

ANNUAL REVIEW OF THE DIRECTORATE EQUALITY AND DIVERSITY ACTION PLAN 2008/09

Objective (and lead officer)	Detailed Action Target	Target Date/ milestones	Planned outcome/performance indicator	Year end progress as at 31st March 2009
Targets, Outcomes and Strategic Developments	Produce Annual Directorate Equality and Diversity report 2007/08 for the June/July Select Committee (RSS/SN)	June 2008	Select Committee informed of previous years progress on Equality and Diversity within DACHS	Report produced and reported to Select Committee in June 2008.
	Produce Annual Directorate Equality and Diversity Action Plan 2009/10 for the March Health and Adult Social Care Select Committee (RSS/SN)	March 2009	DACHS Equality and Diversity Action Plan leads to better service delivery in relation to Equality and Diversity	Report produced and reported to Select Committee on 26 th March 2009.
	Produce a Physical and Sensory Disabilities Strategy by July 2008 (AA)	March 2009	Physical and Sensory Disabilities Strategy meeting needs of client group.	Following consultation a strategy has been finalised, on website, actions will be updated at a conference in July and strategy will be refreshed after this.

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	<p>Develop widening participation strategy for targeted learning provision. Increase percentages of learners from priority groups</p>	<p>July 2008</p>	<p>MIS data evidencing increased participation in learning from priority groups</p>	<p>ACL Widening Participation strategy complete.</p> <p>Increase in learners from priority groups –</p> <p>BME learner enrolments 15.32% against 7% of borough residents</p> <p>7.2% of learner enrolments with a disability (RP)</p> <p>18.9% of learners aged over 60</p>
	<p>To increase the number of people in the borough who are in receipt of a direct payment to meet their care needs, in particular BME people (AA)</p>	<p>March 2009</p>	<p>Staff trained and raised awareness in user groups of the benefits of direct payment</p>	<p>Numbers continue to increase, there are over 700 adults receiving Direct Payments and 70 children, staff have been trained and user forum are actively involved in promoting and developing the service.</p>

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	All team plans to contain specific targets relating to BME peoples needs (AA)	March 2009	Team managers ensuring inclusion in their plans and monitor progress.	Team plans do reflect individual teams targets in relation to BME user needs. Team plans are monitored systematically.
	BME communities having increased their awareness of extra-care housing (SB)	March 2009	3 specific events during the year to raise awareness of extra-care housing for BME elders	Work has started on a Sheltered Housing Strategy, we will be carrying out an Equality Impact Assessment and looking at consulting with BME communities in order to raise awareness and meet future needs
	Undertake development work through the Equality and Diversity Advisory Group to integrate other equality strands within the Equality Scheme by April 2009 and meet the requirements of the equality standard for local government in this regard (RSS/SN)	March 2009	Further equality strands incorporated in to Equality Scheme	Three further equality strands covering age, religion/belief and sexual orientation, have been incorporated into the council's Equality Scheme.

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	Continue to progress work against the Equality Standard for Local Government and to establish Action Plans to achieve subsequent levels of the revised standard (RSS/SN)	March 2009	Action plans in place for achievement of next level of the revised Equality Standard	As the new Equality Framework is now introduced, the Council has taken the decision to work towards the equivalent level of the new Framework and a project team has been set up to carry out a self-assessment and produce an action plan to achieve the appropriate level.
	The emerging Physical Disability, Direct Payments, Commissioning, and Transition strategies will ensure the needs of vulnerable client groups are met and that we promote independence, well being and choice. (SB)	March 2009	Needs of vulnerable client groups being met via promotion of independence, well being and choice.	Transforming Social Care will give people greater choice and control over how their needs are met and therefore promote independence. The principles of Transforming Social Care will apply to all client groups including those mentioned in the individual strategies.

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	To improve the availability of diversity data covering strategic functions to inform strategic planning (AL)	March 09	Better informed planning process	A range of diversity data is now being collected in relation to nominations for Registered Social Landlord properties
	Assess the feasibility of redesigning an existing young person's housing scheme into a foyer scheme (JF/GW)	July 08	Feasibility study completed and potential funding source identified	Completed. Additional funding has been secured. Planning consent for building alterations has been acquired. Foyer service will become operational during 2009/10 and Foyer Federation Accreditation will be achieved by 31.3.2010.
	To develop an Older Persons housing strategy for an ageing population(JF)	March 09	Strategy produced and action plan being implemented to ensure that people are able to live in homes of their choice	Completed. Strategy produced (formally launched at DACHS Housing Conference on 2.4.09).

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	Contribute to an effective planning process for proposals to develop 5 extra care schemes in the Borough (GW)	March 09	Achieve successful planning applications	First two schemes achieved planning consent. Start on site to commence shortly on Russells' Hall. Work on going to identify other site locations and feasibility of some identified sites.
	To complete traveller accommodation and needs assessment survey (HB)	May 08	To have a better understanding of gypsy / traveller needs for the borough and wider region and develop Traveller Accommodation and Needs Strategy based upon findings of final survey report	Traveller Accommodation and Needs assessment completed and final report received August 2008. Results fed into Regional Spatial Strategy

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	<p>Ensure that mandatory grants to facilitate adaptations to enable properties to be accessible to disabled occupiers are delivered timely and in a consistent and efficient manner by training staff in disability awareness(HB)</p>	<p>On-going</p>	<p>Development of robust policies and procedures</p>	<p>Major Adaptations Group continues to work on joint action plan with Occupational Therapists, Building Services and Policy and Performance. Revised Procedures developed and training requirements for staff incorporated into individual PRDs. Joint Procurement contract secured for installation of lifts reducing waiting times and costs. Time taken to approve mandatory grant from receipt of referral from Occupational Therapist reduced by 25% in 12 months. Further 40% reduction estimated for 2009/10.</p>

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Communication Improvement	To arrange an annual BME corporate consultation event for the Council. (RSS)	March 2009	Improved communication with BME Communities regarding council services and support mechanisms	BME Community Consultation Event was held on Saturday 22 November 2008
	To arrange quarterly visits to BME groups to support the annual BME consultation event (RSS)	March 2009	Improved communication with BME Communities regarding council services and support mechanisms	During 2008 visits were made to Blackheath Jamia Mosque, GNSS Senior Citizens Forum and Green Lane Community Centre
	To organise two BME community consultation surgeries for the Director and the Chief Executive (RSS)	March 2009	Improved access for BME Communities to Corporate Board	Two Community Open Surgeries were held on: 28 July and 27 October
	Continue to target making improvements to signage to the Council's buildings during 2008/09 (NT)	March 2009	Improved signage across council buildings	Signage improved and upgraded as appropriate in accordance with improvement works carried out as part of the capital investment programme examples include library modernisation at Wordsley and Dudley Wood and Quarry Bank Library Link

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	Increase library opening hours by 75 hours per week (JW/JB)	March 2009	Improved access and communication for the public	<p>The planned programme of changes is underway. Library opening hours across the borough stand at 723 hours per week, this is an increase of 50.5 hours per week on the opening hours pre-modernisation programme. The remaining 24.5 hours will be achieved in 09/10 with the extension of hours at Netherton Library and the opening of Pensnett Library Link.</p>

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Objective (and lead officer)	Detailed Action Target	Target Date/ milestones	Planned outcome/performance indicator	Year end progress as at 31st March 2009
	To increase the number of borrowers in independent living using the home library service by 10% (JW/JB)	March 2009	Greater number of vulnerable adults in independent living being supported by home library service	<p>In order to support the Modernisation programme, priority was given to local library users who needed to change to using the Home Library Service.</p> <p>During the year, 116 people left the service but 120 new users have been added. The total number of individuals receiving the service at the end of March 09 was 579. Promotional material has been developed which will be used to raise awareness of the service with partners and potential users across the Borough.</p>

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	To improve recording of ethnicity on library users records. (JW/JB)	March 2009	Increased number of records with ethnicity data recorded	Procedures reviewed and implemented December 08 through team briefing. Monitoring in place to track number with missing data. Increasing data on existing records will continue in 2009/10.
	Engaging emergent readers with the 6 book challenge. (JW/JB)	March 2009	Increased number of readers taking the 6 book challenge.	Challenge held in 1 st quarter with 24 emergent readers starting the challenge and 12 completing. Libraries in partnership with ACL have targeted Skills for Life classes and a significant number have taken part in 2009 Six Book challenge. Some classes have attended author events and a celebration event is planned.. Literacy class has started at Brierley Hill Library in partnership with ACL

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	Delivery of 2 learning days on local history aimed at local BME community. (GR)	March 2009	Increased awareness of history of the borough and its relevance to the community.	Complete. 2 event during Black History month in October 2008
	3 consultation events to improve local communities engagement with archive services. (GR)	March 2009	Consultation completed, archives aware of extent of non involvements of communities.	Further consultation required to focus on targeted groups defined by The National Archives, namely; children and young people and adult non-users
	To increase use of the books on prescription scheme (JW/JB)	March 2009	Books on prescription being utilised within the borough	45 prescriptions filled including 7 new borrowers joining the library service. Dudley Counselling Service now also issue prescriptions.

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	Delivery of Government initiative: Boys into Books with Pupil Referral Units	2008	Books delivered to Pupil Referral Units	<p>Collections in 3 Pupil Referral Units 16 books bought free through Government scheme funding but added to from library stock so that the 3 units now have 20 books each on loan for 3 months with a view to these being changed regularly by the teen & engagement Service Development Librarian.</p> <p>Two units visited by library service in October together with Performance Poet Craig Bradley. Sessions well received by staff and pupils.</p> <p>Abberley Street PRU visited by Teen & engagement librarian, agreed that staff would take pupils to Dudley Library to choose books on an individual basis & display work there.</p>

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Consultation Feedback and Satisfaction Improvement	To consult with users and carers on issues affecting disabled people. Continue to meet quarterly with Action for Disabled and Carers group. (AA)	March 2009	ADC group regularly being consulted on issues affecting disabled people	Members of the Council continue to meet with representatives from disabled people groups on a quarterly basis for consultation and user feedback.
	Maintain and improve learner forum activities – ACL	March 2009	Learners and potential learners feedback collated and informing curriculum provision	ACL –Ongoing learner feedback and learner forums informing curriculum and planning (RP)

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Employment Initiatives	Seeking to ensure that the employee composition of all divisions within DACHS reflects the diversity of the communities within the borough, particularly to increase the number of BME employees to 7% by March 2009, through quarterly reporting to DMT and DMG's of progress against targets and improvement plans in Strategic Workforce Information report. (SH/AP)	March 2009	Increased overall representation of BME staff across the Directorate and greater consistency of composition between divisions	As at the end of March 2009 the BME employee composition of DACHS is 6.8% (this has increased slightly from 6.7% since 2007/08)
	Ensuring that all staff receive appropriate and timely training and development opportunities relevant to their job roles, through implementation of training strategy and training plan and ensuring PRD processes are applied consistently. (SH/AP)	March 2009	Workforce reports indicate that all groups of staff have consistent access to learning and development opportunities	For the period Apr 08 – Mar 09, the composition of attendance at training was: 2% of staff with a declared disability 6% of staff from B & ME groups 44% male/56% female

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Objective (and lead officer)	Detailed Action Target	Target Date/ milestones	Planned outcome/performance indicator	Year end progress as at 31 st March 2009
	Implement measures to retain people with disabilities in the DACHS workforce and continue to increase the % of staff who declare a disability (SH/AP)	March 2009	Quarterly strategic workforce monitoring demonstrates that improvement plans are in place and that targets are achieved	As at the end of March 2009, employees with a disability account for 2.9% of staff within DACHS (this is an increase from 2.8% in Dec 08).
	Workforce data concerning both race equality and disability equality is collected and reported (SH/AP)	March 2009	Quarterly strategic workforce reports to DMT and DMGs demonstrate that improvement plans and targets are in place and being met	Slight improvement since the end of 2007/08. In 2008/09 B&ME composition has risen from 6.7% to 6.8%.
	Support implementation of corporate policy for reporting of racist incidents (SH/AP)	March 2009	Number of incidents reported and monitored alongside Discipline and Grievance Data in quarterly workforce information.	Racist related cases have been reported (2 Disciplinary & 2 Grievances) and investigated and monitored accordingly
	Building services to continue initiatives designed to develop a more diverse workforce, particularly within under-represented groups. (NT)	On-going	The existence of a more diverse workforce	Building Services has 44 construction trainees as at 31.3.09. 14 are women and 7 from BME backgrounds. This will continue to be a priority and has been included as an activity in the Building Services divisional plan 2009/10, contributing to the local jobs for local people strand.

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<p>To collect and maintain diversity data</p>	<p>To monitor levels of Housing Assistance uptake across different service users to see if targets are being met(HB)</p>	<p>June 08</p>	<p>Utilise data to inform service provision</p>	<p>Quarterly monitoring in place since April 2008</p>
	<p>To undertake analysis of why particular groups do not take up Housing Assistance (HB)</p>	<p>June 08</p>		<p>Survey and analysis carried out by independent consultant. Results to inform service improvement and marketing of service</p>
	<p>To monitor users of nuisance noise service to ensure that the policy & procedure addresses the appropriate equality & diversity issues. (HB)</p>	<p>June 08</p>		<p>Service review ongoing in consultation with Housing Management, Community Safety and Legal Services</p>
	<p>To undertake analysis of why particular groups do not use the service (HB)</p>	<p>June 08</p>		<p>As above</p>
	<p>To introduce quarterly report monitoring(HB)</p>	<p>Ongoing</p>		<p>Quarterly monitoring in place</p>
<p>To carry out comprehensive review of computer support/ software systems (HB)</p>	<p>May 08</p>	<p>Further improvements made to system and procedures as part of ongoing review</p>		

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Community Cohesion Initiatives	To progress and develop cohesive links with BME groups (SF)	March 09	Development of a new service to provide support to refugees to integrate further into the local community to encourage community cohesion	Work is continuing via a dedicated officer to help refugees to form cohesive links with BME groups
	To progress improvement & establish co-ordination of multi agency approach (RSS)	March 09		In progress
	To encourage refugees to attend tenants' forums/residents' groups (SF)	March 09	Increased presence of refugees at tenants' forums/residents' groups	Refugees are invited and encouraged to attend all forums and residents groups that are held in their area
Communication Improvement	To ensure that policy implications arising from the Black Country Tension Monitoring and Community Cohesion are communicated on a quarterly basis across the directorate through quarterly reports to the Directorate's Diversity Group and to DMT. (RSS)	March 09		Has already been implemented

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	Continue the two year programme to provide 900 households with an extended Telecare service (OPPPD)	March 09	Full Telecare assessment to be carried out on every new alarm requested	2087 properties had Telecare equipment installed
	To rollout the contract for the phased replacement programme to modernise the alarm call systems installed within sheltered housing schemes and ensure compatibility with Telecare.(OPPPD)	March 09	<p>Dudley Community Alarms is almost half way through the hardwired replacement programme across the borough which involves visiting all 3362 homes.</p> <p>One of the objectives for the replacement programme was for the new warden call equipment to also be Telecare enabled, to promote independence, choice and control.</p>	<p>1641 site surveys have been completed to-date resulting in 900 installations, 1721 outstanding properties to be progressed.</p> <p>we have received a number of requests for Telecare add-ons including: a pillow alert and beacon, three falls detectors, a pill dispenser and a bed occupancy sensor</p>
Quality service matters	To progress Equality Impact Assessments across the Directorate and ensure compliance with the programme (as set out in para 4.2 of main report), including timescales (RSS)	March 09		Level 1 EIA's have been conducted in majority of service areas in accordance with item 4.2 of the main report
	To organise Equality Impact Assessments training program for identified managers, as appropriate (RSS)	March 09		EIA training for all identified managers has been delivered

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	To develop a CRE Code of Guidance service improvement plan to address issues identified by the gap analysis undertaken in 07/08 within HM (RM)	March 09	To ensure compliance with the statutory code of guidance	Issues identified through the gap analysis will be taken forward as actions in the Divisional plan
	To continue to modernise the adaptations programme in line with the national agenda (NT)			The number of contracts now in place to meet the entire adaptations programme has been reduced to four including a domestic lift contract for DACHS. Improvements within the entire service are now being considered as part of the Adaptations Task Group led by Director -DACHS.
	Achieve and improve the score against BVPI 156 on Access to Buildings (DH/AA)			This is a corporate PI, DACHS has contributed through it's capital programme (new access at Wordsley, automatic doors at Halesowen Library and disabled toilet and level access at Kingswinford Library)

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<p>Key AA – Ann Askew - Head of Physical Disability Services SB – Sue Beach – Head of Community Care Services (Older People) JB – Jen Beardsmore – Head of Service Library Operations SF - Steve Forbes – Strategy Manager SH – Sharon Hartill - Head of Personnel MM - Mike Marshall - Head of Commissioning AP – Andrew Packer – Head of Personnel APs – Ann Parkes – Head of Learning Disability Service GR – Gillian Roberts – Borough Archivist RSS– Resham Sandhu - Head of Race Equality and Communication Services JW – Jayne Wilkins – Head of Service Strategy and Development</p>	<p>SN – Saroj Norman – Strategy Manager, Equality and Diversity NT – Narinder Toor - Building Services RM – Robert Murray - Housing Management HB – Helen Barlow – Head of Private Sector Housing JF – Jo Forbes - Strategy Manager, Housing and Supporting People GW – Gordon Wilkes – Strategy Manager, Housing & Development</p>
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