

**DUDLEY METROPOLITAN BOROUGH COUNCIL**

**HEALTH AND ADULT SOCIAL CARE SELECT COMMITTEE 27TH SEPTEMBER 2007**

**REPORT OF THE DIRECTOR OF ADULT, COMMUNITY AND HOUSING SERVICES**

**REPORT ON THE ANNUAL REVIEW OF THE DIRECTORATE EQUALITY AND DIVERSITY ACTION PLAN 2006/07**

**1.0 PURPOSE OF THE REPORT**

- 1.1 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 2006/07

**2.0 BACKGROUND**

- 2.1 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 2007.
- 2.2 In line with revised guidance to Directorates issued in Jan 2004 the annual review of last year's (2006/07) Action Plan has taken place in the first quarter of 2007/08 and the attached report brings the findings of the review to this Committee's attention.
- 2.3 The equality and diversity agenda has relevance both to the way the organisation conducts its business and to the services it provides.

**3.0 FINANCE**

- 3.1 The implementation of this action plan was contained within current resources

**4.0 LAW**

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.

## **5.0 EQUALITY AND HUMAN RIGHTS IMPACT**

5.1 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.

## **6.0 RECOMMENDATION**

6.1 That the Select Committee considers and comments on the Directorate of Adult, Community and Housing Services Equality and Diversity Annual Report for 2006/07



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List of Background Papers

Guidance for the preparation of directorates' equality and diversity action plans and annual reports (December 2006)

**DIRECTORATE OF ADULT, COMMUNITY AND HOUSING SERVICES**  
**ANNUAL REPORT OF DIVERSITY AND EQUALITY ACTION PLAN 2006/07**

## **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 employs **3326** 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.

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 most recent census information are:

### Adult Services

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

During 01/04/2006 - 31/03/2007

- ◆ **8.8%** of contacts to Adult Teams related to Adults from BME groups.
- ◆ **6.2%** of new referrals related to Adults from BME groups.
- ◆ **4.5%** of completed assessments related to Adults from BME groups.
- ◆ **4.4%** of new services related to Adults from BME groups.

As at the 31/03/2007

- ◆ **5.2%** of open referrals related to Adults from BME groups.
- ◆ **4.9%** of open services related to Adults from BME groups.

NB: The drop in BME percentages between contacts and referrals/assessments is due to the fact that **46.7%** of contacts for BME adults result in an outcome of advice and guidance given.

- *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 then 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 **12,699** clients (aged 18+) receiving a service during 2006/2007, of these;

- ◆ **78%** clients were Physically Disabled
- ◆ **12%** clients were Mental Health
- ◆ **7%** clients were Learning Disabled
- ◆ **3%** clients were Other

Of those clients receiving a community based service **11,427** i.e. helped to live at home (excludes residential and nursing)

- ◆ **79%** clients were Physically Disabled
- ◆ **11%** clients were Mental Health
- ◆ **7%** clients were Learning Disabled
- ◆ **3%** clients were Other

There were **1,364** clients supported in residential and nursing care as at 31/03/2007, of these;

- ◆ **56.5%** clients were Physically Disabled
- ◆ **23.5%** clients were Mental Health
- ◆ **19.9%** clients were Learning Disabled
- ◆ **0.1%** clients were Other

A review of Mental Health Services for BME communities was completed in 2003. Following consultation with relevant groups the BME forum (now a sub-group of the Local Implementation Team) has developed an Action Plan. The Mental Health Service is now an integrated Mental Health Service – integrating health and social care provision. Beacon & Castle PCT are the lead agency and social care staff are seconded to the service. Birmingham and the Black Country NHS have been successful in becoming one of 17 pilot BME Focused Implementation sites nationally for delivering Race Equality in Mental Health. Beacon & Castle PCT, as the lead for the integrated Mental Health Service are involving themselves fully in this initiative, using the 3 building blocks

- More appropriate in responsive services
- Community engagement
- Better information

## **2.2 Libraries, Archives and Adult Learning (L.A.A.L.)**

The Data presented below for L.A.A.L. is a data extract from Management Statistical Information Monthly Report as at March 2007 for the Academic Year 2006/07. Adult Learning data is produced to academic years starting from August to July, hence the data commences period August 2006 and not April 2006

### **Performance Indicators pertaining to Equality and Diversity**

<b>Indicator</b>	<b>Target</b>	<b>Progress to Mar 07</b>
Percentage of individual new learners accessing provision through all learning programmes	8%	53.71%
Reduce the number of unknown responses to the disability monitoring form from 92.5% to 50%	42.5%	Learning and Skills Council Request N/A Following Guidance
Reduce the number of unknown participants from BME groups from 20% in 2004/05 to 15% in 2006/07	15%	9.95%
% Learners from BME groups	8%	12.94%
% Learners from wards and neighbourhoods in top 20% most deprived	10%	31.2% by Enrolment
% Learners over 60 years	18%	21.93%
% Learners with disabilities	13%	18.68%

The following tables detail the number of active borrowers according to age and ethnicity.

The data presented is as at July 2007, when the data was captured. Due to the library management system, data has had to be run off at different consequent dates, this explains the marginal difference in the totals. Measures have been put into place both with new and existing borrowers to ensure more robust ethnicity recording.

Table 7 - Active Borrowers (activity within 12 months of Jul 07) by Age group and Library															
Library	0 to 5	5 to 11	11 to 16	16 to 21	21 to 30	30 to 40	40 to 50	50 to 60	60 to 70	70 to 80	80 to 90	90+	No DOB	Total	% No DOB
Amblecote Library	37	90	38	14	10	44	29	11	16	9	5	1	21	325	6.5%
Brierley Hill Library	178	656	527	315	486	580	532	491	507	316	103	12	409	5112	8.0%
Central Services	0	0	0	2	0	0	1	2	1	2	1	0	15	24	62.5%
Coseley Library	138	311	228	73	129	252	222	143	172	125	30	3	102	1928	5.3%
Cradley Library	87	221	143	58	75	116	102	89	87	63	31	4	20	1096	1.8%
Dudley Library	423	1214	901	804	1571	1783	1737	1229	992	632	175	5	1,079	12545	8.6%
Dudley Wood Library	32	124	69	18	30	46	41	26	29	29	13	0	13	470	2.8%
Gornal Library	115	383	191	62	115	170	172	104	143	93	29	3	251	1831	13.7%
Halesowen Library	320	883	550	483	706	884	1042	905	1,002	726	272	19	429	8221	5.2%
Housebound Service	1	0	4	0	0	3	8	21	42	103	291	122	89	684	13.0%
Kingswinford Library	165	502	275	153	205	350	494	409	504	353	108	8	329	3855	8.5%
Long Lane Library	238	512	286	149	150	252	277	192	180	164	46	4	65	2515	2.6%
Lye Library	91	240	189	94	137	143	82	72	83	72	18	3	43	1267	3.4%
Netherton Library	58	232	192	6	98	123	115	74	109	61	24	1	20	1173	1.7%
Quarry Bank Library	84	183	88	23	58	85	68	53	66	48	19	0	22	797	2.8%
Sedgley Library	189	522	338	157	201	305	264	231	303	229	55	8	1,073	3875	27.7%
Stourbridge Library	474	1441	935	876	1201	1485	1750	1644	1,488	921	292	26	1,001	13534	7.4%
Wall Heath Library	66	124	64	16	12	55	79	50	78	85	24	1	30	684	4.4%
Woodside Library	33	106	62	36	28	51	48	31	40	23	12	1	41	512	8.0%
Wordsley Library	144	360	223	65	97	200	189	154	223	145	54	3	98	1955	5.0%
<b>Grand Total</b>	<b>2873</b>	<b>8104</b>	<b>5303</b>	<b>3,464</b>	<b>5309</b>	<b>6927</b>	<b>7252</b>	<b>5931</b>	<b>6,065</b>	<b>4199</b>	<b>1602</b>	<b>224</b>	<b>5,150</b>	<b>62403</b>	<b>8.3%</b>
<b>Percentage of Active Borrowers</b>	<b>4.6%</b>	<b>13.0%</b>	<b>8.5%</b>	<b>5.6%</b>	<b>8.5%</b>	<b>11.1%</b>	<b>11.6%</b>	<b>9.5%</b>	<b>9.7%</b>	<b>6.7%</b>	<b>2.6%</b>	<b>0.4%</b>	<b>8.3%</b>		

**Table 8 - Active Borrowers (Activity within 12 months of Jul 07) by Ethnic Type and Library**

Library	British	Irish	Other White	White And Black Caribbean	White And Black African	White And Asian	Other Mixed	Indian	Pakistani	Bangladeshi	Other Asian	Caribbean	African	Other Black	Chinese	Any Other Ethnic Group	Not Given	Not Recorded	Grand Total
Amblecote Library	71		1															254	326
Brierley Hill Library	1103	8	35	1	4	9	3	10	54	1	28	3	21	19	7	33		3778	5117
Central Services																		24	24
Coseley Library	475		6		4		1	10			1	3	7	7		5		1410	1929
Cradley Library	152		5			1	3	3	11		8	1	2		1	6		904	1097
Dudley Library	2299	13	158	33	21	18	24	169	307	12	138	113	177	88	27	82		8874	12553
Dudley Wood Library	101			2	1		2	1	5		3	1				3		351	470
Gornal Library	264		2		1	1	1	3				3	2	2	2			1550	1831
Halesowen Library	1552	16	39	7	5	6	7	22	17	5	30	3	23	19	13	51	1	6407	8223
Housebound	628	1	4	1					2	1	2	1		2				42	684
Kingswinford Library	644	5	4					12			3		5	3	4	9		3166	3855
Long Lane Library	270	2		2	1	1	6	16	15	11	11	1	2	3	3	3	1	2167	2515
Lye Library	119		6	1	1		1	1	120	1	17	2	4	2	4	10		978	1267
Netherton Library	154	2	3	2	1	1	1	7	11	4	10	1		3	1	4		968	1173
Quarry Bank Library	169		2	1				2	4	1		1	1		1			617	799
Sedgley Library	324		7				1	4			2	1	1	1				3536	3877
Stourbridge Library	2486	20	122	8	2	7	4	19	55	2	29	4	19	5	15	31	9	10705	13542
Wall Heath Library	176			1	1		1				1				1			503	684
Woodside Library	48		1	2		1	5	6	4		17	3	6	3				416	512
Wordsley Library	377		3			2	1	1	1		4			1				1565	1955
<b>Grand Total</b>	<b>11412</b>	<b>67</b>	<b>398</b>	<b>61</b>	<b>42</b>	<b>47</b>	<b>61</b>	<b>286</b>	<b>606</b>	<b>38</b>	<b>304</b>	<b>141</b>	<b>270</b>	<b>158</b>	<b>79</b>	<b>237</b>	<b>11</b>	<b>48215</b>	<b>62433</b>



## 2.3 Housing

During 2006/07 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;

### Number of tenancies by gender as at 31-March-2007

Gender	No. Tenancies	Percentage
Female	11927	53.10 %
Male	10353	46.09 %
Unknown	182	0.81 %
<b>Total:</b>	<b>22462</b>	<b>100%</b>

### Number of tenancies by ethnicity as at 31-March-2007

Ethnic Group	No. Tenancies	Percentage
BME	3186	14.18 %
Non BME	11427	50.87 %
Unknown	7849	34.94 %
<b>Total</b>	<b>22462</b>	<b>100%</b>

### Number of tenancies by disability as at 31-March-2007

Disabled	No. Tenancies	Percentage
No	20755	92.40 %
Yes	1706	7.60 %
Not known	1	
<b>Total:</b>	<b>22462</b>	<b>100%</b>

### Number of repairs faults logged by tenants by gender Between 01-Apr-2006 and 31-Mar-2007

Gender	Number of Faults (log)	Percentage
FEMALE	78775	59.29%
MALE	52427	39.46%
Not known	1670	1.25%
<b>Total:</b>	<b>132872</b>	<b>100%</b>

**Number of faults logged by tenants with a disability between 01-Apr-2006 and 31 Mar 2007**

<b>Disabled</b>	<b>Number of Faults</b>	<b>Percentage</b>
No	122275	92.02%
Yes	10571	7.96%
Not known	26	0.02%
<b>Total:</b>	<b>132872</b>	<b>100.0%</b>

**Number of repairs faults logged between 01-Apr-2006 and 31 Mar 2007 by ethnicity**

<b>Ethnic Group</b>	<b>Number of Faults(log)</b>	<b>Percentage</b>
BME	19940	15 %
Non BME	70372	53%
Unknown	42560	32 %
<b>Total:</b>	<b>132872</b>	<b>100%</b>

**Number of Applications on Waiting List as at 1st April 2007 by Gender**

<b>Gender</b>	<b>Number of Applications</b>	<b>Percentage</b>
FEMALE	3457	58.33%
MALE	2466	41.61%
Not known	3	0.05%
<b>Total:</b>	<b>5926</b>	<b>100%</b>

**Number of applications on waiting list as at 1<sup>st</sup> April 2007 by ethnicity**

<b>Ethnic Group</b>	<b>No of Applications</b>	<b>Percentage</b>
BME	760	12.82 %
Non BME	5102	86.10 %
Not known	64	1.08 %
<b>Total:</b>	<b>5926</b>	<b>100%</b>

**Number of Applications on Waiting List as at 1st April 2007 by disability**

<b>Disability</b>	<b>No of Applications</b>	<b>Percentage</b>
No	186	3.14 %
Yes	492	8.30 %
Not known	5248	88.56 %
<b>Total:</b>	<b>5926</b>	<b>100.0%</b>

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 2006/07 is detailed below together with a breakdown of the applicants' ethnicity.

<b>Number of grants completed in 2006/07</b>								
<b>Disabled Facilities Grants</b>			<b>Housing Assistance</b>			<b>Private rented</b>		
<b>Ethnic group</b>	<b>Complete</b>	<b>%</b>	<b>Ethnic group</b>	<b>Complete</b>	<b>%</b>	<b>Ethnic group</b>	<b>Complete</b>	<b>%</b>
<b>BME</b>	32	16	<b>BME</b>	35	42	<b>BME</b>	10	56
<b>Non BME</b>	162	78	<b>Non BME</b>	48	58	<b>Non BME</b>	8	44
<b>Not known</b>	13	6	<b>Not known</b>	0	0	<b>Not known</b>	0	0
<b>Total</b>	207	100	<b>Total</b>	83	100	<b>Total</b>	18	100

### **3.0 EMPLOYMENT**

3.1 The Directorate employs 3326 staff (as at 31<sup>st</sup> March 2007) and its workforce profile is set out below showing a breakdown by grade. It has not been possible to provide a comparison with previous years due to the major remodelling exercise. However comparisons with previous years will be included in future reports.

<b>DACHS</b>	<b>Female %</b>	<b>Male %</b>	<b>BME %</b>	<b>Disabled %</b>
Scale point 34 and above (higher grades)	54.5	45.5	8.9	3.7
Below scale point 34 (lower grades)	75.0	25.0	5.8	2.0
<b>Total</b>	72.5	27.5	6.2	2.2

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 31<sup>st</sup> March 2006 in italics.

Dudley MBC		Female (%)	Male (%)	BME* (%)	Disabled (%)
Scale point 34 and above (higher grades) (excluding schools)#	31/03/07	49.6	50.4	8.9	4.3
	31/03/06	48.0	52.0	8.0	2.0
Below scale point 34 (lower grades) (excluding schools)#	31/03/07	69.7	30.3	5.9	2.2
	31/03/06	69.3	30.7	5.2	1.3
Total (excluding schools)	31/03/07	66.9	33.1	6.4	2.5
	31/03/06	66.4	33.6	5.6	1.4
Total (including schools)	31/03/07	74.8	25.2	5.1	1.7
	31/03/06	74.6	25.4	4.6	0.8

Notes: Scale point 34 on 31 March 2007 £27,000 approx.

\*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 375 employees in 2006/07 of which 74.4% were female, 2.13% were disabled and 14.13% 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 2007, 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 RACE EQUALITY SCHEME (RES) REVIEW

3.1 In accordance with the councils Race Equality Scheme a number of assessments of service/policy areas were undertaken during 2005/06 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.

The Impact Assessments for those policies that were identified in the revised race equality scheme (May 2005) year 2006/07 as priority are currently being progressed.

Where an impact assessment has identified any adverse effect of policies, the relevant areas of work have been prioritized in 2007-08 Year 1 ES action plan. Outcomes of assessment have also informed the Directorate's Equality & Diversity action plan for 2007-08. A programme of consultation has been undertaken with Heads of Service throughout the 4 years of the RES.

## **5.0 ACHIEVEMENTS AGAINST THE DIRECTORATE'S EQUALITY AND DIVERSITY ACTION PLAN 2006/07**

5.1 Table 1 (attached) outlines the progress made in relation to the Council's corporate equality and diversity priorities for 2006/07 and Table 2 reports on the achievements against the Directorate's objectives for 2006/07.

Table 1  
 DACHS – Annual Report of the Equality and Diversity Action Plan for 2006/2007  
 Directorate Contribution to the Council’s Equality and Diversity Priorities for 2006/07

Objective (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<p><b>(1) Equality Scheme</b>            1.1 Complete the impact assessments and RES reviews listed in the revised Race Equality Scheme by 31.5.06</p> <p><i>Lead Officer – Head of Race Equality and Communications Services and Principal Corporate Services Officer</i></p>	<p>Quality Service Matters</p>	<p>May 2006</p>	<p>Completion of R.E.S. year 4 reviews. Action Plans to address improvements identified and implemented</p>	<p>RES Reviews progressing</p>

Objective (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<p>1.2 Assess the implications of the Equality Bill <i>Lead Officer – Head of Race Equality and Communication Services and Principal Corporate Services Officer</i></p>	<p>Quality Service Matters</p>	<p>November 2006</p>	<p>Equality Scheme published by deadline</p>	<p>Equality Scheme Published</p>
<p>1.3 Launch Equality Impact Assessment (EIA) guidance and develop a programme of assessments across all Directorates to feed into the schemes action plan <i>Lead Officer – Head of Race Equality and Communication Services and Principal Corporate Services Officer</i></p>	<p>Quality Service Matters</p>	<p>Launch guidance by April 2006  Finalise programme by October 2006</p>	<p>Guidance launched by deadline and programme agreed</p>	<p>Guidance has been launched.  Equality Impact Assessment guidance was piloted in DACHS utilising the proposed Choice Based Lettings project. Following a review of the pilot, the guidance has been revised and the final version launched.</p>

Objective (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
1.4 Maintain or increase the score against BVPI 2b on Race Equality <i>Lead Officer – Head of Race Equality and Communication Services and Principal Corporate Services Officer</i>	Quality Service Matters	March 2007	Overall score maintained or improved	Overall score maintained
1.5 Publish the combined Equality Scheme by 4 <sup>th</sup> December 2006 <i>Lead Officer – Head of Race Equality and Communication Services and Principal Corporate Services Officer</i>	Quality Service Matters	Consultation plan by April 2006 Publish scheme by 4 December 2006	Consultation plan implemented and scheme published by deadline	Combined overall Equality Scheme published in April 2007



Objective (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<p><b>(2) Equality Standard for Local Government</b></p> <p>2.1 Implement the action plan to achieve level 3 of the standard by March 2007</p> <p><i>Lead Officer – Head of Race Equality and Communication Services and Principal Corporate Services Officer</i></p>	Quality Service Matters	March 2007	Achievement of level 3 of standard	Progress being made to devise an action plan for the achievement of level 3 of the Standard.

Objective (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<p><b>(3) People Management Strategy 2006-08</b></p> <p>3.1 Implement the equality and diversity elements of the strategy <i>Lead Officer – Heads of Human Resources</i></p>	Quality Service Matters	<p>March 2007</p> <p>July 2007</p>	Employment practices are strengthened that promotes the council as a role model employer	People Management Strategy has been reviewed Corporately.
<p>3.2 Produce and implement an age and employment policy and procedure to comply with the new legislation by mid 2006 <i>Lead Officer – Heads of Human Resources</i></p>	Quality Service Matters	June 2006	Practice within the directorate is in line with corporate policy	Revised retirement policy now in operation.
<p>3.3 Establish a full framework of flexible working policies by mid 2006 <i>Lead Officer – Heads of Human Resources</i></p>	Quality Service Matters	July 2006	Improved flexible working. Increased number of employees taking up each flexible working option.	New policies on intranet relating to Voluntary Reduction in Hours; Flexible Working; Occasional Working from Home. Revised Flexi policy in operation.

Objective (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<p>3.4 Achieve an increase in the number of disabled employees working for the Council <i>Lead Officer – Heads of Human Resources</i></p>	<p>Quality Service Matters</p>	<p>March 2007 (Social Care)</p>	<p>More accurate workforce baseline information concerning disability established</p> <p>Increase in numbers of employees identifying a disability</p>	<p>Data quality exercise in progress. Includes asking all staff to confirm or amend their core HR information. Specific attention given to disability.</p>
<p><b>(4) Disability Access Strategy</b></p> <p>4.1 Implement the actions contained within the councils disability access strategy</p> <p>4.2 Achievement and improvement in the score again BVPI 156 on access to buildings</p> <p><i>Lead Officers – AD Building Services and Head of Physical Disability Services</i></p>	<p>Quality Service Matters</p>	<p>March 2007</p>	<p>Improved accessibility to DACHS buildings for staff and service users</p>	<p>Directorate Disability Access Improvement Action Plan produced in accordance with the council's disability access strategy. A number of building accessibility improvements identified/carried out within the 2006/2007 Corporate Disability Access Improvement Programme.</p> <p>Works have been identified/carried out within the 2006/2007 Corporate Disability Access Improvement Programme to improve BVPI 156 score. A revised schedule of DACHS buildings has been identified taking into account these building improvements and the Audit Commissions definition of 'public access buildings'.</p>

**Table 2 DIRECTORATE PRIORITIES**

Directorate Priority (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<p><b>To gain a clearer understanding of our customer base</b> 1.1 To collect and maintain diversity data <i>Lead Officers – Area Managers</i></p>	Quality Service Matters	Sept. 2005-Sept. 2008	Collection of diversity data enabling us to deliver more appropriate services.	Tenants survey completed in 2006 with over 13500 completed forms returned. The collection and updating of data is ongoing and will be collected from new tenants and through home checks.
<p>1.2 To Monitor service user diversity data <i>Lead Officers –Principal Policy Manager and Area Managers.</i></p>	Quality Service Matters	December 2006	Monitoring reports to be produced and identified issues to be progressed.	Monitoring reports in place and issues being progressed through the Tenants Participation Team and through Housing Management Senior managers. Active monitoring ongoing.
<p><b>To extend the range of diversity monitoring data held for private sector housing to ensure equal access to the services offered</b> 2.1 To collect and maintain diversity data <i>Lead Officers: Principal Policy Manager, Performance Review Officer</i></p>	Quality service Matters	March 2006 onwards	An understanding of whether policies/services have an adverse impact on different communities.	Action Plan in place for this to be achieved in 2007/08

Directorate Priority (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<p><b>To provide appropriate and relevant services and to understand the diverse needs of all use our services</b></p> <p>3.1 To ensure that all area and estate offices meet the requirements of BVPI 156</p> <p><i>Lead Officer: Building Managers</i></p>	Quality service matters	March 07	All visitors able to fully access area / estate offices.	Progress is being made
<p>3.2 To ensure that all sheltered housing schemes comply with the Disability Discrimination Act</p> <p><i>Lead Officer: Sheltered Housing Manager</i></p>	Quality Service Matters	March 07	All visitors/residents able to fully access sheltered schemes.	Year 3 of Sheltered Housing Improvement Plan completed to target
<p>3.3 To develop Housing Strategy to ensure diversity needs are met</p> <p><i>Lead Officer: A.D. Strategy and PS Housing</i></p>	Quality Service Matters	June 2006 onwards	A Housing Strategy that meets the needs of the population of the borough.	New Housing strategy developed and being presented to cabinet in July 2007 for a sign of, actions then to be implemented.

Directorate Priority (and Lead Officer)	Council Plan Priority	Target Date/ Mileston es	Planned Outcome/Performance Indicator	Progress/final outcome
<p>3.4 To encourage reporting and monitoring so that residents feel confident to report incidents of racial harassment and Directorate is aware of the full extent of racial harassment <i>Lead Officer: Area Manager</i></p>	<p>Safety Matters</p>	<p>March 07  March 07</p>	<p>IT system facilitating accurate recording implemented.  Reporting procedure for the recording of racial harassment incidents implemented.</p>	<p>Initial I.T. system implemented, this will allow accurate recording. Corporate database implemented  Reporting procedure in place. Some performance indicator's in place for dealing with immediate responses. Currently monitoring satisfaction, further PI.'s to be developed.</p>
<p><b>To ensure high customer satisfaction rates across services for all groups</b> 4.1 To introduce diversity monitoring for all our customer satisfaction/service review surveys <i>Lead Officer: Principal Policy Officer</i></p>	<p>Quality Service Matters</p>	<p>April 06 – March 07</p>	<p>Similar satisfaction rates across all groups</p>	<p>Diversity Data is routinely collected for all customer satisfaction surveys. This then enables us, if required, to analyse all responses by gender, ethnicity, age etc.. so that trends can be identified within the responses given.</p>

Directorate Priority (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<p><b>To seek 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</b></p> <p>5.1 To increase the number of BME employees recruited to reflect the population within Dudley MBC within 3 years.</p> <p><i>Lead Officers: Heads of Human Resources</i></p>	Quality service matters	March 2008	Employee composition reflects the community it serves	Ethnicity profile monitored quarterly, and attempts made to fill data gaps.
<p><b>To ensure high customer satisfaction rates across services for all groups</b></p> <p>6.1 To undertake diversity monitoring of employees attending in-house and all external training for Housing Staff</p> <p><i>Lead Officer: Training Manager</i></p>	Quality service matters	March 2007	All employees have appropriate and timely training and development opportunities.	Diversity monitoring of housing employees attending in-house and external training has been reported to centrally.

Directorate Priority (and Lead Officer)	Council Plan Priority	Target Date/ Mileston es	Planned Outcome/Performance Indicator	Progress/final outcome
6.2 To ensure staff have an understanding of equality and diversity issues <i>Lead Officer: Training</i>	Quality Service Matters	May 06 Monthly all new starters On going	Employees are aware of equality and diversity issues and are able to apply them in the workplace.	Equality & Diversity training in place
<b>Culturally Sensitive Service Provision:</b> To improve the availability of culturally appropriate care at home services for people, with the full range of communities represented within the borough <i>Lead Officer — Head of Service Commissioning</i>	Caring Matters	March 2007 Possible earlier date for tendering action  Oct 2006	Increased availability of care at home providers who can deliver culturally sensitive services  Increased value of tender and therefore the number of service users receiving meals	Some services being provided, others in the process of being implemented  Contract awarded Nov 2006 for provision of meals
Translation and Interpretation. To develop the business of the service taking full account of the council's Access to Services initiative <i>Lead Officer – Head of Race Equality and Communication Services</i>	Quality Service Matters	March 07	Improve access to services for BME users	This is currently under progress through the services action plans.



Directorate Priority (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<b>Consultation:</b> To maintain dialogue with Community Reps. Panel <i>Lead Officer – Assistant Director.</i>	Quality Service Matters	April 2006 March 2007	Better involvement of BME communities in service development and delivery.	Role of panel currently being reviewed, hence meetings on hold at present.
<b>Consultation:</b> To maintain consultation with BME communities <i>Lead Officer – Head of Race Equality and Communication Services</i>	Quality Service Matters	July 2006 Feb 2007	Better involvement of communities from BME for service development	Two BME Consultation meeting held in 2006/07 leading to better involvement of BME communities as they are now involved in the planning of the next BME event for November 2007.
<b>Consultation:</b> To consult with users and carers on issues affecting disabled people <i>Lead Officer –Head of Physical Disability Services</i>	Quality Service Matters	Four meetings to take place by March 06 June 2006 Nov 2006 March 2007	Better involvement of disabled users and their carers in service development	Quarterly meetings have taken place between officers and ADC, discussions have focussed on preparing for the Disability Equality Scheme, and we have consulted users and carers on key council documents e.g. Extra Care Housing strategy

## SERVICE DELIVERY ISSUES

Objective (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<p><b>Carers:</b> To increase the number of carers receiving an assessment and carer specific services. <i>Lead Officer – Head of Commissioning</i></p>	Caring Matters	<p>Oct 2006</p> <p>Monthly training dates planned April 06 – March 07</p>	Increased number of carers receiving an assessment and services by March 2007	<p>Strategy revision 2007-12, 'We care too' underpinned. Further review in process.</p> <p>Carer assessment training rolling programme in place. Action plan in place to increase number of carers receiving an assessment.</p>
<p><b>Services for People with Dual Sensory Impairments:</b> Ensure services are available to meet specific needs of this client group <i>Lead Officer – Head of Physical Disabilities</i></p>	Caring Matters	March 2007	Specialist services being provided for deaf/blind people when required	Contracts in place to purchase specialist services as needed

Objective (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<p><b>Enhancement of Learning Disability Service:</b> To improve access of LD services to BME communities. <i>Lead Officer – Head of Learning Disability Services</i></p>	Caring Matters	March 2007	Respond appropriately to the needs of minority users/carers.	Female worker appointed. Development worker supporting users to access a range of mainstream services by co-working with inter-agency professionals, raising awareness and being the 'link' between families and services.
		March 2007	Support Birmingham University to complete a report on transition processes for young Muslims with learning disabilities.	Supported Birmingham University to complete a report on transition processes for young Muslims with learning disabilities. - awaiting report.
		March 2007	Apna members to receive training about their future plans with a focus on acquiring work skills, and work experience.	Apna Group's bespoke training with Workers Education Ass. (WEA) completed. 12 individuals regularly supported - at least 2 days a week.
		December 2006	Service users have access to a choice of meals including Halal food.	Specialist social worker involved as advisor in meals tendering process.
		March 2007	Increase in no. of Carer assessments/ one off payments to minority family carers	Ehsas Carers (through Barnardos seconded worker) focus on outreach - home visits to identify carer support needs & helping with applications for Carer Direct.

		March 2007	More people able to access services	<p>With MARCOMM's start of cross Directorate Radio Ramadan campaign - Apna Group &amp; Ehsas Carers supported to advertise their support services.</p> <p>Project staff to producing work plans to increase uptake of a range of services and develop new initiatives. Progressing well as evidenced from project worker reports</p>
<p><b>Enhancement of Learning Disability Service:</b> To secure greater presence of BME issues on the agenda of Learning Disability Partnership Board in particular addressing unmet need. <i>Lead Officer – Head of Learning Disability Services</i></p>	Caring Matters	March 2007	Provide reports and recommendations for Partnership Board	<p>Specialist social worker presentation of report to Board (May). LDPB Ethnicity Sub Group meets regularly, and its chair provides updates to Board.</p>

Objective (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<p><b>Enhancement of Learning Disability Service:</b> To further develop leadership skills in Learning Disabilities and BME issues and services (Leadership Support Programme) <i>Lead Officer – Head of Learning Disability Services</i></p>	Caring Matters	<p>December 2006</p> <p>March 2007</p>	<p>Carers have an increased awareness of services, have understanding of agency processes and express needs to influence service planning.</p> <p>All partners are participating in this initiative, meet regularly and good progress is evident.</p>	<p>‘Reaching Families from Minority Ethnic Communities Design Day’ held in September in Dudley to discuss training needs (supported by Valuing People Support Team)</p> <p>JRF project workers interviewed Ehsas Carers (family carers) and Apna Group (users) to better understand needs and experiences.</p>
<p><b>Enhancement of Learning Disability Service:</b> To prioritise service of Apna Group, Ehsas Carers and Dudley Advocacy’s BME project <i>Lead Officer – Head of Learning Disability Services</i></p>	Caring Matters	March 2007	<p>Where appropriate project staff to produce work plans to increase uptake of a range of services and develop new initiatives.</p> <p>Increase the self-advocacy skills of Apna members and ability to promote their needs, and regularly access mainstream leisure activities.</p>	<p>Apna Group received 2 days advocacy training from BILD in August. Through WEA (Tandruti) community gym session provided each week.</p> <p>Apna Group produced draft post cards to promote their activities (based on the Every Child Matter’s format). Dudley Advocacy’s BME project regrettably ended.</p>

<p><b>Enhancement of Learning Disability Service:</b> To maximise resources for BME Learning Disabled people and Carers <i>Lead Officer – Head of Learning Disability Services</i></p>	<p>Caring Matters</p>	<p>March 2007</p>	<p>Increased resources to improve service development</p>	<p>Increased resources to improve service development ongoing.</p>
<p><b>Out of Hours Service</b> Improve access to interpretation services <i>Lead Officer – Head of Care Management North 16+ and E.D.T.</i></p>	<p>Quality Service Matters</p>	<p>October 2006</p>	<p>Fair access to services for all BME users</p>	<p>A 'service agreement/memorandum of service/protocol', between DCS and DACH, for the delivery of previous RECS services following remodelling, is in place.</p>

## EMPLOYMENT ISSUES

Objective (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<p><b>Workforce:</b> To ensure that the training provided supports the objectives of the Equality and Diversity plan. To enhance skill mix and further promote multi-skilling and cultural awareness</p> <p><i>Lead Officer – Head of Human Resources</i></p>	Quality Service Matters	<p>March 2007</p> <p>March 2007</p> <p>March 2007</p> <p>March 2007</p>	<p>All staff have access to appropriate e-learning or printed materials</p> <p>Training plan meets the needs of the whole Directorate</p> <p>Training delivered in line with plan, with all identified staff having attended</p> <p>Workforce that operates in a culturally sensitive manner</p>	<p>Access to appropriate e-learning or printed materials being provided</p> <p>Training plan currently meeting the needs of the Directorate</p> <p>Training delivered in line with plan, with all identified staff having already attended</p> <p>Workforce is operating in a culturally sensitive manner</p>
<p><b>Workforce:</b> Implement findings from ‘Race Equality’ through Leadership’ audit</p> <p><i>Lead officer – Head of Human Resource</i></p>	Quality Service Matters	Sept 2006	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’.	Deferred until 2007/08

Objective (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
<p>Increase uptake of Sheltered Housing by BME elders <i>Lead officer – Head of Commissioning</i></p>	<p>Caring Matters</p>	<p>March 2007</p>	<p>Specifications will ensure the needs of the BME Community are specifically addressed</p>	<p>Commissioning Board for Extra Care Sheltered Housing in place</p> <p>Sheltered Housing to continue to organise an “open days for all” to promote current sheltered housing schemes</p>
<p>Development of culturally competent day care. Improve social inclusion, quality standards and recording systems through monitoring and support of provider organisations <i>Lead officer – Head of Commissioning</i></p>	<p>Caring matters</p>	<p>March 2007</p>	<p>S.L.A. in place and reflecting the service outcomes</p>	<p>Enhanced personal care support of vulnerable BME older people in day care environment commenced in Oct 2006.</p>
<p>Increase appropriate recording of ethnicity of service users Lead officer – Assistant Directors</p>	<p>Quality Service Matters</p>	<p>Quarterly operational data sets from April 06 - March 07</p>	<p>Ethnicity of all service users appropriately recorded</p>	<p>It is our aim to achieve 100% compliance Percentage of adults assessed in the year 06/07 whose ethnicity was not stated is 0.6.</p>



Objective (and Lead Officer)	Council Plan Priority	Target Date/ Milestones	Planned Outcome/Performance Indicator	Progress/final outcome
Ensure Human Rights adherence <i>Lead officer – Assistant Directors</i>	Quality Service Matters	March 2007	All reports to include Human Rights Implications	Template now requires report authors to include reference to HR Act as needed. We now include this in DMT/DMG reports
Policy in place for reporting of racist incidents between employees <i>Lead officer – Head of Human Resources</i>	Quality Service Matters	March 2007	Policy in place and operational	Policy drawn up and awaiting final approval

**Key**

SN - Saroj Norman – Principal Corporate Services Officer  
RS – Resham Sandhu - Head of Race Equality and Communication Services  
RM – Rob Murray – Area Manager  
SH – Sharon Hartill –Personnel/ Payroll Manager (Housing)  
JG – Julie Grosvenor – Training and Development Manager(Housing)  
SA – Sue Adams – Area Manager  
AL – Andrew Leigh –Policy Development Manager  
DH – David Harris – AD Building Services  
MT – Margaret Tebbutt – Area Manager  
AP – Andrew Packer – Head of Human resources  
APs – Ann Parkes – Head of Learning Disability Service  
AA – Ann Askew - Head of Physical Disability Services  
SE – Sian Evans – Area Manager  
NC – Nigel Columbello – Area Manager  
TD - Tom Day – Performance Review officer

LS – Lorraine Struebig  
RMS – Ron Sims – AD Strategy and PS  
JF – Jo Forbes – Policy Officer  
MM - Mike Marshall - Head of Commissioning  
RP – Roy Perrett - Head of Care Management North 16+ and E.D.T.  
GT – Graham Tilby – Head of Service, Commissioning and Review.  
RC – Richard Carter – Assistant Director, Learning Disability & Mental Health  
DC – Diane Channings – Assistant Director, Housing Management Services  
VB – Val Beint – Assistant Director, Older People & Physical Disability  
BC – Brendan Clifford – Acting Assistant Director, Business Services