

CORPORATE EQUALITY TARGETS						
Objective & Lead Officer	Council Plan Priority	Status	Detailed Action / Target	Target Date / Milestones	Planned Outcome / Performance Indicator	Progress / Final Outcome
Employment Issues: To work towards targets established for employees from Black and minority ethnic communities and disabled employees in all directorates Lead Officer – Head of Human Resources	Local People Matter	Consolidation	Establish the application of corporate target to specific staff groups	April 05	Workforce profile more closely matches profile of the community	Corporate targets set
			Undertake analysis of workforce to identify desired increased representation of BME staff and set targets to be achieved by end 2006	June 05		Analysis undertaken & regular detailed reports to DMGs
			Participate in recruitment event linked to community activities	December 2005		Completed - Recruitment stand at Consultation event
			Quarterly monitoring against targets	Quarterly		Ongoing

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<p>Employment Issues: To audit employees to enable them to declare whether or not they regard themselves as meeting the statutory definition of disability Lead Officer – Head of Human Resources</p>	Caring Matters	New	Undertake audit of all staff personnel information including disability in preparation for P.S.Enterprise (new corporate H.R. system)	May 05	More accurate workforce Information concerning disability	Audit form created. Awaiting Corporate agreement.
<p>Employment Issues: To achieve a figure of at least 96.5% of employees who have declared their ethnic origin Lead Officer – Head of Human Resources</p>	Local People Matter	New	Undertake audit of all staff personnel information including ethnic origin in preparation for P.S.E.	May 05	Workforce profile more closely matches profile of the community	Achieved – % undeclared at end March was 0.59%

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<p>Equality Standard: To develop the application of the standard within the directorate in line with agreed way forward for the council achieving level 2 and working towards level 3</p> <p>Lead Officer – Assistant Director, Business Services</p>	Caring Matters	Consolidation and Extension	<p>To develop an action plan to achieve level 2 and a further action plan for achieving level 3</p> <p>Implement action plans.</p>	March 2006	Achievement of level 2	<p>Level 2 achieved and now working towards Level 3 with target of March 2007. Revised version of Equality Standard being launched 23/06/06 – it is assumed that this will influence next year's activity.</p>

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<p>Race Equality Scheme: Complete a review of the scheme and publish a revised scheme</p> <p>Lead Officer – Head of Race Equality and Communications</p>	Caring Matters	Extension	Meeting with all D.M.G.'s beginning of April. Scheme drafted by early May 05, scheme endorsed by D.M.T. mid May 05	31 st May 2005	Appropriate services improved through completion of impact assessments and implementation of resulting action plans	Impact assessments have been completed
<p>Race Equality Scheme: Implement R.E.S. Action Plan for 2005/06</p> <p>Lead Officer – Head of Race Equality and Communications</p>	Caring Matters	Extension	As per Action Plan	March 2006		Implementation is now complete

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<p>BVPI 2B: To achieve an improved score against the best value corporate health performance indicator on equality BVPI2B “The duty to promote race equality” Lead Officer – Head of Human Resources/Head Policy & Performance</p>	Caring Matters	Consolidation	Social services will be supporting the corporate target with a view to increasing the overall score	March 2006	Overall score improved	Ongoing
<p>Disability Issues: To implement the actions contained within the Council’s Disability Access Strategy Lead Officer – Head of Physical Disability Services</p>	Local People Matter	Consolidation	Implement additional identified actions resulting from the DDA audit	March 2006	Improved accessibility to buildings for disabled staff and service users	Some essential work has been carried out but this is a long term objective which also appears in the 2006/7 plan

DIRECTORATE PRIORITIES						
Objective & Lead Officer	Council Plan Priority	Status	Detailed Action / Target	Target Date / Milestones	Planned Outcome / Performance Indicator	Progress / Final Outcome
Culturally Sensitive Service Provision: To provide culturally sensitive services Lead Officer – Head of Care Management North 16+ and E.D.T. and Head of Childrens' Resources	Caring Matters	Extension	Ensure that community worker development meets the needs of Children and Families	March 2006	Community workers delivering services on behalf of Children and Families and Adults	Further meetings are planned to confirm arrangements.
			Progress the initiative to recruit carers/adopters from the BME communities by BME staff	March 2006	Appropriate carers/adopters recruited	Attempts have been made to work in various ways to attract people from BME families as part of recruitment campaign for general foster carers
			Develop the recruitment of family carers from BME groups for children with disabilities	March 2006	Appropriate family carers recruited	No specific work towards recruiting carers from BME families for children with disabilities has been done

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<p>Culturally Sensitive Service Provision: To improve the availability of culturally appropriate care at home services for people, with the full range of communities represented within the borough</p> <p>Lead Officer – Head of Community Care Services – Older People</p>		Caring Matters	New	<p>Commissioning teams to undertake work re: provision of services to groups traditionally not served well in the community. Put out competitive tender and secure the appropriate provision of Halal and vegetarian meals</p>	March 2006	<p>In-house and Independent Sector staff undertaking Cultural Competency Training. Recruitment of Minority Ethnic (ME) staff included in Business Plan.</p> <p>Some ME Care at Home provision in Lye and short breaks via Crossroads in Borough.</p> <p>Tender process in place for Halal & vegetarian meals; commencement anticipated October 2006. Current provision via interim arrangements.</p>

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<p>Culturally Sensitive Service Provision: To commission culturally sensitive services delivered by BME providers</p> <p>Lead Officer – Head of Service, Commissioning and Review</p>		Caring Matters	New	Audit and examine current + planned commissioning arrangements in Children and Families with a view to increasing BME provider involvement in service delivery	March 2006	<p>Audit yet to be progressed</p> <p>Regional Provider Forum now established with independent sector</p>

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<p>Translation and Interpretation: To Develop the business of the service taking full account of the council's Access to Services initiative</p> <p>Lead Officer – Head of Race Equality and Communication Services</p>		Local People Matter	Extension	<p>Review of translation and interpreting services completed</p> <p>Development Plan agreed with D.M.T.</p> <p>Development Plan implemented with agreed timescales</p>	<p>March 06</p> <p>March 06</p> <p>March 06</p>	<p>The service has now been repositioned within Strategic & Private Sector Housing Division of DACH.</p> <p>Year on Year services take up has increased in 2005/2006.</p> <p>Staff have taken DPSI exams (June 2006) to enhance competency level the service Offers.</p> <p>A service level agreement has been drafted which is under senior management consideration to facilitate service provision for Children Services and beyond.</p> <p>In process of developing a database of local translators & interpreters</p>

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<p>Partnership Working: To progress the foyer initiative</p> <p>Lead Officer – Head of Service, Commissioning and Review and Head of Care Management North 16+ and E.D.T.</p>		Regeneration Matters	New	Work with partners to draft a plan for development of foyer provision. Development plan agreed by relevant agencies	March 2006	Development issue now part of the Homelessness Review Group with representation from the National Foyer Federation
<p>Partnership Working: To establish a Reviewing Officer post for disabled children.</p> <p>Lead Officer – Head of Service, Commissioning and Review</p>		Caring Matters	New	Exploration with partners re: establishing a post Secure decision re: establishment of post Recruit to post	March 2006	Recruitment process underway

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<p>Consultation: To Maintain dialogue with Community Reps. Panel</p> <p>Lead Officer – Assistant Director – Business Services</p>		Local People Matter	Consolidation	Meet 2 times per year	March 2006	Dialogue maintained through meeting four times in 2005/06.
<p>Consultation: To maintain consultation with BME communities</p> <p>Lead Officer – Head of Race Equality and Communication Services</p>		Local People Matter	Consolidation	Meet with community leaders 2 times per year	March 2006	Consultation events held during year. Agreement to develop link previously carried by SSD as basis for whole-Council consultation.

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<p>Consultation: To ensure on-going dialogue with minority communities about all aspects of services to Children and Families</p> <p>Lead Officer – Head of Service, Commissioning and Review</p>		Caring Matters	Consolidation	Agree strategy and action plan to ensure on-going dialogue	March 2006	To be developed as part of remodelling and formation of new Children's Services Directorate
<p>Consultation: To consult with users and carers on issues affecting disabled people</p> <p>Lead Officer – Head of Physical Disability Services</p>		Caring Matters	Consolidation	Continue to refer to Action for Disabled people and carers group on disability matters.	March 2006	Directorates are meeting with Action for Disabled and Carers in preparation for the Disability Equality Scheme work.

SERVICE DELIVERY ISSUES						
Objective & Lead Officer	Council Plan Priority	Status	Detailed Action / Target	Target Date / Milestones	Planned Outcome / Performance Indicator	Progress / Final Outcome
<p>Training: To enhance services for looked after children from BME groups and disabled children through provision of training and information</p> <p>Lead Officer – Head of Human Resources/Head of Service – Children with Disabilities</p>		Caring Matters	New	<p>Commission training for staff and carers who work with L.A.C. from B.M.E. groups</p> <p>Develop training and information for BME carers of disabled children</p>	<p>March 2006</p> <p>March 2006</p>	Ongoing

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<p>Carers: To increase the number of carers receiving an assessment and carer specific services and address the issues from the “We Care Too” report and recommendations</p> <p>Lead Officer – Head of Commissioning</p>		Caring Matters	New with consolidation work on “We Care Too” recommendations	Implement recommendations	March 2006	<p>Carers Assessment training in place and number of assessments generally increasing.</p> <p>Muslim Carers Group (Ehsas) established & has contributed to increase in the number of assessments.</p>

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<p>Carers: To ensure BME communities are aware of their responsibilities regarding private fostering</p> <p>Lead Officer – Head of Childrens’ Resources</p>		Caring Matters	New	Engage in programme of activity to secure greater Understanding.	March 2006	<p>Awareness campaign run in Health Link and other such publications.</p> <p>More specific activity planned for 2006 / 2007</p>
<p>Services for People with Dual Sensory Impairments:</p> <p>Consolidate progress made in 2004/05 in securing specialist services for this group of users</p> <p>Lead Officer – Head of Physical Disabilities</p>		Fairer	New	To commission service from regional specialist provider in order to spot purchase as required	March 2006	We have a provider in place for when we need to buy a specialist service for this client group.

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<p>Housing with care: To support the provision of Extra Care Sheltered Housing</p> <p>Lead Officer – Head of Older People’s Services/Head of Commissioning</p>		Safety Matters	New with consolidation work on “we Care Too” recommendations	To secure and sustain the full commissioning of the Charlton Street development, work with other agencies in developing new extra care schemes	March 2006	<p>Sheltered Housing complex opened in Charlton Street primarily but not exclusively for African Caribbean older people.</p> <p>Needs of Minority Ethnic community inclusive to Housing With Care Strategy and emerging Extra Care Housing developments.</p>

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<p>Local Public Service Agreement: To achieve targets identified in Local Public Service Agreement</p> <p>Lead Officer – Assistant Director, Older People and Physical Disabilities</p>		Caring Matters	Consolidation (3 year target)	<p>To increase number of Direct Payments overall</p> <p>To reduce delay for a stair lift in private property</p> <p>To increase number of items of equipment collected and recycled</p>	March 2006	All targets in the LPSA were met within the timescales, numbers of Direct Payments have increased, the wait for a stairlift was decreased, and more equipment was collected and recycled.
<p>Direct Payments: To increase the take up of Direct Payments among BME service users</p> <p>Lead Officer – Head of Service, Older People and Physical Disabilities</p>	Caring Matters	Consolidation (3 year target)	Recruitment of development worker to promote Direct Payments, funding from DOH Direct Payments Development Fund to our support agency Penderels Trust	March 2006	Increased number of BME service users receiving a direct payment	There has been an increase from 7.3% in September 2005 to 8.7% in March 2006 for Direct Payments made to the BME community

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<p>Improvement of Mental Health Service for the BME Communities: To monitor and extend ethnic composition of staff in mainstream services i.e. PCT and SSD to ensure that workforce is representative and culturally competent</p> <p>Lead Officer – Service Manager, Older People</p>	Caring Matters	Consolidation	<p>Develop an effective forum for the implementation of the review recommendations</p> <p>To secure collection and monitoring of accurate and complete data on BME take up of services to inform services planning</p> <p>To use above stated data to inform service planning.</p> <p>Map existing services to identify gaps/duplication and to promote community engagement</p>	<p>March 2006</p> <p>March 2006</p> <p>March 2006</p> <p>March 2006</p>	<p>Forum in place and dates set for future meetings</p> <p>Increased take up of services</p> <p>Better service outcomes for users.</p> <p>Gaps identified and action plan in place to address these and promote community engagement</p>	<p>BME Forum has been reconstituted as a task group charged with implementing Action Plan.</p> <p>Ongoing. Monitored through performance reviews.</p> <p>Action Plan drafted.</p>

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<p>Domestic Violence: To work with Dudley's Women's Refuges to implement new information systems Lead Officer – Head of Care Management North and E.D.T.</p>	Safety Matters	New	<p>Produce implementation plan for new information systems</p> <p>Introduce new information systems</p>	March 2006	Improved data and service responses	Work is not being progressed. Refuges themselves are not in a position to resource and funding is no longer available.
<p>Domestic Violence: To work with Dudley Women's refuges to undertake a DDA audit of their facilities Lead Officer – Head of Care Management North and E.D.T.</p>	Safety Matters	New	Audit completed Action plan in place	March 2006	Improved access for disabled people	Identified actions have taken place.

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<p>Domestic Violence: To review domestic violence children in need data</p> <p>Lead Officer – Head of Care Management North and E.D.T.</p>	Safety Matters	Consolidation	<p>Analyse impact on SSD core business</p> <p>Produce Development Plan</p> <p>Implement Plan</p>	March 2006	Improved services to children and families experiencing domestic violence	Remains outstanding. There is to be a review of all data to identify the impact for which resources have yet to be identified.
<p>Enhancement of Learning Disability Service: To improve access of LD services to BME communities.</p> <p>Lead Officer – Head of Learning Disability Services</p>	Caring Matters	New	<p>Recruit and develop the role of Development Workers in partnership with a range of agencies to further</p> <p>Implement the valuing people 'Learning Disability and Ethnicity Framework'</p>	March 2006	Respond appropriately to the needs of BME users/carers, prepare a report on transition processes for young Muslims with learning disabilities.	<p>Female worker recruited</p> <p>2 people in receipt of Direct Payments</p> <p>Campaign to increase Carer Direct (one off grants) to BME communities resulted in over 20 successful applications.</p>

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<p>Enhancement of Learning Disability Service: To improve access of LD services to BME communities...</p> <p>Continued</p>			<p>Self Advocacy training and production of video by Apna Group members, and access leisure</p>	<p>March 2006</p>	<p>Increase the self advocacy skills of Apna members and ability to promote their needs, and regularly access mainstream leisure activities.</p>	<p>Members of Apna on LDPB and represented at Dudley Voices for Choices self advocacy group</p>
<p>Enhancement of Learning Disability Service: To secure greater presence of BME issues on the agenda of Learning Disability Partnership Board in particular addressing unmet need</p> <p>Lead Officer – Head of Learning Disability</p>	<p>Caring Matters</p>	<p>New</p>	<p>Set up sub-group of Partnership Board to consider needs of BME Learning Disability users and carers</p> <p>Sub-group to produce report with recommendations for partnership board</p>	<p>March 2006</p>	<p>Sub-group in place</p> <p>Report with recommendations prepared for Partnership Board</p>	<p>Sub-group actively working to enhance service for people with learning disability from BME communities</p>

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<p>Enhancement of Learning Disability Service: To further develop leadership skills in Learning Disabilities and BME issues and services (Leadership Support Programme)</p> <p>Lead Officer – Head of Learning Disability Services</p>	Caring Matters	Consolidation	Programme and training in place Appropriate staff undertake training	March 2006	Partnership Sub Group well informed on good practice All appropriate staff trained	Apna Group has begun a partnership with Workers Education Association to provide training

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<p>Enhancement of Learning Disability Service: To prioritise service of Apna Group, Ehsas Carers and Dudley Advocacy's BME project</p> <p>Lead Officer – Head of Learning Disability Services</p>	Caring Matters	Consolidation	Promotional events, conferences to be held at places of worship and community centres	March 2006	Increased uptake of Service	<p>Ethnicity Day held October 2005.</p> <p>Work undertaken with Joseph Rowntree Foundation re promoting independent living</p> <p>Ehsas Carers received a certificate from BMESpark for Highly Commended work</p>
<p>To maximise resources for BME Learning Disabled people and Carers</p> <p>Lead Officer – Head of Learning Disability</p>	Caring Matters	New	Maintain bidding opportunities as they arise	March 2006	Increased resources to improve service development	Apna Group made successful bid to Neighbourhood Learning in Deprived Communities Fund.

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<p>Out of Hours Services: To evaluate the impact of initiatives to improve the access of BME communities to out of hours services.</p> <p>Lead Officer – Head of Care Management North and E.D.T.</p>	Local People Matter	New	<p>Complete protocol with Asylum Seekers team regarding interpreting services</p> <p>Evaluate surveys identifying improvements to the delivery of services to BME Communities</p> <p>Ensure that monitoring of BME Communities is integral to data collection within E.D.T.</p>	<p>March 2006</p> <p>March 2006</p> <p>March 2006</p>	<p>Protocol completed</p> <p>Surveys evaluated and improvements identified</p> <p>All key data can be cross examined according to ethnicity</p>	<p>Completed.</p> <p>Reported to DMT.</p>

EMPLOYMENT ISSUES						
Objective & Lead Officer	Council Plan Priority	Status	Detailed Action / Target	Target Date / Milestones	Planned Outcome / Performance Indicator	Progress / Final Outcome
Workforce: To ensure that the training provided supports the objectives of the Equality and Diversity plan Lead Officer – Head of Human Resources	Learning Matters	Consolidation	Establish a training sub group committee to ensure objectives are met by commissioning appropriate training. Also to monitor and evaluate training provided	April 2005	Training plan meets the needs of the whole Directorate	Sub group established
			Equality and Diversity and Cultural Awareness training provided. Publish schedule of planned programmes. Implement the new revised cultural awareness training and information resource	March 2006	Training delivered in line with plan, with all identified staff having attended. Workforce that operates in a culturally sensitive manner.	Training provided – Managers targeted Programme published in training Directory

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<p>Workforce: To enhance skill mix and further promote multi-skilling and cultural awareness</p> <p>Lead Officer – Head of Human Resources</p>	Learning Matters	New	<p>Scope Cultural Awareness training needs</p> <p>As a result of above scoping, appropriate training Programmes to be arranged to address needs</p>	<p>September 2005</p> <p>March 2006</p>	BME communities receive culturally sensitive care services	Ongoing
<p>Workforce: To support the employment and the recruitment of disabled staff</p> <p>Lead Officer – Head of Human Resources</p>	Caring Matters	New	Identify the benefits to services of disabled workers to inform process	March 2006	Workforce profile more closely matches profile of the community and meets need	Ongoing

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<p>Workforce: To undertake 'Race Equality through Leadership' audit</p> <p>Lead Officer – Head of Human Resources</p>	Caring Matters	New	Implement an action plan to address gaps and areas for improvement including the commissioning of training for managers	March 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'	In plan for 06/07