

Directorate of Adult, Community and Housing Services - Equality and Diversity Action Plan 2007/08

Appendix 2

Action Plan 07/08

Priority 1:- Targets, Outcomes and Strategic Developments

Quality service matters

ref	Critical Success Factors (key actions/initiatives that support the desired outcomes)	Timescales		Linkages with other plans	Lead officer
		Start	Finish		
1.1	Implement the new approach to equality impact assessments across the Directorate using the agreed guidelines for undertaking these assessments	April 2007	March 2008	Equality Scheme D.A.C.H.S. Strategic Plan 2007-10	Resham Sandhu
1.2	Produce Annual Directorate Equality and Diversity report for the June Select Committee	April 2007	March 2008	Council Action Plan 2006 – 09	Resham Sandhu
1.3	Produce Annual Directorate Equality and Diversity Action Plan for the March Health and Adult Social Care Select Committee	April 2007	June 2008		Resham Sandhu
1.4	Review the approach to equality impact assessments (1.5 – 1.10)	March 2007	April 2008		Resham Sandhu with EDAG / E+D Steering Group
1.5	Libraries and Archives – Promoting the cultural, social heritage and extending adult learning facilities in the Borough	April 07	March 08		Equality Scheme D.A.C.H.S. Strategic Plan 2007-10
1.6	Physical Disabilities - Strategy for physical and sensory impairments	April 07	March 08	Council Action Plan 2006 – 09	Ann Askew
1.7	Older Peoples Services – Home Care Services	April 07	March 08		Ann Askew
1.8	Learning Disabilities – Day Care Services	April 2007	March 2008		Sue Close

1.9	Policy, Performance and Resources - Statutory (Social Care) Complaints	Aprilo 2007	March 2008	Equality Scheme D.A.C.H.S. Strategic Plan 2007-10 Council Action Plan 2006 – 09	Brendan Clifford
1.10	Extend the range of diversity monitoring data held for private sector housing to ensure equal access to the services offered	April 2007	March 2008	D.A.C.H.S. Strategic Plan 2007-10 Council Plan 2006 – 09	Andrew Leigh
1.11	Implement the new approach to equality impact assessments across the Directorate using the agreed guidelines for undertaking these assessments	April 2007	March 2008	PCT has an Equality and Diversity Policy – EIA have taken place .(Polly Sharma)	Polly Sharma
1.12	Produce Annual Directorate Equality and Diversity Report for the June Select Committee	April 2007	March 2008	DACHS Strategic Plan 2007-10	Resham Sandhu
1.13	Produce Annual Directorate Equality and Diversity Action Plan for the February/March Health and Adult Social Care Select Committee meeting	April 2007	June 2008	DACHS Strategic Plan 2007-10	MH Lead Brian Chamberlain
1.14	Review the approach to equality impact assessments	March 2007	April 2008	Mental Health participating again in HCC National ' Count me in ' Census – inpatient and LD services BC reviewing Interpreting provision within MH E&D Committee within PCT chaired by Chief Executive	Resham Sandhu with EDAG / E+D Steering Group
1.15	Extend the range of diversity monitoring data held for Private Sector Housing to ensure equal access to the services offered	April 2007	March 08	Ethnicity monitored for clients + staff Directorate Strategic Plan 2007-10 Council Plan 2007 – 2009 Equality Scheme 2007 - 09	Andrew Leigh
1.16	Providing appropriate and relevant services and further understand the diverse needs of all who use our services	April 2007	March 08	DACHS Strategic Plan Council Plan Equality & Diversity Plan	Resham Sandhu

1.17	Develop a Physical and Sensory Disabilities Strategy by September 2007	April 2007	March 08	DACHS Strategic Plan Council Plan Equality & Diversity Plan	Ann Askew
1.18	Continue work to implement the range of strategies in place in relation to specific services to disabled people: The learning Disability Strategy 2005-08 Mapping the future of Mental Health Services – A joint Mental Health Strategy for Dudley Health and Social Care Economy 2005-2010 The Accessibility Strategy 2007 – 2010	April 07	March 08	Council Plan 2007-10 DACHS Strategic Plan 2007-09 Equality & Diversity Action Plan 2007-08 Equality Scheme 2007-09	Ann Askew
1.19	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	April 07	March 08	Council Plan 2007-10 DACHS Strategic Plan 2007-09 Equality & Diversity Action Plan 2007-08 Equality Scheme 2007-09	Deljit Shemar
1.20	Continue to progress work against the equality standard for Local Government and to establish Action Plans to achieve subsequent levels of the revised standard	April 07	March 08	Council Plan 2007-10 DACHS Strategic Plan 2007-09 Equality & Diversity Action Plan 2007-08 Equality Scheme 2007-09	Deljit Shemar
1.21	To further modernise in line with the national agenda the adaptations programme.	April 07	On-going	Social Services / Private Sector / Housing Adaptations Development Plan Equality Scheme	Andy Dingley
1.22	To establish the further requirements for Borough wide and sub regional needs survey	April 07	May 07	PSH Divisional Action Plan Equality Scheme	Helen Barlow
1.23	To commission and complete traveller needs survey	April 08	Sept 08	PSH Divisional Action Plan Equality Scheme	Helen Barlow
1.24	To respond to DCLG consultation document on DFG programme delivery	April 07	April 07	PSH Divisional Action Plan Equality Scheme	Helen Barlow
1.25	To review policy framework for delivery of grants including joint protocols with all relevant agencies	April 07	Mar 08	PSH Divisional Action Plan Equality Scheme	Helen Barlow
1.26	To review DFG action and merge into divisional plan where appropriate	April 07	July 07	PSH Divisional Action Plan Equality Scheme	Helen Barlow

1.27	To develop a comprehensive Procedure Manual for Grant delivery	April 07	Mar 08	PSH Divisional Action Plan Equality Scheme	Helen Barlow
1.28	To obtain formal planning permission for three additional plots on Oak Lane Caravan Site and ensure the refurbishment programme meets targets	July 07	July 08	PSH Divisional Action Plan Equality Scheme	Helen Barlow
1.29	To monitor levels of Housing Assistance uptake across different service users to see if targets are being met	April 07	March 08	PSH Divisional Action Plan Equality Scheme	Helen Barlow
1.30	To undertake analysis of why particular groups do not take up Housing Assistance	Jan 08	March 08	PSH Divisional Action Plan Equality Scheme	Helen Barlow
1.31	To further monitor users of nuisance noise service to test equity of service delivery	April 07	March 08	PSH Divisional Action Plan Equality Scheme	Helen Barlow
1.32	To develop a fuel poverty strategy	April 07	Dec 07	PSH Divisional Action Plan Equality Scheme	Andrew Leigh
1.33	To licence all licensable HMOs where vulnerable clients more likely to live	Apr 07	Mar 08	D.A.C.H.S. Strategic Plan 2007-09 Equality Scheme Council Action Plan 2006 – 09	Helen Barlow
1.34	Meeting and responding to legislative requirements including the Commission of Racial Equality's Code of Practice	Apr 07	Mar 08	Housing Management Divisional Plan Critical Success Factor 12.2 DACHS Strategic Plan 2007-09 Equality Scheme	Susan Adams
1.35	To increase the number of carers receiving an assessment and carer specific services, special initiative to target BME carers. Production of glossary for carers and training for specialist workers on general assessments.	April 2007	March 2008	DACHS Strategic Plan 2007-10 Council Plan 2007-09 Equality Scheme 2007-09	Mike Marshall
1.36	In any future commissioning of Extra Care Housing schemes the needs of BME elders will be considered in either mainstream or targeted schemes.	April 2007	March 2008	Council Plan, Caring Matters Equality Scheme 2007-09	Mike Marshall
1.37	Development of culturally competent day care. Improve social inclusion, quality standards and recording systems through monitoring and support of provider organisations.	April 2007	March 2008	DACHS Strategic Plan 2007-10 Council Plan 2007-09 Equality Scheme 2007-09	Mike Marshall
1.38	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.	April 2007	March 2008	DACHS Strategic Plan 2007-10 Council Plan 2007-09 Equality Scheme 2007-09	Head of Service, Disabilities.

1.39	We intend to use employee Management Information to set targets for recruitment to more closely match the population of the Borough.	April 2007	March 2008	DACHS Strategic Plan 2007-10 Council Plan 2007-09	A.D. Older People and Physical Disabilities.	
1.40	Achievement and improvement in the score against BVPI 156 on access to buildings	April 2007	March 2008	Council Plan, Quality Matters Equality Scheme	A.D. Building services, Head of Service, Disabilities	
1.41	To improve the availability of culturally appropriate care at home services for people, with the full range of communities represented within the Borough. Commissioning teams to undertake work regarding provision of services to groups traditionally not served well in the community. Promote and evaluate the Halal and vegetarian meals service.	April 2007	March 2008	DACHS Strategic Plan 2007-10 Council Plan 2007-09 Equality Scheme 2007-09	Mike Marshall	
1.42	To introduce Choice Based Lettings to ensure accessibility of service to vulnerable and disadvantaged groups. Pilot roll out	October 07	October 08	Housing Strategy DACHS Strategic Plan 2007-10 Council Plan 2007-09 Equality Scheme 2007-09	Wendy Massey	
Key Performance Indicators Measure		2006/07 result /forecasted outturn	Targets			Reporting Directorate
			2007/08	2008/09	2009/10	
	All CRE code of practice adopted		80%	80%	80%	DACHS
KP1A	D62. Carers Strategy (2007-12) to be implemented. Target BME carers for increased assessments.	10%	11% Glossary produced and training delivered	80%	80%	DACHS
KP1B	Continue to support older people and their carers within the BME communities through a range of voluntary groups. SLA's in place with all organisations plus SLA with Centre for Equality and Diversity for Partnerships in Care.	SLA's are in place	60%	70%	95%	DACHS

KP1C	Transition Pathways training to be rolled out in conjunction with Children's' Services.	SLA's are in place	60%	70%	95%	DACHS
KP1D	Full impact assessments complete by deadline	Equality Scheme	Complete 100%	Complete 100%	Complete 100%	DACHS
KP1E	Integration of identified actions into services plans	Equality and Diversity Action Plan	Achieve 95%	Achieve 95%	Achieve 95%	DACHS
KP1F	Achievement of Equality Scheme objectives	Equality and Diversity Action Plan	Achieve 95%	Achiev 95%	Achieve 95%	DACHS
Risk Register	Failure to achieve Equality and Diversity Corporate Priority Objectives					

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Priority 2:- Communication Improvement					Action Plan 07/08
ref	Critical Success Factors (key actions/initiatives that support the desired outcomes)	Timescales		Linkages with other plans	Lead officer
		Start	Finish		
2.1	Bi-annual BME Corporate Consultation Events – Chief Executive/Executive Director. Quarterly visits to BME Groups	April 07	March 08	Council Plan 2007-10 Strategic Plan 2007-09 Equality Scheme	Resham Sandhu
2.2	Key involvement in Asylum Seeker/Refugee National Week and follow up events	April 07	March 08	Directorate Strategic Plan 2007-09 Equality Scheme 2007-09 Council Plan 2007-10	Resham Sandhu
2.3	Key involvement in Commemoration of Abolition of Slavery Bicentenary Event and follow up outcomes	April 07	March 08	DACHS Strategic Plan 2007-09 Council Plan 2007-10 Equality Scheme 2007-09	Resham Sandhu
2.4	Provide 900 households with an extended telecare service over the next two years (2007/08-2008/09)	April 07	March 08	Council Plan 2007-10 Strategic plan 2007-09 Equality Scheme 2007-09	David Harris
2.5	Continue to make improvements to signage to the Council's buildings during 2007/08	April 07	March 08	Council Plan 2007-10 Strategic Plan 2007-09 Equality Scheme 2007-09	Lester Lyndon
2.6	Raise awareness of services in accessible language and where appropriate different languages.	April 07	March 08	Dudley Learning Disability Strategy Valuing People Equality Scheme 2007-09	Ann Parkes

2.7	Day services to be more accessible to people from minority communities.	April 07	March 08	Dudley Learning Disability Strategy Valuing People Equality Scheme 2007-09 DACHS Strategic Plan 2007-09	Ann Parkes	
2.8	Broadening the scope of book of the month to include BME, LGBT, LP and spoken word	April 07	March 08	Libraries, Archives and Adult learning Divisional Plan Council Plan 2007-10 DACHS Strategic Plan 2007-09 Equality Scheme 2007-09	Elizabeth Woodcock	
2.9	Promote, develop and support library and non-library based reading groups including investigating the provision to socially excluded groups	April 07	March 08	Libraries, Archives and Adult learning Divisional Plan Council Plan 2007-10 DACHS Strategic Plan 2007-09 Equality Scheme 2007-09	Elizabeth Woodcock	
2.10	Promote and increase the use of music and film collections to BME communities	April 07	March 08	Libraries, Archives and Adult learning Divisional Plan DACHS Strategic Plan 2007-09 Equality Scheme 2007-09	Elizabeth Woodcock	
2.11	To continue phased replacement programme to modernise the alarm call systems installed with sheltered housing schemes and ensure compatibility with Telecare.	April 07	March 09	Directorate Strategic Plan Council Plan 2007-10 Equality Scheme 2007-09	Andy Dingley	
2.12	Continue the transfer of further services to Dudley Council Plus in accordance with the customer access to services programme			Housing Management Divisional Plan – Critical Success Factor 7.5	Diane Channings	
Key Performance Indicators Measure		2006/07 result /forecasted outturn	Targets			Reporting Directorate
			2007/08	2008/09	2009/10	
KP2A	Promote culturally sensitive meals - service users have access to a choice of meals including Halal food	SLA in place with outside provider	80%	80%	80%	DACHS
KP2B	Increase in no. of carer assessments/ Carer Direct grants to minority carers	Action Plan	50%	50%	50%	DACHS
KP2C	More people able to access services	Action Plan	50%	50%	50%	DACHS

KP2D	Working group inc. Day Opportunities (ethnicity champions) to make specific recommendations & improve staff understanding of different cultures and religions	Cultural awareness training programme Action Plan	20%	20%	210%	DACHS
KP2E	Maintain and increase membership of the BME reading group at Dudley Library	Action Plan	10%	10%	10%	DACHS
KP2F	Increased issues of Bollywood films at the 4 town libraries	Action Plan	5%	5%	5%	DACHS
KP2G	Establish 1 RaW reading group in a library	Action Plan	5%	5%	5%	DACHS
KP2H	At least 2 RaW activities at each library that has basic skills collections	Action Plan	5%	5%	5%	DACHS
KP2I	Transfer of relevant housing service to Dudley CATS	Action Plan	80%	80%	80%	DACHS
Risk Register	Failure to achieve Equality and Diversity Corporate Priorities Objectives					

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Priority 3:- Consultation Feedback and Satisfaction Improvement					Action Plan 07/08
ref	Critical Success Factors (key actions/initiatives that support the desired outcomes)	Timescales		Linkages with other plans	Lead officer
		Start	Finish		
3.1	Birmingham University's research report: 'Making the Transition: Young Muslims with Learning Disabilities in Dudley' published	April 07	March 08	Dudley Learning Disability Strategy Valuing People DACHS Strategic Plan 2007-09 Equality Scheme 2007-09 Council Plan 2006-09	Ann Parkes
3.2	Dudley Learning Disability Commissioning Strategy to reflect needs of minority communities	April 07	March 08		Ann Parkes
3.3	Continue to support development of Ehsas Carers (carers) and Apna Group (users)	April 07	March 08		Ann Parkes
3.4	Apna Group through its 'forum' to continue improving self advocacy skills of its members and ability to express individual needs	April 07	March 2008		Ann Parkes
3.5	Ehsas Carers to continue with family leadership training with appropriate bi lingual support	April 07	March 2008		Ann Parkes
3.6	Continue to participate in Joseph Rowntree Foundation 'The Standards We Expect' person centred support project	April 07	March 2008		Ann Parkes
3.7	Participate in We Care Too (national BME carers) strategy group	April 07	March 2008		Ann Parkes
3.8	Participate in West Midlands region Valuing People Ethnicity Network	April 07	March 2008		Ann Parkes
3.9	Continue to promote the needs and rights of learning disabled people within community settings.	April 07	March 08		
3.10	To consult with users and carers on issues affecting disabled people. Continue to meet quarterly with Action for Disabled and Carers group.	April 2007	March 2008		Council Plan, Quality Matters

3.11	Gain a clearer understanding of our customer base through improved monitoring, analysis of the diverse needs of service users; provide appropriate and relevant services and ensure high customer satisfaction rates across services for all groups.	April 2007	March 2008	Council Plan 2007-10 DACHS Strategic Plan 2007-09 Equality Scheme 2007-09			Brendan Clifford
3.12	To develop links with existing BME groups in relation to new migrants/asylum seeker/refugee communities.	May 07	Mar 08	PSH Divisional Action Plan Council Plan 2007-09 Equality Scheme 2007-09			Steve Forbes
3.13	To further encourage refugees to attend Tenants' Forums / Residents Groups	May 07	Mar 08	PSH Divisional Action Plan Council Plan 2007-09 Equality Scheme 2007-09			Steve Forbes
Key Performance Indicators Measure		2006/07 result /forecasted outturn	Targets			Reporting Directorate	
			2007/08	2008/09	2009/10		
KP3A	Follow up on 'foundation' training delivered by Home Farm Trust : carers have an understanding of their rights & services, awareness of public agency processes, and given opportunity to express their needs – influence service planning – HFT to produce evaluation report	Evaluation Report	Complete	Complete	Complete	DACHS	
KP3B	Users, managers & frontline staff to receive training from JRF project, and give due consideration to its report recommendations.	Action Plan	Complete	Complete	Complete	DACHS	
KP3C	Learning and best practice from We Care Too group – apply locally where applicable	Action Plan	Complete	Complete	Complete	DACHS	
KP3D	Local representatives and groups to support development of regional Ethnicity Network	Action Plan	Complete	Complete	Complete	DACHS	
KP3E	Apna Group key partner in 'Ethnic Advocacy Black Country' project and delivering set targets	Action Plan	Complete	Complete	Complete	DACHS	
KP3F	Increase no. of members particularly women getting support	Action Plan	Complete	Complete	Complete	DACHS	
KP3G	Together with psychology services support Apna 'Men's Group' to learn about personal relationships. Apna Group to produce accessible newsletter and regularly access mainstream learning and leisure	Action Plan	Complete	Complete	Complete	DACHS	

	activities.					
KP3H	University report findings considered by Ethnicity Sub Group and Partnership Board	Action Plan	Complete	Complete	Complete	DACHS
KP3I	Commissioning strategy to provide specific recommendations for minority users	Action Plan	Complete	Complete	Complete	DACHS
Risk Register	Failure to achieve Equality and Diversity Corporate Priority Objectives					

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Priority 4:- Employment Initiatives					Action Plan 07/08
ref	Critical Success Factors (key actions/initiatives that support the desired outcomes)	Timescales		Linkages with other plans	Lead officer
		Start	Finish		
4.1	Ensure that the needs of disabled employees are supported in efforts to promote volunteering amongst the councils workforce during 2007/2008 and to work with partners to identify opportunities to promote disabled people's involvement in public life.	April 07	March 2008	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Brendan Clifford Ann Askew Ann Parkes
4.2	Seeking to ensure that the employee composition of housing Services reflects the diversity of the communities it seeks to serve and to promote Housing Services as an employer of choice	April 2007	March 2008	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Sharon Hartill
4.3	Ensuring that all staff receive appropriate and timely training and development opportunities	April 2007	March 2008	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Sharon Hartill
4.4	Awareness raising campaign for managers and employees of the Job Centre Plus Positive about Disabled People Statues	April 2007	March 2008	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Andrew Packer Sharon Hartill
4.5	Identification and implementation of actions that increase the % of the Council's workforce who are disabled from 2006 baseline	April 2007	March 2008		Andrew Packer Sharon Hartill
4.6	Publication of comprehensive equality monitoring data for disability equality to match race equality requirements from 2006/07	April 2007	March 2008		Andrew Packer Sharon Hartill
4.7	Sheltered Housing, Day care and Homecare services to increase their staff representation from BME groups.	March 07	Sept. 07	Council Plan, Quality Matters	Head of Service, Community Care.
4.8	Female development worker's role to be strengthened	April 07	March 08	Dudley Learning Disability Strategy Valuing People	Ann Parkes

4.9	Implement Valuing People & 'Learning Difficulties and Ethnicity' A Framework for Action	April 07	March 08	Dudley Learning Disability Strategy Valuing People Council Plan 2007-09 Equality Scheme 2007- 09 Directorate Strategic Plan 2007-10	Ann Parkes
4.10	Partnership Board Ethnicity Sub Group to meet regularly to ensure improvement plans for minority learning disability users and carers in place	April 07	March 08	Dudley Learning Disability Strategy Valuing People Council Plan 2007-09 Equality Scheme 2007- 09 Directorate Strategic Plan 2007-10	Ann Parkes
4.11	Maintain bidding opportunities as they arise – increase resources to improve service development	April 07	March 08	Dudley Learning Disability Strategy Valuing People Council Plan 2007-09 Equality Scheme 2007- 09 Directorate Strategic Plan 2007-10	Ann Parkes
4.12	To increase the number of carers receiving an assessment and carer specific services	April 07	March 08	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Ann Parkes
4.13	To improve access of LD services to BME communities	April 07	March 08	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Ann Parkes
4.14	To secure greater presence of BME issues on the agenda of Learning Disability Partnership Board in particular addressing unmet need	April 07	March 08	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Ann Parkes
4.15	To further develop leadership skills in Learning Disabilities and BME issues and services (Leadership Support Programme)	April 07	March 08	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Ann Parkes
4.16	Increase the numbers of learning disabled people entering work, and more particularly paid work.	April 07	March 08	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Ann Parkes
4.17	Create real paid work opportunities for people with learning disabilities within statutory learning disability services.	April 07	March 08	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Ann Parkes

4.18	Increase the numbers of learning disabled people receiving their day service within community-based resources as opposed to building-based services.	April 07	March 08	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Ann Parkes	
4.19	Undertake a review of transport provision within day services with a view to reducing dependency upon specialised transport services.	April 07	March 08	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Ann Parkes	
4.20	Educate local communities on the needs and rights of learning disabled people.	April 07	March 08	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Ann Parkes	
4.21	Pursue the feasibility of introducing a 'Travel Buddy' Scheme within Day Services, employing a learning disabled person in this role.	April 07	March 08	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Ann Parkes	
4.22	Extend opportunities for Choice with regard to day services by promoting alternative providers.	April 07	March 08	Council Plan 2007- 09 DACHS Strategic Plan 2007- 10 Equality Scheme	Ann Parkes	
4.23	To continue to develop housing's 'women into construction' scheme.	April 07	On-going	D.A.C.H.S. Strategic Plan 2007-10 Equality Scheme 2007-09 Council Action Plan 2006 – 09	Andy Dingley	
4.24	To increase the number of BME employees to 6.8% by March 2008.			D.A.C.H.S. Strategic Plan 2007-10 Equality Scheme 2007-09 Council Action Plan 2006 – 09	Sharon Hartill Andrew Packer	
4.25	Implement findings from 'Race Equality' through leadership' audit by agreeing and implementing findings from the audit i.e. training for Managers	April 07	March 08	D.A.C.H.S. Strategic Plan 2007-10 Equality Scheme 2007-09 Council Action Plan 2006 – 09	Andrew Packer Sharon Hartill	
4.26	Supporting the implementation of policy for reporting of Racist incidents between employees	April 07	March 08	D.A.C.H.S. Strategic Plan 2007-10 Equality Scheme 2007-09 Council Action Plan 2006 – 09	Andrew Packer Sharon Hartill	
Key Performance Indicators Measure		2006/07 result /forecasted outturn	Targets			Reporting Directorate
			2007/08	2008/09	2009/10	
KP4A	Managers and employees fully aware of the commitments involved in the Jobcentre Plus positive about disabled people status.	Action Plan	60%	60%	60%	DACHS
KP4B	Minority users/ carers accessing a range of mainstream services	Action Plan	70%	70%	70%	DACHS

KP4C	Fully embed development worker role within Learning Disability Services.	Action Plan	80%	80%	80%	DACHS
KP4D	Provide updates to partnership board					DACHS
KP4E	Through Ethnic Advocacy Black Country project (Department of Health) funding in place to support Apna Group's short term sustainability	Action Plan & SLA	70%	70%	70%	DACHS
KP4F	Funding in place from a small Service Level Agreement between Dudley Learning Disability Services and Apna Group	SLA's in place	70%	70%	70%	DACHS
KP4G	Managers and employees fully aware of the commitments involved in the Jobcentre Plus positive about disabled people status.	Action Plan	70%	70%	70%	DACHS
KP4H	Creation of, and successful appointment to an Administrative Assistant post at Ladies Walk Centre ring-fenced to a person with learning disabilities	Job in place	Achieve	Achieve	Achieve	DACHS
KP4I	Successful recruitment of a person with learning difficulties into a paid care post within learning disability day opportunities.	Job in place	Achieve	Achieve	Achieve	DACHS
KP4J	Reduced numbers of learning disabled people receiving their day services within building-based provisions.	Action Plan	Achieve	Achieve	Achieve	DACHS
KP4K	Increased numbers of learning disabled people accessing alternative transport arrangements in relation to their day services.	Action Plan	70%	70%	70%	DACHS
KP4L	Employee composition reflects the community it serves	Data Report	Achieve	Achieve	Achieve	DACHS
KP4M	Improved knowledge, understanding and practice amongst managers which will 'Accelerate progress to achieve equality of access and beneficial outcomes for all people in their communities'	Action Plan	70%	70%	70%	DACHS
Risk Register	Failure to achieve Equality and Diversity Corporate Priority Objectives					