
Select Committee on Health and Adult Social Care (HASC) – 22nd March 2010

Report of the Directorate of Adult, Community and Housing Services

Directorate of Adult, Community and Housing Services Equality and Diversity Action Plan 2010/11

Purpose of Report

1. To consider the annual Equality and Diversity Action Plan for 2010/11 for the Directorate of Adult, Community and Housing Services.

Background

2. The Adult, Community and Housing Services Directorate, along with all directorates of the Council, produces an annual equality and diversity action plan. This sets out how the directorate will implement the Council's Equality and Diversity Policy and Equality Scheme in relation to its responsibilities, service areas and employment practices during the year. The plan is submitted to the Select Committee on Health and Adult Social Care, before approval by the appropriate Cabinet Members.
3. Progress with implementing the action plan is reported in the equality and diversity annual report. The Directorate of Adult, Community and Housing Services annual report for 2009/10 will be submitted to the Select Committee on Health and Adult Social Care at its first meeting of the 2010/11 municipal year.
4. This action plan covers the period from April 2010 to March 2011. The plan contains:
 - an explanation of its relationship with other plans
 - a summary of the directorate's equality and diversity vision and values
 - key issues and targets for the plan
 - the action plan summary

5. This draft action plan has been considered by the DACHS directorate management team. Following scrutiny it will be approved by the appropriate cabinet member before publication.

Finance

6. Any costs associated with implementing the Action Plan will be met from within existing budgets.

Law

7. The wide range of relevant equality legislation includes:
 - The Race Relations (Amendment) Act 2000 replaces Section 71 of the Race Relations Act 1976 with a general duty on public authorities to work towards the elimination of unlawful discrimination and promote equality of opportunity and good relations between persons of different racial groups.
 - The Disability Discrimination Act 1995 makes it unlawful to discriminate against disabled people in connection with employment, the provision of goods, facilities and services and the disposal or management of premises. The Disability Discrimination Act 2005 has extended this Act with a duty on public authorities to promote disability equality.
 - The Sex Discrimination Act 1975 renders unlawful certain kinds of sex discrimination. In particular, Section 29 makes it unlawful for the Council, in providing facilities or services (such as those arising pursuant to the statutory functions of the Council), to discriminate against any person seeking to obtain or use those facilities or services on the grounds of gender. A new duty on public authorities to promote gender equality under the Equality Act 2006 came into force on 6 April 2007.
 - Other legislation is in place relating to discrimination on the basis of age, religion or belief and sexual orientation.
8. Under Section 111 of the Local Government Act 1972 the Council is empowered to do anything which is calculated to facilitate, or is conducive to, or incidental to the discharge of its functions.

Equality Impact

9. The plan sets out proposed actions for promoting equality and diversity by the Directorate of Adult, Community and Housing Services during 2010/11. Performance indicators or outcomes are identified against targets so that progress in achieving the Action Plan can be monitored and reviewed.
10. Issues relating to children and young people are covered in detail in the Directorate of Children's Services annual equality and diversity action plans.

Recommendation

11. That the Select Committee considers and comments on the Directorate of Adult, Community and Housing Services' Equality and Diversity Action Plan for 2010/11.



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Director of Adult, Community and Housing Services

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List of Background Papers

Guidance for the preparation of Directorates' Equality and Diversity Action Plan and Annual Reports (December 2009)

Directorate of Adult, Community and Housing Services

Annual Equality and Diversity Action Plan 2010/11

1. Introduction

- 1.1 The Directorate of Adult, Community and Housing Services, along with all directorates of the Council, produces an annual equality and diversity action plan. This sets out how the directorate will implement the Council's Equality and Diversity Policy and Equality Scheme in relation to its responsibilities, service areas and employment practices during the year. The plan is submitted to the Select Committee on Health and Adult Social Care, before approval by the appropriate Cabinet Members.
- 1.2 Progress with implementing the action plan is reported in the equality and diversity annual report. The Directorate of Adult, Community and Housing Services annual report for 2009/10 will be submitted to the Select Committee on Health and Adult Social Care at its first meeting of the 2010/2011 municipal year.
- 1.3. This action plan covers the period from April 2010 to March 2011. The plan contains:
 - an explanation of its relationship with other plans
 - a summary of the directorate's equality and diversity vision and values
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2. Relationship with other plans

- 2.1 This action plan will form part of the overall strategic plan for the Directorate of Adult, Community and Housing Services for 2010/2011. The strategic plan responds to the refreshed Borough's Community Strategy and the three-year Council Plan. There is strong integration between this 2010/11 Action Plan and the divisional and team plans of the Directorate.
- 2.2. The overall long-term, policy framework for equality and diversity is set out in the Council's Equality and Diversity Policy. The Equality Scheme, published in April 2007, (which is currently being updated) brings together

the statutory disability, gender and race equality schemes for the Council and provides the three-year equality strategy and action plan for the Council. A supplement covering age, religion or belief, sexual orientation and transgender equality was approved by the Cabinet in June 2009. The disability equality scheme was revised in December 2009 and the gender equality scheme is currently being reviewed.

- 2.3. Overall progress in implementing the Equality Scheme will be reported in the Council's Annual Review of Equality and Diversity, which is submitted to the Select Committee on Regeneration, Culture and Adult Education and the Cabinet.

3. Vision and Values

- 3.1 The Directorate of Adult, Community and Housing Services mission statement is:

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

- 3.2 The Directorate of Adult, Community and Housing Services, as part of Dudley Council, is committed to providing the best quality public services for local people and creating opportunities for local people to succeed. As a council, we recognise and value the diversity of backgrounds, skills and needs within the borough. We work hard to respond to these needs and serve the different people of Dudley fairly and efficiently to improve quality of life for everyone.

- 3.3. The Directorate consists of 3141 staff as at 31st December 2009 and is split into the following divisions:

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

- 3.4. Within the Directorate, all employees have a responsibility to comply with the requirements of the Council's and the Directorate's equality and diversity policy in all dealings with Members, other employees, job applicants, residents, service users and other members of the public, and with other organisations. All employees in the directorate have at least an annual performance review and development discussion with their line manager where training and development needs are identified.
- 3.5. The aim of the directorate is to mainstream equality and diversity so responsibility for promoting equality and diversity in employment and services rests with all heads of services. The overall responsibility for strategic equality and diversity policy development work on behalf of the Directorate rests with the Assistant Director (Strategy and Private Sector) supported by key officers and the directorate's Equality and Diversity group. This includes the preparation, monitoring and review of the Directorate's Annual Equality and Diversity Action Plan.

4. Key Issues and Targets for 2010/2011

- 4.1. The directorate has identified its equality and diversity priorities for the revised Equality Scheme which will run from 2010 until 2013 and these are reflected in the action plan: The priorities include:
- Ensuring that all policies, services and projects are delivered in line with equality strands and outcomes
 - Embedding community engagement in planning and quality improvement of services
 - Recognising and valuing all faiths and communities in a way which supports the development of stronger communities and sustains community cohesion
 - Ensuring a range of housing is available to meet the needs of the community
 - Ensuring high customer satisfaction rates across services for all groups
 - Enabling citizens to remain independent with an improved quality of life in the community
 - Reducing income deprivation and poverty among vulnerable and low income households

- Ensuring that the workforce at all levels reflects Dudley's demography and ensuring that all staff have equal access and opportunities
 - Transforming services through partnership and more efficient ways of working.
- 4.2 The actions to support these priorities not only form part of our Equality and Diversity Action Plan but are integrated into divisional and team plans.
- 4.3 One of the key priorities for the 2010/11 Action Plan will be to ensure that Equality Impact Assessment (EIA's) are completed for the following new / updated policies, services, strategies and projects:

Building Services

- Stores, Transport and Waste Management Review
- No access for gas procedure
- Site waste management plan
- New Build Local Authority housing project (joint with Strategy & Private Sector Housing)

Housing Management

- Refocused housing management service
- Points to bandings
- Overcrowding Pathfinder outcomes
- Implementation of Income Strategy

Strategy and Private Sector Housing

- Re-provision of domestic abuse accommodation (Housing related support)
- Updated Supporting People Strategy
- Revised Borough Housing Strategy
- Updated Homelessness Strategy
- Private Sector Renewal Strategy
- Accommodation strategies and policies for gypsies and travellers
- Oak Lane Site Allocation Policy
- North Priory Lettings Plan
- Extra care housing schemes

Learning Disabilities and Mental Health

- Safeguarding Procedures
- Transforming social care (joint with Older People and Adults with Physical Disability)
- Autism Strategy

Older People and Adults with Physical Disability

- Older Peoples Strategy
- Carers Strategy
- Physical disabilities strategy

Libraries, Archives and Adult Learning

- 2nd phase of the Library Modernisation Programme
- Post 19 Learning & Skills Strategy

Policy, Performance & Resources

- Quality Strategy
- Engagement Strategy
- Tenants satisfaction survey
- Health Inequalities Strategy

- 4.4 The Council's equality scheme which is currently being revised also includes a disability equality scheme element which was approved by the Cabinet in December 2009. The associated action plan identified a number of actions for DACHS around adaptations, transforming social care, transport, the modernisation of day opportunities. These will be picked up as part of DACHS action plan.

5. The Action Plan

- 5.1 The action plan is set out at the attached appendix 1. The template for the 2010/2011 Action Plan is adopted from 'Dudley Metropolitan Borough Council Equality and Diversity Policy – Guidance and preparation of Directorates' Equality and Diversity Action Plans and Annual Reports,' produced in December 2009.

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator
<p>Priority 1 To ensure all policies, services and projects are delivered in line with equality strands and outcomes</p>	<p>To carry out Equality Impact Assessments in the approved EIA Directorate Programme for 2010/2011. (All Assistant Directors)</p> <p>To ensure regular reports to the corporate Assistant Directors' Group. (RS)</p> <p>To ensure that all EIA's are subject to peer review. (RS)</p>	<p>March 2011</p>	<p>EIA's completed within timescale. Improvement actions identified and scheduled.</p>

Directorate of Adult, Community and Housing Services for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator
	To produce the Action Plan in line with Directorate plans and corporate guidance and present at Select Committee (RS)	March 2011	Action Plan produced to timetable
	To produce an action plan for the Directorate against the 'Achieving' level of the equality framework based on work ongoing through the Corporate EDLG (RS)	March 2011	Action Plan produced to attain 'Achieving' level.

Directorate of Adult, Community and Housing Services for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator
	To include actions from EIAs carried out throughout 2009/10 into divisional/team plans and ensure all service improvements identified are embedded. (All)	April 2010	Actions achieved and service improvements realised.
	To produce the annual Equality and Diversity Review report (RS)	June 2010	Review report produced to timetable
Priority 2 Embed community engagement in planning and quality improvement of services	To arrange an annual BME corporate consultation event. (RS)	Sept 2010	Event arranged and feedback widely communicated
	To arrange a series of community consultation surgeries and community visits to BME groups (RS)	Throughout 2010/11	Surgeries and visits take place

Directorate of Adult, Community and Housing Services for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator
	Work in partnership to assist in developing a user-led organisation of disabled people by December 2010. (MV)	December 2010	In line with Department of Health recommendations
Priority 3 To recognise and value all faiths and communities in a way which supports the development of stronger communities and sustains community cohesion	To organise and disseminate messages of acknowledgment for community festivals / celebrations on behalf of DMBC (RS)	Throughout 2010/2011	Messages of acknowledgement disseminated to BME communities
	To integrate new arrivals, eg asylum seekers, migrants and refugees, with established communities (RS)	March 2011	All new arrivals fully integrated and able to access all available services.
	To work with partners to develop a 'living library' offer and evaluate the outcome. (KM)	March 2011	Number of people 'offered', number of 'borrowers' and evaluation of project.

Directorate of Adult, Community and Housing Services for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator
	To implement the Borough's ESOL Action Plan (KM)	March 2011	To increase the number of English speakers in the borough.
	To develop digital literacy and use of digital resources (KM)	March 2011	ICT use within libraries
Priority 4 To ensure a range of housing is available to meet the needs of the community	To complete two extra care housing schemes and progress the remaining three. (RS)	April 2011	Two extra care housing schemes completed and planning permission obtained for third site with remaining two sites identified.
	To provide 81 new build council houses including 31 homes for people with special needs. (RS)	March 2012	81 new build homes completed
	To modernise Gibbs Rd hostel and Domestic Violence accommodation to provide 'fit for purpose' accommodation. (RS)	March 2011	Plans for modernisation of Gibbs Hostel and Domestic Violence accommodation agreed and funding secured.

Directorate of Adult, Community and Housing Services for 2010/2011

Objective	Detailed action/target(and Assistant Director)	Target Date/ Milestones	Planned Outcome/Performance indicator
	To develop a North Priory local lettings plan to ensure that a range of housing needs are met and a mixed and sustainable community is created. (RS)	December 2010	Local lettings plan agreed with key stakeholders
	To review policies on accommodation for Gypsies & Travellers as recommended in EHRC's report. (RS/DC)	March 2011	Appropriate accommodation provided for gypsies and travellers
	To undertake a housing needs survey and use updated housing needs data to inform our revised Borough housing Strategy (RS)	March 2011	Revised borough housing strategy published.

Directorate of Adult, Community and Housing Services for 2010/2011

Objective	Detailed Action/Target (and Assistant Director)	Target Date /Milestones	Planned Outcome/Performance indicator
	To improve the standard of accommodation and management of properties in the private rented sector (RS)	March 2011	Landlord / property accreditation schemes reviewed and increase in the number of properties accredited through the scheme. Rent guarantee scheme launched
	To reduce the number of vulnerable and low income homeowners living in non-decent homes (RS)	March 2011 (quarterly)	Increase in the number of private sector rented properties freed from Cat 1 hazards.
Priority 5 To ensure high customer satisfaction rates across services for all groups	To utilise customer data provided by Housing Management to inform service delivery (DH)	March 2011	Customer profiling information used to inform service planning.

Directorate of Adult, Community and Housing Services for 2010/2011

Objective	Detailed Action/Target (and Assistant Director)	Target Date /Milestones	Planned Outcome/Performance indicator
	To ensure specification of materials provided continues to improve quality of homes provided (DH)	March 2011	Improved quality of homes
Priority 6 To enable citizens to remain independent with an improved quality of life in the community	To ensure that clients requiring adaptations have their needs met in a timely and appropriate manner (RS)	Ongoing	To meet top quartile for relevant turnround measures.
	To deliver a programme of adaptations in line with resources (DH)	March 2011	Programme produced and delivered
	To update and publish the Borough's revised 5 year Supporting People Strategy (RS)	June 2010	Updated and published 5 year Supporting People Strategy.

Directorate of Adult, Community and Housing Services for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator
	To further develop access to Skills for Life provision (KM)	March 2011	To increase the number of adults enrolled on adult courses.
	To improve access to information, access and guidance to local communities (KM / BC)	March 2011	Improved access to information, access and guidance. Greater range of appropriate literature.
	To develop and implement a Health Inequalities Strategy (BC)	March 2011	Development of Health Inequalities Strategy.
	To promote carers rights across partnerships and identify their needs and support them in their roles. (MV)	March 2011	Increased satisfaction among carers.
	To develop preventative and early intervention approaches as part of the transforming social care agenda. (MV)	March 2011	Development of transforming social care strategy Increased number of people receiving self-directed support.

Directorate of Adult, Community and Housing Services for 2010/2011

Objective	Detailed action/target (and Assistant Director)	Target Date/ milestones	Planned outcome/performance indicator
	To ensure that people's experience and feedback informs safeguarding policy and practice (RC)	March 2011	Development of service standards.
	To communicate issues relating to safeguarding Adults and Children to staff (All)	March 2011	Information cascaded
	To implement Dudley Autism Strategy. (RC)	March 2011	Needs of people with autism are incorporated within Council service areas.
Priority 7 To reduce income deprivation and poverty among vulnerable and low income households	To reduce fuel poverty and CO2 emissions for vulnerable and low income households living in the private sector and develop anti-poverty initiatives (RS / BC)	March 2011	Decrease in the number of vulnerable households living in properties with a SAP rating < 35

Directorate of Adult, Community and Housing Services for 2010/2011

Objective	Detailed Action/Target (and Assistant Director)	Target Date/ Milestones	Planned Outcome/Performance indicator
Priority 8 To ensure that the workforce at all levels reflects Dudley's demography and to ensure that all staff have equal access and opportunities for skills development and enhancement.	To ensure staff attend Equality & Diversity / Disability Awareness (All)	March 2011	Training sessions attended
	To have a learning disability placements at major office locations (All)	March 2011	6 month placement at each major office location.
Priority 9 Transforming services through partnership and more efficient ways of working	Review and improve information held in contracts with commissioned services in relation to social care complaint handling (BC)	April 2010	Review completed.
	Process review of major Adaptations project (BC)	April2010	Review completed and actions rolled out.

Directorate of Adult, Community and Housing Services for 2010/2011

Key of Assistant Directors

DC	Diane Channings
RS	Ron Sims
DH	David Harris
RC	Richard Carter
MV	Maggie Venables
KM	Kate Millin
BC	Brendan Clifford