

Select Committee on Health and Adult Social Care – 8th July 2008

Report of the Director of Adult, Community and Housing Services

Report on the Annual Review of the Directorate Equality and Diversity Action Plan 2007/08

PURPOSE OF THE REPORT

1. To inform the Health and Adult Social Care Select Committee, of the achievements and progress made against the Directorate of Adult, Community and Housing Services Equality and Diversity Action Plan 2007/08.

BACKGROUND

2. Each year the Directorate along with other directorates within the Authority, prepares an Equality and Diversity Action Plan. The Action Plan for this year was considered by the Health and Adult Social Care Select Committee in March 2008.
3. In line with revised guidance to Directorates issued in Jan 2004 the annual review of last year's (2007/08) Action Plan has taken place in the first quarter of 2008/09 and the attached report brings the findings of the review to this Committee's attention.
4. The equality and diversity agenda has relevance both to the way the organisation conducts its business and to the services it provides.

FINANCE

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

LAW

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

EQUALITY AND HUMAN RIGHTS IMPACT

7. The implementation of equality and diversity action plans presented to the Select Committee is expected to have promoted the interests of all disadvantaged groups who are stakeholders in the Directorate of Adult, Community and Housing Services Directorate's business. The Annual Report adheres to the Human Rights Act and embeds it as an integral part of its planning and outcomes. Any realisation of the ambitions contained within the plan contributed to achieving fairer access to services and reducing social exclusion.

RECOMMENDATION

8. That the Select Committee considers and comments on the Directorate of Adult, Community and Housing Services Equality and Diversity Annual Report for 2007/08.



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DIRECTORATE OF ADULT, COMMUNITY AND HOUSING SERVICES
ANNUAL REPORT OF DIVERSITY AND EQUALITY ACTION PLAN 2007/08

1.0 INTRODUCTION

1.1 The Directorate is responsible for the assessment, provision and arrangements for Housing, Adult Social Care, Libraries, Archive and Adult Learning Services to a wide range of service users and carers, and employed **3206** (as at 31/03/08) staff in seven divisions:

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

1.2 The Directorate's aim is to ensure the best possible housing and adult social care services for the people of Dudley Borough to protect and support those most in need.

The mission statement of the directorate is;

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

In pursuit of this aim the Directorate will: -

- Give people a say in how services are delivered
- Value the work and contribution of staff and carers
- Work in partnership with other agencies and community groups
- Treat people fairly

1.3 The Directorate of Adult, Community and Housing Services fully supports the Council's Equality and Diversity Policy and this is demonstrated in the aims of the Directorate Strategic Plan and Divisional Business Plans.

1.4 The Directorate recognises the key role that equality and diversity initiatives play in reducing social exclusion and ensuring fair access to services. The work of the Directorate of Adult, Community and Housing is rooted in the values of inclusivity, social inclusion and empowerment.

2.0 KEY FACTS ABOUT THE DIRECTORATE

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

Adult Services

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

During 01/04/2007 - 31/03/2008

- ◆ 9.0% of contacts to Adult Teams related to Adults from BME groups.
- ◆ 6.9% of new referrals related to Adults from BME groups.
- ◆ 4.6% of completed assessments related to Adults from BME groups.
- ◆ 4.8% of new services related to Adults from BME groups.

As at the 31/03/2008

- ◆ 5.8% of open referrals related to Adults from BME groups.
- ◆ 5.4% of open services related to Adults from BME groups.
- *National Census 2001 - In Dudley, 5.3% of all economically inactive 16-74 year olds are permanently sick or disabled. This is the same percentage as the England average, but lower than the West Midlands average.*
- *Limiting Long Term Illness - This question recorded whether a person perceives that they have a long term illness, health problems or disability which limits their daily activities or the work they can do, including problems due to old age:*
 - **19.1%** of the total population of Dudley Borough consider themselves to be suffering from a limiting long-term illness.

There were a total of **12,409** clients (aged 18+) receiving a service during 2007/2008, of these;

- ◆ **79%** of clients had a physical disability
- ◆ **12%** of clients had a mental health need
- ◆ **7%** of clients had a learning disability
- ◆ **2%** of clients had another need

Of those 11,137 clients receiving a community based service i.e. helped to live at home (excludes residential and nursing):

- ◆ **80%** of clients had a physical disability.
- ◆ **11%** of clients had a mental health need
- ◆ **7%** of clients had a learning disability
- ◆ **2%** of clients had another need

There were **1,350** clients supported in residential and nursing care as at 31/03/2008, of these;

- ◆ **56.6%** of clients had a physical disability
- ◆ **23.5%** of clients had a mental health need

- ◆ 19.4% of clients had a learning disability
- ◆ 0.4% of clients had another need

2.2 The Mental Health Service has been radically reconfigured; a mental health trust has now been established bringing together Dudley and Walsall Mental Health provision. The Mental Health Service is now an integrated Mental Health Service – integrating health and social care provision. Key priorities include;

- Developing a vocational service in Mental Health, to increase the number of people with mental health needs in employment, in line with the LAA target, NHS and Vital Signs.
- Developing a revised and updated Learning Disability Strategy based on the Valuing People Now priorities and a joint Learning Disability Commissioning Strategy and Implementation Plan, building upon the existing draft DACHS Commissioning Strategy.
- To increase the number of people with learning disability in paid employment in line with the LAA target.
- To work with GP's, Practice Based Commissioners, the PCT and the Dudley Group of Hospitals to ensure people with learning disabilities have full and equal access to primary and secondary health care services.

Libraries, Archives and Adult Learning (L.A.A.L.)

2.3 The Data presented below for L.A.A.L. is a data extract from the Management Statistical Information Monthly Report as at May 2008 for the Academic Year 2007/08. Adult Learning data is produced to academic years starting from August to July, hence the data commences period August 2007 and not April 2007.

Performance Indicators pertaining to Equality and Diversity

Indicator	Target	Progress to May 08
Percentage of individual new learners accessing provision through all learning programmes	60%	70.3%
Reduce the number of unknown participants from BME groups	10%	9.2%
% Learners from BME groups	14%	12%
% Learners from wards and neighbourhoods in top 20% most deprived	15%	18.2% by Enrolment

2.4 During 2007/08 year the Directorate has been actively working across all of its service areas in housing to improve all aspects of its services and to ensure that equality and diversity is reflected within all that is undertaken in the housing part of the Directorate. To this end please find below statistical information relating to a number of housing service areas;

2.5 Tenancies

Number of tenancies by Gender -

Gender	As at 31 st March 2007		As at 1st April 2008	
	No. Tenancies	Percentage	No. Tenancies	Percentage
Female	11927	53.10%	12040	53.73%
Male	10353	46.09%	10211	45.57%
Not known	182	0.81%	156	0.70%
Total	22462	100%	22407	100%

Number of tenancies by Ethnicity -

Ethnic Group	As at 31 st March 2007		As at 1st April 2008	
	No. Tenancies	Percentage	No. Tenancies	Percentage
BME	3186	14.18%	3065	13.68%
Non BME	11427	50.87%	12257	54.70%
Not known	7849	34.94%	7085	31.62%
Total	22462	100%	22407	100%

Number of tenancies by Disability -

Disabled	As at 31 st March 2007		As at 1st April 2008	
	No. Tenancies	Percentage	No. Tenancies	Percentage
No	20755	92.40%	20760	92.6%
Yes	1706	7.60%	1646	7.3%
Not known	1		1	
Total	22462	100%	22407	100%

The number of 'not knows' is reducing year on year reflecting an improvement in data collection and recording methods, especially in relation to ethnicity.

2.6 Applications on waiting list

Number of applications on waiting list by Gender -

Gender	As at 31 st March 2007		As at 1st April 2008	
	No. of Applications	Percentage	No. of Applications	Percentage
Female	3457	58.33%	3800	60%
Male	2466	41.61%	2548	40%
Not known	3	0.05%	4	
Total	5926	100%	6352	100%

Number of applications on waiting list by Disability -

Disability	As at 31 st March 2007		As at 1st April 2008	
	No. of Applications	Percentage	No. of Applications	Percentage
No	186	3.14%	167	2.63%
Yes	492	8.30%	436	6.86%
Not known	5248	88.56%	5749	90.51%
Total	5926	100%	6352	100%

Number of applications on waiting list by Ethnicity -

Ethnic Group	As at 31 st March 2007		As at 1st April 2008	
	No. of Applications	Percentage	No. of Applications	Percentage
BME	760	12.82%	873	13.74%
Non BME	5102	86.10%	5417	85.28%
Not known	64	1.08%	62	0.98%
Total	5926	100%	6352	100%

2.7 The choice and quality of service for disabled clients is increasing with the introduction of the Disabled Persons Housing Register and the benefit of having an in-house OT team.

2.8 All survey work undertaken for Housing Management is monitored by gender, age, ethnicity and disability and the outcomes are included within every survey analysis report. Examples include: Anti Social Behaviour (ASB) Conference held in May 2007; New Tenants survey undertaken May/June 2007; ASB customer satisfaction survey quarterly – there is a priority during 2008/09 to increase customer satisfaction with the management of ASB with a local performance indicator and associated targets; Dudley at Home telephone survey February 2008; North Priory regeneration - returns were positive with high levels of satisfaction and a further analysis showed no difference in satisfaction levels by age or any other diversity category. Negative comments were addressed through service improvements, for example, an enhanced service for elderly residents when they move to ensure a higher level of support.

2.9 In addition, the Tenant Participation Team undertake equality monitoring at each tenants meeting and customers who have used the mediation service are monitored quarterly – satisfaction with the service is generally very high both from direct users of the service and the client agencies who refer.

2.10 There has been a revision of the 'translation' box which is included with housing surveys and now states in six different languages that it's a housing survey and for further assistance to contact a translator in their chosen language on a direct telephone number. A contact number is also available for those who require the survey in large print, Braille or audio tape.

2.11 Repairs faults

Number of repairs faults logged by tenants by Gender -

Gender	Between 1 April 2006 and 31 st March 2007		Between 1 April 2007 and 31 st March 2008	
	No. of Faults (log)	Percentage	No. of Faults (log)	Percentage
Female	78775	59.29%	101974	59.1%
Male	52427	39.46%	68034	39.4%
Not known	1670	1.25%	2541	1.5%
Total	132872	100%	172549	100%

Number of repairs faults logged by tenants with a Disability -

Disabled	Between 1 April 2006 and 31 st March 2007		Between 1 April 2007 and 31 st March 2008	
	No. of Faults (log)	Percentage	No. of Faults (log)	Percentage
No	122275	92.02%	160634	93.1%
Yes	10571	7.96%	11873	6.9%
Not known	26	0.02%	42	0.02%
Total	132872	100%	172549	100%

Number of repairs faults logged by Ethnicity -

Ethnic Group	Between 1 April 2006 and 31 st March 2007		Between 1 April 2007 and 31 st March 2008	
	No. of Faults (log)	Percentage	No. of Faults (log)	Percentage
BME	19940	15%	23485	13.6%
Non BME	70372	53%	100934	58.5%
Not known	42560	32%	48130	27.9%
Total	132872	100%	172549	100%

2.12 The above statistics show that the overall level of reporting faults has increased between 2006/7 and 2007/8. However the ratio of reporting by BME, Gender and Disability remains constant.

2.13 Building Services have been encouraging reports of faults by tenants/ leaseholders and this has lead to increased reports and higher expectations. Baseline statistics have been produced relating to overall satisfaction with the service provided and works overall by age, gender, disability and ethnicity for 2007/8. These results and ongoing trends will be included in future Equality and Diversity Annual Reports.

Private Sector Housing

2.14 The Directorate continues to deliver financial assistance to owners and tenants of privately owned properties in the borough. This is provided in the form of grants to:

- adapt properties to facilitate independent access into and around homes (Adaptations - Disabled Facilities Grants), and
- repair homes to prevent serious injury to vulnerable occupants and to meet the shortfall of the cost of essential repairs to make homes decent where the available equity in the property is insufficient (Housing Assistance Schemes), and
- ensure that tenanted properties are in good state of repair and that empty properties are brought back into use (Private Rented).

The number of schemes completed during 2007/08 is detailed below together with a breakdown of the applicant's ethnicity.

Number of grants completed in 2007/08								
Disabled Facilities Grants			Housing Assistance			Private rented		
Ethnic group	Complete	%	Ethnic group	Complete	%	Ethnic group	Complete	%
BME	19	10	BME	22	26	BME	6	67
Non BME	105	57	Non BME	64	74	Non BME	3	33
Not known	60	33	Not known	0	0	Not known	0	0
Total	184	100	Total	86	100	Total	9	100



3.0 EMPLOYMENT

3.1 The Directorate employs 3206 staff (as at 31st March 2008) and its workforce profile is set out below showing a breakdown by grade with a breakdown of figures as at 31.03.07 for comparison.

DACHS	Female %	Male %	BME %	Disabled %
Scale point 34 and above (higher grades) as at 31.03.08	55%	45%	9.98%	4.99%
Scale point 34 and above (higher grades) as at 31.03.07	54%	46%	8.78%	4.89%
Below scale point 34 (lower grades) as at 31.03.08	72%	28%	6.75%	2.73%
Below scale point 34 (lower grades) as at 31.03.07	73%	27%	6.30%	2.69%

3.2 The Directorate figures can be compared with the Council's profile as a whole, as set out below, which does include the equivalent figures for 31st March 2007 in italics.

Dudley MBC		Female (%)	Male (%)	BME* (%)	Disabled (%)
Scale point 34 and above (higher grades) (excluding schools)#	31/03/08	50.3%	49.7%	9%	4.6%
	<i>31/03/07</i>	49.6%	50.4%	8.8%	4.3%
Below scale point 34 (lower grades) (excluding schools)#	31/03/08	69.5%	30.5%	6.0%	2.6%
	<i>31/03/07</i>	69.7%	30.3%	5.8%	2.2%

Notes: Scale point 34 on 31 March 2008 £27,594.

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

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

3.3 The Directorate recruited 218 employees in 2007/08 of which 89% were female, 1.38% were disabled and 11.93% were from a BME background.

3.4 Full data about employment across the Council, including that which meets the requirement for employment monitoring by racial group under race relations legislation, is to be presented in the Annual Review of Equality and Diversity 2008, to the Select Committee on Regeneration, Culture and Adult Education and the Cabinet in September. This annual report should therefore be read in conjunction with the Council-wide review report.

4.0 EQUALITY SCHEME (ES) REVIEW

4.1 In accordance with the councils Equality Scheme a number of assessments of service/policy areas were planned to be undertaken during 2007/08 in line with the Race Relations Amendment Act [2000]. A summary of the outcomes of this was set out in last year's annual report.

4.2 The Impact Assessments for those policies that were identified in the revised Equality Scheme year 2007/08 as priority are currently being progressed. Where an impact assessment has identified any adverse effect of policies, the relevant areas of work have been prioritised in 2008-09 Year 2 Equality Scheme action plan. Outcomes of assessment have also informed the Directorate's Equality & Diversity action plan for 2008-09. The process for conducting assessments is underway and the Choice Based Lettings Project (Dudley at Home) was chosen to pilot the revised corporate framework for equality impact assessment overseen by the Equality and Diversity Advisory Group. An initial impact assessment was carried out during the pilot. It was identified that the introduction of Choice Based Lettings could have an adverse impact on older people who are less likely to participate in bidding than other groups, people with disabilities who may not understand or be able to access the system, and some BME communities due to language issues. The equality issues were taken into account when preparing for the Choice Based Lettings pilot. It was recognised that vulnerable groups would require adequate information, advice and support to ensure accessibility to Choice Based Lettings. A full impact assessment is currently in progress.

An Equality Impact Assessment of Library Modernisation is being conducted within the LAAL division, the aim of the modernisation is to create a service fit for the 21st Century. The equality impact assessment will be agreed by the Library Modernisation Board, reviewed by the Equality and Diversity group and will be reported to the Select Committee at next years annual review of the Directorate Equality and Diversity Action plan.

5.0 ACHIEVEMENTS AGAINST THE DIRECTORATE'S EQUALITY AND DIVERSITY ACTION PLAN 2007/08

5.1 The table (attached) outlines the progress made in relation to the Council's corporate equality and diversity priorities for 2007/08 and also reports on the achievements against the Directorate's objectives for 2007/08.

