Personalising responses to needs and maximising choice and empowerment
- 3 Early pilots to assess what sort of system could deliver this new approach
- 4 Information systems are available in accessible locations that disabled people will use as part of their every day life
- 5 Investment in services for disabled people should be determined by the aim of enabling disabled people to fulfil their roles and responsibilities as citizens
- 6 Improving housing opportunities for disabled people
- 7 Personalised and integrated approaches to transport opportunities
- 8 Address the travel experiences of disabled people including those whose transport needs relate not to the physical environment but to the way a service is provided in line with the Accessibility Planning Guidance
- 9 Investment in services for support for disabled parents
- 10 Address the transition of young disabled people into adult services ensuring that they do not continue to move into segregated adult lives

Along with other initiatives in Dudley, the Strategy for Physical Disabilities/Sensory Impairment aims to shift the culture to foster an increasingly collaborative, person centred approach to working with disabled people. This is essential in working to reduce inequalities in Dudley.

These are the dimensions identified and endorsed in the White Paper 'Our Health, Our Care, Our Say: a new direction for community services', (DH 2007).

- Improved health – enjoying good physical and mental health (including protection from abuse and exploitation). Access to appropriate treatment and support in managing long-term conditions independently. Opportunities for physical activity
- Improved quality of life – access to leisure, social activities and life-long learning and to universal, public and commercial services. Security at home, access to transport and confidence in safety outside of the home
- Making a positive contribution– active participation in the community through employment or voluntary activities. Maintaining involvement in local activities and being involved in policy developments and decision making
- Exercise of choice and control– through maximum independence and access to information. Being able to choose and control services. Managing risk in personal life
- Freedom from discrimination or harassment– equality of access to services. Not being subject to abuse
- Economic well-being– access to income and resources sufficient for a good diet, accommodation and participation in family and community life. Ability to meet costs arising from specific individual needs
- Personal dignity – keeping clean and comfortable. Enjoying a clean and orderly environment. Availability of appropriate personal care

**From all of the previous guidance, we have chosen to concentrate on the following key determinants of independence and well being, (which go beyond health and social care) for the purposes of the rest of this document.**

- Housing Advice and Support in the home
- Getting out and About
- Involvement and Influence
- Benefits, Employment and Learning
- Health and Well Being

Following consultation with a number of representatives from a cross section of Physical and Sensory Disability Groups – via the auspices of ADC (Action for Disabled and Carers), D.C.V.S., and voluntary organisations, we discussed the barriers that society creates for disabled people and how disabled people should have access to opportunities. The consultation was brought together at a conference in July 2007 where the following key objectives were explored with the delegates:

- **What do you like about existing services?**
- **What do you not like about existing services?**
- **What would you like to see changed?**

We recognise that there are limitations to using one method of consultation to ensure it is fully inclusive, therefore consultation will be ongoing at other opportunities with 'hard to reach groups' such as Black and Minority Ethnic Communities, individuals with hearing and visual impairment, and individuals not making representation through groups. Council Officers have attended meetings of Dudley Deaf Sports and Social Club, and the Council recently hosted a consultation event with the BME Communities, a number of services for disabled people were exhibited and Service users were able to engage with providers as well as taking part in workshops.

The key outcomes and next steps from the consultation event apply to the Council and the P.C.T., whilst not specific to people with disabilities the messages are universal in how BME communities would like us to involve them on a regular basis and suggestions for taking this forward. A further conference for People with Disabilities

was convened in order to revisit issues and drivers for service development and service delivery. The key outcomes from this and ongoing consultation with users of services and their carers are listed below:

**Key outcomes:**

- Around 250 ethnic minority community members and group representatives attended
- A high turnout from Corporate Board members and key officers to provide focus, support and advice to community representatives, which further demonstrates Dudley's commitment to work in partnership with local communities
- This is the second year in which the focus of the consultations at this event has been expanded across all of the service areas of the Council, previously social care specific. Via the Ethnic Minorities Consultation Steering Group communities have been able to shape the areas of consultation that are relevant to them. This has established a process for shaping future consultation events that encourages joint working with the communities
- The event featured 24 exhibition/information stands providing key information on services across the whole of the Council, Health, wider partners and community groups. The 'market place' approach has established a useful way in which to provide advice, information and contacts to communities on services they most require it on

**Next steps and learning**

- The Council to consider the provision of local consultation events that focus on issues relating to specific ethnic groups by geographic area
- The Council to utilise the regular contact that exists with community groups to obtain topics of most relevance for future consultations
- The Council to consider the production of a feedback report on website that can be used with community groups

**The following sections examine the five key themes and using the feedback from consultation sets out what agencies are doing now, and what they plan to do for the future:**

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## **Theme 1 Housing, Advice and Support in the Home**

### **Outcomes:**

“People with disabilities have increased choice and access to a wide range of information and advice about housing. Support and care at home, where needed, is tailored to the individual”.

**These are services in Dudley contributing to this outcome.**

- Housing
- Housing Adaptations
- Disability Specialist Teams
- Care at Home
- Carers Services

The Directorate of Adults, Community and Housing produces a strategic plan regarding the way we will commission services for people with disabilities across all our teams. This states that:



We aim to commission appropriate services to respond to the needs of people with disabilities and their carers  
We aim to commission culturally sensitive services based on identified needs of individuals with disabilities and their carers

We aim to develop a whole systems multi-agency approach with clear pathways and processes to ensure easy and speedy access to services

We aim to expand the range of care and support services available and provide flexibility and choice in the way services are delivered

### **Physical and Sensory Disabilities Board.**

The Physical and Sensory Disabilities Board aims to provide a framework to enable engagement with a range of strategic partners to develop new service solutions to meet local needs.

The Board reports to the Health Improvement and Modernisation Team, which in turn report to Dudley Health and Well Being Partnership. This ultimately reports to Dudley Community Partnership. The Terms of Reference for the Physical and Sensory Disabilities Board can be found in the Appendices of this document.

### **Housing:**

**A Needs and Demand Study carried out found the following key housing issues in Dudley.**

28% of households contained somebody with a disability (34,651)

80% of the households had only one household member with a disability (20% had two household members)

64% of all disabled household members are aged 60+ (including 30% aged 75+)

15% of disabled household members are aged under 45

Most frequent disabilities are walking (30%) and long term life-limiting illness (18%)

The Needs and Demand Study looked at disabled people and the type of tenure they were living in and it found people were more likely to be in these tenures if they had a disability:

Owner occupied household without a mortgage (31% of overall population but 39% with a disability)

Council tenants (19% of overall population but 31% with a disability)

Housing Association tenant (3% of overall population but 7% with a disability)

Living rent free/other (1% of overall population but 1.5% with a disability)

People were less likely to be in this tenure if they had a disability

Owner occupied household with mortgage (42% of overall population but 20% with a disability)

Tenant of a private landlord (4% of overall population but 2% with a disability)

Shared ownership 0.1% of overall population and 0.1% with a disability

**What are the Key Housing and Support issues in Dudley?**

- 88% of those with a care or support need felt that they were getting enough support (implies 12% have unmet needs)
- Personal care and looking after the home were the most frequently required support
- 12% of properties in the Borough have been adapted
- A higher proportion of social rented properties have been adapted (they account for 47% of adapted housing but only 29% of the overall housing stock)
- Most popular adaptation = grab rails
- 13% of adapted properties had been adapted to take a wheelchair (some of these were not occupied by wheel chair users)

**How we are responding to these housing issues in Dudley?**

We are working with planners and local housing associations to deliver more new affordable homes and encourage the building of 'Lifetime homes'

Extra Care – 5 schemes planned by 2015. The first one completed mid 2010 in partnership with Beacon housing - Beacon Centre – Extra Care for over 55's – 71 units, 21 for sale, Dudley will purchase 20 places for residents needing care

Home Ownership Long Term Disabilities – Bromford Housing Association 4 units

Adaptations – Seeking additional funding

Negotiating with housing associations to share data on adapted properties

Telecare installations (Dudley Community Alarms)

Property Appreciation Loans (Kickstart)

Housing Assistance Scheme

Renovating/adapting/small repairs/empty private sector adaptations

Housing Revenue account adaptations - £2.143 million

Health through Warmth/energy efficiency/medical recommendations

Town Centre Action Plans – Siting housing close to local facilities can be important for disabled people

Supporting People – We provide housing related support such as £75,000 + for 95 units of support (1 = accommodation based, 2 = floating support delivered by Beacon Centre and Integrated Living Team (DOVES)

(Information source Housing Needs and Demand Study 2005 – David Couttie Associates)

Housing Services provide specialist accommodation for older and physically disabled people, including sheltered housing, bungalow schemes with wardens, blocks with communal facilities and warden on site, housing with care which includes specialist staff and a Community alarm service.

**This is what we do:**

Sheltered/Supported Housing have had a priority programme over the last two years which has enabled us to make improvements to our sheltered schemes in line with the DDA and these have included:

Door closure apparatus

A range of different bathing facilities to help people in different ways

Ramps

Lowering of the door entry controls

Flashing and/or vibrating fire alarms

Induction loops in the communal areas within the schemes

Some staff are fluent in BSL

Improved levels of lighting in the corridors

Use of colour contrast to assist in demarcation of landmarks within the buildings

The Housing O.T. is available to advise on a range of measures that can be taken during any modernising/maintenance that may help people who live in our schemes now or in the future.

**This is what we will do:**

- Train our own staff to deliver a range of courses from within the schemes, these could include “Extend”, “Expert Patient”, “Get Cooking”, smoking cessation etc. These types of courses are currently delivered by other agencies and we would like to be able to put them on a permanent footing involving our own staff so that we can continue this good work
- Pilot the provision of floating support for carers when they need to take a break. This may require short term installation of a pendant alarm so the client has 24hr contact for all eventualities, or it could be a telephone call at agreed intervals to check that the client is safe and well, the support will be tailored to individual need
- We would like to increase the floating support in the community to older people who live in their own homes who need low-level preventative support. We would like to encourage local people to join our tenants and participate in the social activities that are held in the schemes

### **Permanent Care**

The Directorate will purchase permanent care for people with a physical/sensory disability if this will meet their assessed needs, but over the past few years we have found that fewer people have requested residential care, and often their needs require nursing care which we do not provide ourselves. Admissions of people with a physical/sensory disability to permanent residential care are low for the population and deemed by CQC to be an excellent level of performance. The majority of people understandably choose to live in their own home and we have a range of services to support this choice. If we need to purchase permanent care we will do this from specialised providers who are able to meet the identified need, be that for residential or nursing care, we have found that we do not have a need for in-house residential care and we are now supporting a number of previous residents in the community.

We are supporting **976 adults between the ages of 18 – 64 to live at home (31.12.09)**, this is a very good level of performance but we aim to reach an even higher level if possible next year. It is recognised nationally

that there is a requirement for supported living options to meet the needs of younger people with a disability, and this will be a commissioning intention for us in the future.

### **Housing Adaptations**

Adaptations are available to both home owners and people living in Council or privately rented accommodation, Disabled Facilities Grants can help with the cost to enable people to live safely and independently at home and there is a service also available to Dudley Housing tenants.

#### **This is what we do (Public Sector Housing):**

We have records of properties that have been adapted so we can make best use of them as and when they become vacant again.

We have a Housing O.T. service – the team support people who cannot manage in their current home to move into suitable accommodation by considering properties that have been adapted or are suitable for adaptation.

The O.T.'s can advise if repairs are being carried out that would not ordinarily meet the needs of the disabled person.

#### **This is what we do (Private Sector Housing)**

- We administer Disabled Facilities Grants to adapt private property in 06/07 we completed 207 Disabled Facilities Grants totalling £2.492m. **Update these figures for 2009**
- Fast tracking where possible some types of referrals e.g. stair-lifts.
- The pilot scheme involving Occupational Therapists in Choice Based Lettings so that disabled people who wish to move are assisted to find a property that both meets their needs and is available within the housing stock has been successful. Occupational Therapists will continue to be involved in assisting people in their choice of housing when requested. The housing division within the Directorate report that the difference between requested housing and available housing is not large and that waiting lists are manageable.
- Suggestions received by users of services have realised improvements in the Dudley Assisted Living Centre, offering increased space and a wider range of equipment.

**This is what we will do (Public Sector Housing):**

- As the need for adaptations grows we will aim to deliver a best value and equitable service by considering adaptations as requested and also other innovative solutions to meet needs
- Review the way that minor adaptations are carried out following recent changes in these arrangements and consider self-assessment for some minor adaptations in future. Two groups have been set up to consider improvements in the delivery of equipment and adaptations, one strategic and one operational which will actively consult tenants

**This is what we will do (Private Sector Housing)**



- Work is underway in considering options for reducing the growing waiting list for Disabled Facilities Grants and we have compared our service to other Local Authorities to see what we can learn
- The Dudley Housing Strategy 2009 sets out its aims to review the Home Improvement Agency services during 2009/10 and adaptations working group will review current systems and consider ways in which services can be improved. This will enable us to help as many people as possible with the resources available. An action plan has been produced to reduce waiting list for major adaptations to private/rented property
- We have set up a new contract for stairlifts/steplifts and vertical lifts across public and private housing as a more economical solution for provision and recycling. This contract includes supply, storage and maintenance of all lifts and enables efficient recycling regardless of tenure of property

Copies of the Housing Strategy are available on the following website:

[www.dudleygovuk/housing/strategiespolicies/housingstrategy](http://www.dudleygovuk/housing/strategiespolicies/housingstrategy)

### **Disability Specialist Teams – Provided by DACHS, Older People/Physical Disabilities Division**

The OT team provides assessment to promote, encourage or maintain a persons' independence, which could lead to a number of solutions being offered such as advice on daily living tasks, provision of equipment on loan, or adaptations to the home.

**This is what we do:**

- We operate a joint Community Equipment Service with the PCT and we have a demonstration and assessment facility at Dudley Assisted Living Centre
- We actively promote reablement as an integral part of our assessment for care provision
- Staff in Social Care take the lead in reablement within the community which is in line with recommendations set out in the transforming social care agenda guidance document- "Putting People First"
- We have redesigned our training programme for staff on Disability Awareness to bring it up to date and retrain the majority of staff in the Directorate, and have a programme of refresher training to update knowledge. On line training has been completed by Disability Section Teams, which will be to be rolled out across the Directorate
- The Moving and Handling team aims to promote a safe working environment for individuals and their carers to facilitate care at home
- The Integrated Living Teams provide specialist assessment and support to younger disabled people with severe physical impairments, to improve opportunities and quality of life. There are three components – Acquired Brain Injury team, Community Lifestyles team and DOVES a volunteer support scheme
- Work with Pathways and Falls teams in providing services that promote independence/safety
- Support Care at Home and provide Reablement in conjunction with health and social care colleagues
- Promote Direct Payments and Carers Assessments for people with disabilities or one or more sensory impairments
- Improve public information across Disability Services
- Clarify responsibilities with Children's Services for deaf children (or who have a hearing impairment), and put in place arrangements for Children in Transition to Adulthood
- Work closely with voluntary organisations who provide services in partnership with us
- Train our staff in disability awareness, in 2007/8 we concentrated on dual sensory awareness

- Since the last strategy was published on 2009 we have, despite increases in demand, maintained response times for an OT assessment so that urgent requests are still seen within two weeks and non urgent in three months
- We have increased the numbers of stand-alone carers assessments, including those for people with Hearing or Visual Impairment and plan to further increase these in line with the carers strategy ensuring all carers of people with a disability or sensory impairment have an assessment and support plan as is their rights under the Carers Recognition Act
- We have facilitated Joint Working between O.T, teams – The Directorate Occupational Therapy Team who now work closely with other O.T.'s who work in Housing or the P.C.T. We provide supervision and funding for some of these O.T.'s and we have an agreement that we will not expect clients to navigate their way round the system. So, whichever O.T. receives a referral – (if it is not for them) – they will pass it on to the appropriate O.T. team

**This is what we will do:**

- We will continue to work with the P.C.T. in developing a joint strategy in line with the NSF for Long Term Neurological Conditions
- We will work with other L.A.'s in the Black Country to develop regional services for people with an Acquired Brain Injury
- Produce Transition Strategy (Children to Adult Services)
- We will increase the number of Direct Payments for respite care in the majority of instances, reduce use of residential care for disabled people, increase use of supported living
- We will continue to Increase access to community services through Community Opportunities and Independent Travel Training as an alternative to day centre activities
- Work with user representative groups to improve Councils website

## **Visual and Hearing Impairment or Dual Sensory Impairment**

### **This is what we do:**

- We have specialist teams for people with a visual and/or hearing impairment or a dual sensory impairment. We provide assessment, skills re-training, use of mobility aids, 'route' training, low vision assessments, communication skills, reablement, independent living skills, communication aids and have local and wider network information resources. The teams have received specialist training to assess, advise, support and reable people who are blind, partially sighted, deaf sign language users, deafened, hard of hearing and deafblind people
- Consult with Deaf Service users through meetings with Dudley Deaf Sports and Social Club
- We are members of the Dudley Low Vision Services Committee
- We consult with Visually Impaired Service Users through 'Offsight'
- We consult with Visually Impaired Service Users through all local voluntary agencies for Visually impaired people in the locality
- We work in partnership with voluntary organisations to provide a range of services

### **This is what we will do:**

- Continue to consult with service users including specific groups (including Dudley Deaf Sports and Social Club) and use this information to inform our plans for the forthcoming year
- Resource centre in the Hearing Impaired Unit improvement has now been completed
- Continue to carry out environmental Audits in our residential homes to find out how we can improve lighting/contrast etc., for our residents with a visual impairment
- Continue to improve visual impairment services, an Eye Clinic Patient Support Worker is now being recruited & funded jointly by the PCT and Dudley MBC
- On-going work with Libraries to provide talking book service locally
- Work towards better links with Audiology and Locality Social Work teams
- Work with Dudley Council Plus to improve access for Deaf people who use text phones
- Offer basic B.S.L. training for all staff including Dudley Council Plus.
- Offer Visual Awareness Training across DACHs

### **Audiology**

This Service is provided by the PCT

### **This is what we do:**

- There has been a significant reduction in the number of people on the waiting list for a reassessment for digital hearing aids.

**This is what we will do:**

Audiology services will have significantly reduced the number of people waiting for a hearing test from 1000 in March 2009 last year with a target of 200 on the waiting list by March 2010.

**Care at Home**

Community Care (domiciliary care) services are provided to people following an assessment. Wherever possible we aim to promote independence and maintain people in their own homes. This may involve provision of an appropriate package of care and support to meet needs. The Directorate provides or purchases care at home from a range of regulated providers and could include, personal care, household management, reablement, and day activities. A Charging Policy is in place for these services.

The Conference feedback indicated an issue regarding the sitting and security of the "key safes" that allow carers access if people cannot get to the door a number of organisations fit "key safes" – Homecare, Housing, Age Concern, Police, Falls Service, private companies.

**This is what we do:**

Since the publication of the last strategy we have now set up basic standards and best practice has been agreed between organisations on the sitting and security of the "key safes" that can be shared with our service users at the time of installation. Protocols have been agreed regarding changing the number of the key safe when they are aware that any part of the care package has changed, and in particular when a provider service is ceased or changed to another provider.

**This is what we will do:**

### **Direct Payments**

The purpose of Direct Payments is to promote independent living by giving service users and their parents/carers choice and flexibility over the way their social care is provided from the Council. Direct Payments are cash lieu of services and can be used to employ personal assistants to purchase support services from other agencies. They are a means to an end, which is to achieve the service users desired outcomes, as such they fit well with outcome focused care plans, and self directed support, including individual budgets.

**This is what we do:**

We have achieved our target to significantly increase the number of direct payments to people with a physical disability or sensory impairment increased from 400 in April 2008 to 774 in July 2009 and now stand at 819 plus 228 carers in Dec 2009 with Direct Payments being given for:

- Personal care and household tasks
- Short-term breaks/Respite
- Transport
- Involvement in social, leisure, educational and work activities
- Equipment
- Low-level preventative services (Carers one off payments)

## **This is what we will do:**

We will set challenging stretch targets for people receiving Direct Payments in 2010/2011 in line with the transforming social care agenda to deliver self directed support.

### **Alternatives to Day Care**

In order to promote Direct Payments as an alternative to Day Care - in 2006/7 we set aside some money for "pump-priming" and gave a number of service users a Direct Payment that they could use instead of attending a building based service. For some people this was a taster of Direct Payments and they used the money for alternatives to Day Care, other people needed support to make use of their money and this was provided through the staff in the Community Opportunities Programme at Queens Cross Network. This has helped some people to access more community resources and along with the Travel Training that has also been piloted at Queens Cross has given our service users several opportunities for independence, empowerment and social inclusion.

We will continue to offer Direct Payments as an alternative to day care and to train service users in independent travel.

Queens Cross Network has an active user led Action Team, which is involved in the running an organisation of the Network and making decisions that affect the members.

We will continue to involve and empower service users to play an active role in the day to day running of the Network and in developing the service for the future.



### **Day Activities funded through Service Level Agreements**

Voluntary organisations deliver a wide range of public services to a diverse population, we recognise the voluntary sector is an important part of today's economy and has an important role to play in society. The sector, both charitable and non charitable, provides an invaluable and irreplaceable service through the engagement of volunteers, providing services to groups of individuals that remain outside of existing statutory services. Currently Dudley Council is working in partnership with the voluntary sector and other agencies (Community Partnership – Voluntary Compact) towards raising standards of service delivery. For further information on the funded services see appendices.

As part of the process of 'Transforming Social Care' to facilitate 'Self Directed Support' we will be reviewing the commissioning arrangements between the council and all contracted and grant funded providers in order to promote the social care market and develop services, which are flexible and respond to individual need.

### **Safeguarding Vulnerable Adults**

The Directorate uses current best current best practice recruitment systems consistent with its professional standards. It identifies employees and volunteers for whom CRB checks, enhanced CRB and POVA checks are appropriate, prospective employees account for the whole of their employment or unemployment history and references are checked carefully. The Directorate provides regular Adult Protection training for its staff and for those staff in the voluntary and independent sector via the council arrangements with Black Country Partnership in Care (BpiC).

## Promoting Independence

### **This is what we do:**

- The Directorate of Adults Community and Housing (DACHS) and the Primary Care Trust (PCT) provide support to help people to remain independent, this support may be provided in the community by O.T.'s in the Primary Care O.T. team or in short stay reablement units which have O.T. and Physiotherapy on site. We have trained our care staff to also promote independence when supporting people with personal care needs. This one to one approach helps people to maximise their independence and remain in the community
- We have reablement O.T.'s based with a Duty Social Worker in one of the locality teams as a pilot project. The O.T.'s screen contacts to identify those service users where they believe that a reablement approach would be most beneficial, and in these cases the O.T. may undertake the assessment and put in place services to support the person until they are able to care for themselves. The O.T. may also arrange for some therapeutic input to co-inside with the care package to promote independence
- The Directorate helps provide a number of activities that generally promote independence e.g. Otago exercise classes. We fund a team dedicated to Falls Prevention, their work includes safety advice, provision of equipment and advice to reduce the risk of a fall. If anyone does suffer a fall then there is a care pathway that links people straight through to the Falls Team

### **This is what we will do:**

- DACHS and the PCT will continue to work together on Falls Prevention
- **Stroke Pathway** DACHS, the PCT, and Dudley Group of Hospitals are reviewing the current stroke services and the integrated care pathway. This has included:
  - The appointment of a specialist social worker for strokes
  - Support to Dudley Stroke Association to provide a family support worker
  - We are participating in a national project on Early Supported Discharge

### **Respite Care**

We carried out specific consultation with 20-25 service users who were regular users of respite care and who attend Queens Cross Network to ask what their needs for respite in the future might be. We found that people did not want to have respite in a residential/nursing home, they would prefer to have a break either with or without their carer. They felt there were lots of places where they could take a break but knowing where to go to find this information was the key to this, the ILT has a lot of information but other staff need to know where to direct people for this. If people needed a separate break from their carer then they needed to know where accommodation with care was provided, or who could come into their home to care for them if their carers wanted to have a break separately. Everyone felt there was a need for a break, a change of scenery or routine, and this included people in residential care, sometimes an exchange could work "change is as good as a rest", but the facilities were the important factor. All agreed that in order to have a successful break for everyone then their physical needs had to be met, so somewhere that was fully accessible with showers, suitable beds and hoists etc. was essential. The suggestion was made that respite care in whatever form it takes needs to be welcoming for all concerned so any steps to make contact beforehand or to offer a buddy to settle someone in would be welcomed.

The consultation highlighted the need to give disabled people the choice to make their own arrangements according to what suited them and their carers, and the first step towards this was to offer respite care in the form of a Direct Payment. Users already prefer to take their breaks in varying amounts, some like to have two weeks others prefer odd days throughout the year, Direct Payments allow users to do this without having to ask the Local Authority for permission. The outcome of this consultation has been to ensure that respite care is always offered as a Direct Payment unless the disabled person does not want this. To further facilitate the use of Direct Payments we aim to provide a directory of respite providers, which will be incorporated into the new web based information system developed within the library service and published in other relevant media formats.

## **Long Term Neurological Conditions (National Service Framework)**

A Strategy Group was set up to work on this and has concluded. The strategy aims to improve the patient experience and quality of life via partnership working and coordination of services for people and families with long-term conditions. It aims to do this by developing care pathways and ensuring that services are evidence based and meet or exceed recommendations in relevant policy guidelines (including NSF for Long Term Conditions, and Our Health, Our Care, Our Say). The Strategy group is multi-disciplinary/multi agency and includes representatives of users and carers' organisations.

The Group will report to the Physical and Sensory Disabilities Board and its objectives are to:

- Further develop a commissioning strategy for the National Service Framework on Long Term Neurological Conditions
- raise the profile of neurological conditions
- include the views of users and carers in the planning and delivery of services
- identify relevant guidelines/research evidence and incorporate these
- improve coordination of services and partnership working
- challenge discrimination and reduce inequalities
- establish sub-groups to support the strategy, including neuroscience network
- deliver care pathways
- identify and address gaps in service

There is already work in progress on a care pathway for Acquired Brain Injury (see below) and, as stated above, we will work on a neurological care pathway.

We will need to ensure that there are links with the Palliative Care and Supportive Care Pathways where appropriate.

The Acquired Brain Injury care pathway is being developed via a sub-group of the Long Term Neurological Conditions NSF, it includes representatives from Dudley Group of Hospitals, the PCT, the Local Authority and a Specialist Neurological Rehabilitation Consultant. Its aim is to devise a process, which will track people with an ABI as they travel from hospital to the community, ensuring that referrals are made to the appropriate services by the hospital as people are being treated or being prepared for discharge. These people often do not need a care package but they do need to be provided with information, advice and signposted to the appropriate agencies, e.g. Benefits, Employment, Headway. Work is underway to set up a web site giving people with long-term neurological conditions access to a wide range of local and national information, which is a recommendation from the Strategy Group.

### **Neurological Patient Journey/Pathway**

In Spring '08 a workshop was organised by the P.C.T. and D.C.V.S. involving many users and carers. The aim was to influence the work of the Long Term Neurological Conditions group and the strategy by prioritising issues relating to early signs and diagnosis, treatment and services, support, follow up and on going care. From this event the participants felt their local priorities were:

In response to the priorities identified in the workshop we have:

- Appointed a Team Manager to develop a local specialist team providing advice and psychological support
- Developed Map of Medicine training for G.P.'s and health professionals about neurological conditions and treatment options
- Set up a work group with staff from the libraries service to deliver information prescriptions

## **Carers Services**

This strategy acknowledges that issues affecting people with a disability may also affect their carers and we have an overarching strategy for Carers that can be found via the link below. The Carers strategy sets out our thinking in respect of information, involvement, breaks, housing, maintaining health etc.

### **This is what we do:**

- Provide practical support and information to carers who look after a person with a disability, long term illness, mental health difficulty or who are older and frail. The service promotes choice to enable carers and service users to have more power and control over their lives. Respite support is available following assessment, or directly through Crossroads sitting service.

### **This is what we will do:**

- We will ensure that all carers will be offered a Carers Assessment and their rights respected in line with current legislation
- We will maintain and continue to develop the Carers Network which gives carers access to information on a wide range of topics through a helpline, newsletter and fact sheets
- We will continue to offer "Carers Direct" payments to allow carers to take a break as and when they choose, the payments follow a Carers Assessment, which determines eligibility, then the payment is made directly to the carer

The Carer's Strategy, which is currently being updated can be [www.dudley.gov.uk/health-social-care/carers/help-and-services-for-carers](http://www.dudley.gov.uk/health-social-care/carers/help-and-services-for-carers)

## **Blue Badges**

The Directorate issues Disabled Parking badges to individuals or organisations meeting the criteria for these.

### **Community Equipment Service**

#### **This is what we do:**

This service is provided by the Local authority and the PCT and provides equipment as prescribed by authorised staff in the health and social care services. The service has targets to meet in terms of the speed of delivery from the day the request is received to the day the equipment is delivered, we are currently meeting this target 93% of the time and achieving the highest level of performance.

#### **This is what we will do:**

DACHS and the PCT will work together to improve the joint funding of the Community Equipment Service (CES), in order to maintain the current high level of service and to improve response times where possible.

We are considering the Transforming CES guidance and the work in the national pilot sites, we will adopt any recommendations that will improve the future delivery or efficiency of the service following consultation with our service users.

### **Transition of care from children's to adult's services**



A Transition process is in place to ensure that appropriate levels of care are in place for young people as they move into adulthood. To support the improvement of the transition process a multi-agency group (which includes parents of young people with physical or sensory disabilities) is in place. This will ensure that essential information is shared early on in the process prior to transition. The process are encapsulated within a Multi Agency Protocol "Moving into Adult Services, multi agency protocol for the seamless transition for all Young People including those with a Disability and those who are vulnerable and in need of Continuing Services".

## **Telecare**

### **This is what we do:**

Telecare provides support to people wishing to remain in their own homes with the help of technology and a community response. Telecare is a remote monitoring service that increases levels of safety and independence whilst retaining privacy and control. It uses sensors in the home to monitor and alert us of potential accidents and emergencies, for example falling, fire, flooding. The sensors are connected to Dudley Community Alarms and this will alert trained operators within seconds if there is a problem in the home, or the call can be transmitted to a carer pager/mobile phone for the nominated person to respond.

Promote the awareness of Telecare and the benefits to the user or their carer.

Explore new ways of using Telecare to help more people live safer, independent lives.  
Keep abreast of new developments.

### **This is what we will do:**

Work together with colleagues in the Directorate and in the PCT to make the best use of the technology and the response service that is already in place, also consider how we can add to this in future with the introduction of Telemedicine.

### **Support to Disabled Parents**

We have a multi agency group which meets to look at how we can provide support to disabled parents. The group has produced an Interagency Policy for Parents with Disabilities, Sensory Impairment, Illness, Addiction and/or Mental Health Difficulties. The Policy says:

If a parent or carer has a disability it does not necessarily always have an impact upon a child but it is essential to assess the implications for the children and other members of the household. Disabled parents are entitled to assistance with parenting tasks from Adults, Community and Housing Services, under the eligibility of Fair Access to Care Services, within the context of their culture and ethnicity. It is, therefore, important that the parent is assessed in their own right as a disabled person. By providing any service to which that parent is eligible, the impact of the child/young person's caring responsibilities may be minimised.

We will continue to meet as a group to ensure the needs of disabled parents are assessed.

## **Waste Management and Recycling – D.U.E.**

### **This is what we do:**

- A Disability Consultation Group meet with the Directorate of the Urban Environment and have addressed many of the issues facing disabled people.
- Dudley Council operates a “back door” collection service for black sack refuse and offers assisted collection for black box and green wheelie bin collections. Calendars of recycling collection dates are available to download from the council website or by phoning Dudley Council Plus and requesting a C.D. or cassette for your local area. Large print calendars are also available from Dudley Council Plus (Tel: 01384 812345)

### **This is what we will do:**

- We may consider alternatives to the black sacks at some point in the future – but whatever method we use we will still operate an assisted collection service to help people get their refuse to the kerbside for collection
- We will further review the criterion for an assisted collection of waste.
- We will also ensure that those meeting the criterion for assistance will have their bin, recycling box or green waste containers collected
- If a disabled person cannot manage their black box DUE will label it “Assisted Collection” to alert the waste collection team, this is good but it does advertise a person’s disability/frailty. Householders can request no label, the collection team then use a list they keep in the vehicle. Officers were asked to consider if the list alone could be used
- DUE promote the available assistance on their website and on leaflets, they are doing a number of good things to help disabled people e.g. audio calendars for waste collection dates. Disability Awareness training is needed among collection teams and a Fact-sheet presenting all this information in one place was suggested

## **Theme 2: Getting out and about, and community safety**

### **Outcomes:**

“People with disabilities have easy access to a wide range of affordable, comfortable, flexible transport options, which meet their needs across the whole journey.

People with disabilities feel empowered, confident and safe in their local communities, and know that agencies are working together to help prevent crime affecting them and the rest of the community”.

### **These are services in Dudley contributing to this Theme**

- Transport
- Community Safety
- Highways and Road Safety

## **Transport**

Transport is provided to individuals following an assessment, the transport passenger fleet are all wheelchair accessible. Contractual arrangements are in place to provide private taxi services following assessment.

### **This is what we do:**

Following consultation with users and carers in Older Peoples and Learning Disabilities services we have commissioned new low floor access vehicles, which will be arriving in the fleet from 2008 onwards. These will benefit both older and disabled people attending a day service/opportunity by improving access to the vehicles. Since the last strategy was published we have also made the following improvements:

- Disabled crossings – more of them and better suited to the needs of disabled people
- Quality of streetlights in the borough is getting better
- There are bus improvements thanks to Centro modernisation of stations programme
- “Bay Watch” scheme, leaflets posted on inappropriately parked cars
- Improved signage on public buildings
- One taxi company offering very safe and personalised service (name supplied)
- Frequent Bus services
- Reasonably priced fares on buses
- Green Care WILL cut shrubs back upon request

## **This is what we will do:**

The Physical and Sensory Disability Conference helped us decide the direction of our service provision for the future.

We are about to work with users and carers plus Cento, PCT, voluntary sector, and focus group representatives to pull together a plan of action for access, safety and training for our transport services, we hope we may also be able to influence public transport services in the future. Some of the Areas we will be working on include:

- Access to buses – drivers to use ramps/kneeling facilities all of the time
- Better customer care for bus drivers e.g. they don't vocally acknowledge you if you are visually impaired, this can be difficult. Also drivers shouldn't move away before you are seated
- Disabled people to have more key information about how to complain about services and who to complain to
- Ring and Ride – review their service provision to make a more flexible service, which is responsive to customer needs
- Customer care for taxi drivers and encouraging taxi proprietors to offer an enhanced service
- Introduce a locally accredited scheme for taxi drivers who offer a ' taxi-care enhanced service'
- Tighter enforcement on taxi overcharging
- Reduce levels of intimidation and discrimination by other transport users by developing 'Disability Awareness' in schools.

## **Community Safety**

### **This is what we do:**

The Dudley Community Safety Partnership is committed to making Dudley a safe place in which to live, work and visit. Its role is to plan strategically, commission and oversee services that tackle crime and disorder and address drug and alcohol misuse.

### **This is what we will do:**

In common with the national picture, there is an obvious conflict between recorded crime trends and public perception in that the fear of crime is rising as recorded crime reduces. The Partnership is proud of the achievements of the last years in bringing down crime, whilst recognising that issues that continue to affect local people, particularly anti-social behaviour, need to become the number one priority for the next three years.

## **Highways and Road Safety - Department of the Urban Environment (D.U.E.)**

The Council is committed to ensuring that facilities for people with disabilities are incorporated within highway, car parking and improvement schemes, including appropriate signage.

### **This is what we do:**

As a policy all controlled pedestrian crossings e.g. zebra, pelican, puffin etc. have tactile paving as standard and tactile mechanical devices on all pelican and puffin crossings as well as beepers. We have achieved 100% coverage on this standard.

The Disability Consultation Group meets quarterly with representatives from disabled people's groups, Ring and Ride and staff from DUE and other Directorates. The group is concerned with access issues on the Highway or services that are run by DUE. Past discussions have resulted in many changes to assist disabled people a few examples are dropped kerbs being flush with tactile paving, large print and Braille hymn books being available at the crematorium and alterations to steps and rails. The Landscape section consulted with Dudley Consultation Group in the designs for Stone Street Square in Dudley and Somers Square in Halesowen.

Road Safety – we work with schools/colleges regarding crossings or safe places to cross the road, this includes road safety education for students who are moving on from Education. DUE are involved with travel training for young adults with a disability who are moving on from full time education and increasing their independence.

We will inform disabled drivers where they can obtain information or advice on driving assessments or instruction. We can also visit a disabled persons' property and advise if they are having problems with access to the highway.



We will continue to provide on-street disabled parking bays for Blue Badge holders who drive, have a vehicle at their address, but no other off-street parking. Dudley MBC is one of the few Local Authorities who do this by Legal Order, use of parking bays is therefore enforceable. This is a free service. Bays are denoted with the legend "Disabled" and can be used only with a permit.

We will continue to create dropped kerbs and some of these are funded by D.U.E.

We will provide white "H" bar markings by driveways if there is a dropped kerb, at present these are free to Blue Badge holders.

For wheelchair users who do not have a car we will provide dropped kerbs and an "H" bar to assist access to and from the property, these may also be funded by DUE. We will respond if wheelchair or scooter users encounter obstacles on the street where they live or shop, e.g. crossings, street furniture, etc.

We will continue to provide appropriate kerbing and tactile paving at bus stops serving low floor buses on the showcase routes. We also work closely with Ring and Ride regarding their pick up and drop off points.

We provided training for staff involved in providing tactile crossings, which involve input from disabled people.

We provide information on major highway schemes and road closures to blind and partially sighted people via the Talking Newspapers.

We will continue to work with colleagues in Housing to resolve parking or access problems for disabled tenants.

**This is what we will do:**

Pedestrian stages in traffic signals will have tactile mechanical devices in future (these do not have beepers).

We will contribute to the West Midlands Local Transport Plan, see disabled travel section online at [www.westmidlandsltp.gov.uk](http://www.westmidlandsltp.gov.uk) or copies should be in libraries.

We will continue to implement a programme of dropped/tactile kerbs at road junctions to improve access for disabled people.

The new cycling infrastructure is DDA compliant, and we will be implementing new programmes of traffic management and pedestrian/cycle facilities incorporating tactile surfaces etc.

The Department of Urban Environment is responsible for improving access to public buildings in line with the Disability Discrimination Act.

Each year new projects are planned and added to an ongoing programme of works to keep our public places accessible for people with disabilities. We work with disabled people via user forums in carrying out our plans and ensuring that they meet the needs of people with a disability /sensory impairment and the requirements of the Disability Discrimination Act.

### **Theme 3: Involvement and Influence**

#### **Outcome:**

“People with disabilities are able to participate in their local communities, and influence decisions that impact on their communities”.

#### **These are the routes to opportunities for involvement and influence in Dudley:**

- Action for Disabled People & Carers
- Dosti
- Council for Voluntary Services
- Centre for Equality and Diversity
- Race Equality Communications Service
- LINKs
- PCT Community Engagement

### **Action for Disabled People & Carers (ADC)**

This is a multi-disability forum established to represent the views of all different disabilities. People representing the disability forums meet to share issues and have united to ensure the voices of disabled people are heard by Dudley Council and the Dudley Primary Care Trust via regular meetings. The PCT and Council use the experience of the forums when consulting on issues that may affect people with a disability. This strategy is one such example and the feedback from A.D.C. to this strategy can be found in the Appendices.

- We will continue support and benefit from the experiences of members of this forum
- We will widen invitations to this forum and actively seek representation from Black and Minority Ethnic Groups and those groups in the community, which aren't formally represented

### **Advocacy for individuals with physical/sensory disabilities**

It is recognised that advocacy services are currently integral to many specific voluntary sector support groups, however, we may need to formalise and strengthen this activity. We will review the current provision of advocacy to ensure that this encompasses the needs of individuals with physical/sensory disabilities.

### **Centre for Integrated Living**

We will respond to the recommendation that all L.A.'s should have a C.I.L. through a number of teams forming a virtual CIL – e.g. ILT, DLC, Direct Payments Team, Queens Cross Network, CADAL etc. We will support A.D.C. to develop as a group and to represent the views of disabled people and carers.

## **Dosti (Asian word meaning 'friendship')**

Dosti is a 'network of networks' embracing over 700 community groups and voluntary organisations in Dudley Borough. Dosti is recognised by the Council and other local agencies as a network which seeks to voice the diverse views of the community and voluntary sector, and through Dosti member networks take part in decision making within a partnership that seeks to help people living and working in Dudley Borough to build better lives.

## **Dudley Council for Voluntary Services (DCVS)**

### **This is what we do:**

DCVS is a local development agency promoting effective voluntary action. It exists to support and promote the voluntary/community sector within the borough of Dudley. DCVS offers a wide range of support and services to new and established groups, and represents its membership of 400 organisations in strategic forums.

### **This is what we will do:**

- We will help ADC to work with Dudley Council to improve its website to make it more relevant and real to the experience of people with a physical disability and/or visual impairment
- We will, with the Marketing and Communication division, investigate the potential to develop text to speech systems to ensure the website is accessible to all
- We will scope the potential to use IT as a way of engaging people to participate in developing and evaluating services including social networking sites and other forms of IT to engage with a wider audience, particularly younger people

## **Centre for Equality and Diversity**

CfED is an organisation based in Dudley, which attempts to influence change and make a positive contribution to improving community cohesion and social equality in the borough.

- We will work with strategic partners and delivery agencies to ensure that equality and diversity is embedded into public sector service and delivery
- We will undertake Equality Impact Assessments of all services for people with a disability to ensure they are no openly or institutionally discriminated against

## **Race Equality and Communication Service**

The service takes part in joint initiatives, provides advice on accessibility of social care for the local black and minority ethnic communities, provides translation and interpretation to the public, private and voluntary sectors. It provides sign language interpreting services for people who are Deaf.

### **This is what we do:**

Race Equality and Diversity Service provide language support for access to public services for Black and Minority Ethnic (B.M.E.) communities and also a British Sign Language (B.S.L.) interpretation service for people who are Deaf.

The B.S.L. service can be accessed by Minicom, text phone, e-mail and FAX and primarily helps people who are Deaf to access services provided by Dudley MBC. We can support access to other public services by working with other service providers to put systems in place for access to their facilities/services by the Deaf community and their carers.

We employ one full time B.S.L. interpreter, who can also use other signed communication methods.

We have a database of freelance interpreters who can be engaged if the full time interpreter is not available.

We can help other organisations access freelance interpreters if requested.

Our administration team have been trained in basic B.S.L. skills.

### **This is what we will do:**

Develop an information pack on the role of Equality and Diversity services.

Continue to work with other service providers to help them understand the needs of Deaf or deafblind service users, and their ethical and legal responsibilities towards the Deaf community in accessing services.

Raise awareness and skills in reception staff in the locations where the interpreter is based.

## **Dudley Community Partnership (DCP)**

DCP is the Local Strategic Partnership (LSP) for Dudley. Its role is to extend and improve partnership working within the Borough whilst ensuring that communities are actively involved in determining service delivery. It also has a responsibility to address inequalities.

## **LINKs**

The way health and social care service users influence service provision changed on April 1 2008, with the abolition of Patient and Public Involvement Forums (PPIFs) and introduction of Local Involvement Networks (LiNks).

A LINK is a community-based network of organisations and individuals, independent of any publicly funded organisation, committed to widening the influence of users of health and social care services in the service planning development and improvement process.

The LINK in Dudley is facilitated by a host organisation, the Shaw Trust.

- We will ensure that LINKs is involved and included in the improvement, development and quality assuring services for people with disabilities
- We will support the LINK in its continued working with young people on the health and social care college courses and giving them roles as a way of getting them involved in developing services for the future

For further details please see the Dudley LINK web page <http://insidedudley/socialservices/DACHS/engage/links.htm> or contact Aaron Sangian on ext 4757.



## **P.C.T. Community Engagement**

The P.C.T. engages with users and carers in a variety of ways, in December '07 it produced a Community Engagement Strategy, which followed an extensive period of public consultation via some "Think Tanks". The strategy sets out "how the PCT will engage with people and partners to improve the health and well being of our local community...people in Dudley have told us that they want to be personally involved in their health and care so that it is focussed on their needs." The PCT will use the information from such consultations to influence future service provision.

- We will consolidate and strengthen links with the Primary Care Trust and its community engagement to ensure services are delivered which are appropriate and of a high quality
- We will continue to consult and engage users as per The Community Engagement Strategy

At the Physical Disabilities Conference, July 2009 users of services and their carers commented on the range of structures and organisations in place that consulted with them in order to influence strategy and service delivery. Whilst these comments were mostly positive the conference did acknowledge that not all the structures and organisations were linked together with a common purpose or goal in improving outcomes for people with disabilities. In order to address these issues we will:

- Develop a regular forum for all groups that represent people with physical disabilities to ensure information on activity is shared
- Audit the type and accessibility of information available in the community and develop an action plan to ensure that all representative groups including statutory services and interest groups are included in a common information system that is published in relevant media formats
- We will actively initiate, engage and build relationships with groups that represent people with a physical disability from BME and hard to reach communities. We will assist them to engage with others and attend the regular forum for people with a disability
- We will approach the Council Cabinet to seek a Champion for People with a Disability in order to ensure representation at the highest level in the council

## **Theme 4: Benefits, Employment and Adult Community Learning**

### **Outcomes:**

"People overcome obstacles to work by focusing on their capabilities which challenges the belief that disabled people are incapable of work".

"People with disabilities have improved access to opportunities for to develop their skills and have access to a wide range of affordable, flexible opportunities for continuing learning".

### **These are services in Dudley Contributing to this Theme**

Benefits Shop, CAB, CADAL  
Jobcentre Plus  
Adult Community Learning Team  
Libraries

Dudley Council, as the major employer in the Borough, employs disabled people. The Council meets its duties under the D.D.A. by making adjustments to the workplace/environment to accommodate people's needs. There is a peer support group for Employees with Disabilities. We collect data regarding numbers of employees who have a disability, in 2007/8 29 members of staff declared their disability within the Older People and Adults with Physical Disability Section.

## **Benefits Shop**

Provides advice on how to claim benefits, help with filling in forms and writing letters. Advice on whether it will affect any other benefits. Negotiate with the Department for Work and Pensions.

DACHS provide funding to CADAL (Care and Disability Advice Line) and the Citizens Advice Bureau who also give advise on entitlements.

## **Job Centre Plus**

Jobcentre Plus is a government agency supporting people of working age from welfare into work, and helping employers to fill their vacancies. They are part of Department for Work and Pensions and play a major role in supporting the Department's aim to 'promote opportunity and independence for all through modern, customer-focused services'. At the Physical Disability Conference in July 2009 delegates felt that discrimination is still a barrier to wider involvement of disabled people, both in the workplace and beyond.

- We will engage with staff from Job Centre plus in order to address the issues of discrimination in the workplace and develop an action plan that includes working with the Dudley Chamber of Commerce and Business Link to promote positive outcomes for people with a physical disability in the workplace

## **Adult and Community Learning Team**

The Adult and Community Learning Team DMBC are committed to the principles of learning for life and widening access to learning for all the people of the borough. The team offers a wide range of accessible learning opportunities that promote the cultural and educational needs of adults in the borough. This community based learning provision is delivered in Neighbourhood Learning Centres, Libraries, Schools, Children's Centres, Community Centres, Residential Homes, Faith Buildings and Day Services Centres. The community learning teams widening participation strategy focuses on four key themes, these being:

- Developing individuals
- Supporting families
- Strengthening communities
- Enhancing employment prospects

People with a disability are recognised in the widening participation strategy, which includes a commitment to:

- Produce a range of information about our learning services and make that information available in various formats
- Minimise the barriers faced by people with a disability using our buildings and facilities
- Actively promote and encourage learning for people with disabilities and promote disability equality

### **This is what we do:**

- Council staff assist people into employment by acknowledging and facilitating life and other skills prior to starting employment
- Integrated Living Team support people who may already be in employment but then acquire a disability, this helps them to stay in employment
- Dudley Library has JAWS software available to help visually impaired people
- Neighbourhood Learning Centres are providing job clubs and completing application forms

Courses and learning opportunities include a range of provision such as literacy and numeracy, arts, health and wellbeing, computing, retail, crafts, music, dance, history, languages, literature and culture. Bespoke courses are delivered through a dedicated employability team. This is borough wide provision to enhance employment prospects includes CV writing and job search, employability skills and links with local employers.

Three bespoke courses for Independent Living Skills have been delivered to adults with a learning disability. These programmes focus on two main criteria these being, skills required for adults with a disability to live independently and skills to gain sustainable employment.

Information, Advice and Guidance (IAG) workers are employed in the adult and community learning team and a member of staff is trained and specifically dedicated to offer this service to people with a disability. The IAG workers give advice or signpost to other service providers or partners as appropriate.

Adult and Community Learning Tutors and staff undertake individual assessments on peoples learning needs. Staff are trained to recognise any learning support that may be required to meet the learning needs of people with a disability. Additional learning requirements are identified through an initial assessment process for learners accessing the provision.

A register of specialist equipment for ICT equipment is maintained and additional equipment can be sourced for use if required. All Neighbourhood Learning Centres are DDA compliant and have adjustable workstations and other adaptations. Software for visually impaired learners, e.g. Zoomtext, Jaws and Supernova is installed on some computers. Core staff working in the community has undertaken visual impairment awareness training by the DACHS Visual Impairment Team.

Induction loops are available in libraries and portable loops are available in other venues, e.g. Neighbourhood Learning Centres as required.

The Adult and Community Learning Team promote equality and diversity for learners with a disability by:

- Ensuring the curriculum, publicity and teaching materials present appropriate and positive messages about people with a disability
- Ensuring that staff have access to comprehensive information to assist them in planning, putting into practice and monitoring their responsibilities and equality practices
- Seek advice from and engage in appropriate partnership working with organisations representing people with a disability

## **Employment**

### **This is what we will do:**

- Extend involvement with non-council stakeholders i.e. job centres, colleges, chamber of commerce.
- Raise awareness of LETS schemes, social businesses, NAAP's (advises on set up of micro businesses)
- Address 'barriers' round volunteering opportunities for people with disabilities (poor attitude, negative attitudes, falling back on 'health and safety'), need for buddies a role which is also a volunteering opportunity.
- Help people appreciate the value of the 'volunteering experience'
- Provide support needed for people with Physical Disability seeking employment inline with that provided for people with poor Mental Health and/or a Learning Disability
- Develop the resources to retrain and re-skill people with an acquired disability to use their skills in a different way
- Clarify funding for support needs whilst attending college in line with changes in Learning and Skill Council funding
- Set up and deliver specific workshops and road-shows on employment and benefits.



## **Benefits**

- Individually tailor Information on entering/return to work to meet the needs and complexity of the benefits system and the need to ask about personal circumstances
- Raise awareness amongst staff so that they know how the employment benefits system works and who to signpost to
- Extend home visits service by Benefits Shop including pre claims to check options for entering or returning to work

## **Dudley Libraries**

The majority of libraries have been adapted to provide disabled access. All libraries have accessible entrances and in some libraries the counters have been lowered to provide wheelchair access.

All libraries provide public access computers, which have adaptive software fitted, including in some libraries software for people who are dyslexic. Adaptive hardware is also available to use on the public access computers including wheelchair accessible desks.

The majority of staff has received disability awareness training.

Alternative formats to books are available including talking books and large print as well as books in Ethnic languages.

### **What we will do:**

- Continue to train staff on disability issues and offer Carers Awareness Training via the new interactive software available in March 2010

## **Theme 5: Health and Well Being**

### **Outcomes:**

"All members of the local community are involved in shaping services to meet their needs".

"People enjoy good health and maintain their independence".

### **These are services in Dudley Contributing to this Theme**

- Primary Care for example, General Practitioners (GPs), District Nurses, Dentists, Therapists etc.
- Dudley Group of Hospitals (Acute Sector)
- Wheelchair Services
- Public Health
- PALS
- Support Services jointly by DACHS and PCT

### **Primary Care**

Primary Care is the care provided by people you normally see when you first have a health problem. It might be a visit to a doctor or dentist, an optician for an eye test, or just a trip to a pharmacist to buy cough mixture. NHS Walk-in Centres, and the phone line service NHS Direct, are also part of primary care. Our services include 24

hour district nursing, health visiting, mental health, adults' and children's learning disabilities, podiatry, audiology, school nurses, continence, speech and language therapy, occupational therapy and physiotherapy.

Local Doctors' surgeries (or GP practices) provides a wide range of family health services, including, advice on health problems, vaccinations, examinations and treatment, prescriptions for medicines, referrals to other health services and social services.

### **This is what we do:**

All appropriate clinical services are provided to patients with a physical or sensory disability by the Community Nursing Teams (if these patients are eligible for admission to District Nursing/Community Nursing Caseloads) and therefore we will address any individual nursing requirements.

Many patients who are referred generally have a number of additional Therapy Services involved and therefore it is often a shared care approach with multi disciplinary team involvement incorporating joint assessments using the SAP documentation to assist in the process.

In terms of access to services within the PCT buildings/health centres and clinics, all premises have disabled parking arrangements and access ramps as well as some sliding entrance doors. There have been improvements in the speed with which people got an appointment with their GP.

### **This is what we will do:**

We will continue to develop access for people with a sensory disability, we are limited in terms of PCT staff who are able to use basic British Sign Language (BSL) for those patients who are profoundly Deaf and limited signage is available that is suitable for people with a visual impairment.

To avoid frustration in calling the surgery we will encourage GPs to provide a system that tells them where they are in the queue so they have a choice whether to hang on or try again later.

### **Primary Care Occupational Therapy Service**

#### **This is what we do:**

Maintain and develop services that respond to patients need for rehabilitation at home

Provide assessment, treatment, planning and goal setting in conjunction with patients to promote independence in all aspects of daily life

Maintain and develop the Rapid Response service to support existing services e.g. Thunderburds

Support Clinicians to receive appropriate and timely training opportunities using appraisal, the knowledge and skills framework and personal development plans

Prescribe equipment where necessary to assist patients with everyday activities

Liaise with Dudley Group of Hospitals to facilitate safe discharge from hospital for our patient groups

Provide a rapid response service to maintain people at home wherever possible by same day or next day provision of rehabilitation

Use the Single Assessment Process (SAP) to promote communication between agencies and avoid duplication of assessment for patients

Engage with all agencies involved in developing care pathways as a result of the NSF for long term neurological conditions, and long term conditions management

Work closely with DACHS and the Community Equipment Service to influence equipment provided and meet national targets.

Work closely with carers to provide a Reablement service based on patients goals and desired outcomes.

### **This is what we will do:**

Continue to ensure that the waiting list for non-urgent community visits is no more than 6 weeks and aim to reduce this further

Continue to support qualified and unqualified staff with training and development needs

Provide an increased emphasis on work rehabilitation for patients including linking with Condition Management Programmes

Promote healthy lifestyles for our patients by raising awareness of diet, exercise and smoking cessation

Continue to promote the SAP framework to improve communication

Take an active part in developing Care Pathways for Long Term Neurological Conditions

### **Dudley Group of Hospitals (Acute Sector)**

NHS hospital services are run and managed by Acute Trusts, which make sure that hospitals provide high quality health care, and that they spend their money efficiently. They also decide on a strategy for how the hospital will develop, so that services improve.

The Trust has loops installed at main reception desks throughout the hospitals including the first Nurse Base on each ward at Russells Hall Hospital, and North Wing Departments have some provision in Clinic Rooms. There is a programme of works to continue to improve the provision and availability of hearing loops. Improvements have been achieved in moving the Eye Clinic to Russell's Hall Hospital and the service can send out large print appointments. Improvements in signage to the service within the hospital are planned.

### **Wheelchair Services**

#### **This is what we have done:**

Implemented recommendations from the service review on Wheelchair services.

Propose improvements to parking for people attending the Wheelchair service (application for planning permission made).

**This is what we will do:**

We will reconvene the service user group.

We will utilise the new I.T. system that is being introduced to improve our service delivery and information systems.

**Public Health**

Public Health work focuses on health, not illness, and on populations rather than individuals. Public Health officers in Dudley Primary Care Trust are responsible for the monitoring and surveillance of people's health, promoting the health of people and health protection (being organised to deal with threats of biological (infectious), chemical or radiological hazards).

Within Public Health, the Healthy Communities Project is a new volunteer initiative aimed at tackling grass roots issues around health inequalities, quite literally 'taking health into the community'. They offer training and support to become a volunteer in the areas of Healthy eating, Smoking Cessation, Physical Activity and Diabetes.

Link to "Closing the Gap" Tackling Health Inequalities Strategy is via

[www.dudley.gov.uk/healthinequalitiesstrategy](http://www.dudley.gov.uk/healthinequalitiesstrategy)

### **Patient Advice and Liaison Service (PALS)**

PALS advise and support patients, service users, families and carers, provide information on NHS Service, listen to your concerns, queries and suggestions and help sort out problems quickly on your behalf. We have ensured that all Staff are aware of PALS and tell patients about it.

### **Support Services jointly funded by DACHS and PCT**

We continue to work in partnership in providing services that cross the boundary of health and social care to provide support, advice and advocacy through voluntary groups who specialise in particular fields such as – HIV/AIDS, Headway, Sickle Cell and Thalasseamia, Cancer Support, Huntingdons Disease. Specialist nurses funded from within the PCT also support, some of these services.

## **The Way Forward**

Dudley is a three star Council with excellent performance on many fronts. The Council and the PCT have well established communication links with the people of Dudley through forums and groups. We intend to continue to fund and participate in these forums/groups/events.

We intend to hold further conferences – as requested via the feedback from the first Conference. We will participate in other consultation events with specific user groups e.g. Black and Minority Ethnic Communities consultation events, Dudley Deaf Sports and Social Club etc.

- We will carry out Equality Scheme Impact Assessments in liaison with Action for Disabled and Carers
- We will raise awareness of disability through the training of our staff groups
- We will promote social inclusion through outcome- based assessments and care plans offering Direct Payments or Individual Budgets to meet these outcomes
- We will continue to seek independent living options and provide short breaks via Direct Payments where this is realistic and meets client choice, particularly of younger people with a disability

## **Personalisation of Health and Social Care Services.**

The Directorate of Adults, Community and Housing Services already has targets for greater use of Direct Payments as a means of providing greater choice and flexibility for disabled people who require care. The next step is to extend this to other budgets where possible. Where more than one funding stream is involved the term “Individual Budget” is often used. Direct Payments are one way of using an Individual Budget but with this new system the disabled person can also purchase Council services (not permitted through present system of Direct Payments).



We have been training our staff to adopt "Outcome Focussed Care Plans", as the name suggests these concentrate on the outcome for the disabled person as opposed to the service being delivered, providing it achieves the assessed outcome. To provide the greatest flexibility in order to meet these outcomes we will need to offer Direct Payments and Individual Budgets more readily. We have the support in place to do this through our Direct Payments team and our Support Service provider. This shift in emphasis is termed "Personalisation" and we will be supporting this method of delivering services for disabled people in the future.

This strategy was available for consultation over a 12 week period from the beginning of January 2008, it was reported via the press and was available via the Councils consultation data base and website. It was presented to the Physical and Sensory Disabilities Board, Cabinet Health Improvement and Modernisation Management Team, Action for Disabled and Carers user and carer group, Equality and Diversity Advisory Group and integrated into commissioning and team plans for implementation.

We intend to review and update the contents via further conferences/consultation. Consultation will be ongoing and we intend to hold a further conference in 2010/2011 and report on progress regarding planned actions – as contained in this strategy under the headings "This is what we will do".

We welcome your feedback on this document or contents, please return any feedback to one of the following:

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