

MAKING A DIFFERENCE THROUGH EQUALITIES

EQUALITY ACTION PLAN 2007/8

Service:	Adult & Community Services
Equality Board Chair:	Sandra Howard
Lead Equality Officer:	Lin Varathalingam

Our equalities vision is to make Waltham Forest a proud and prosperous borough where:

- **all have an equal opportunity to participate and receive services according to their needs**
- **individuals are respected and their contributions valued**
- **people are proud to live, work and visit and where**
- **cultural diversity is celebrated.**

To achieve this the Council will:

- **Promote equality of opportunity**
- **Oppose all forms of discrimination, intolerance and disadvantage**
- **Ensure our workforce reflects the diverse communities of Waltham Forest at all levels of the organisation**
- **Provide fair, appropriate, accessible and excellent services to all.**

1. Introduction

The Community Strategy 2005 – 2012 sets out a long-term vision for Waltham Forest that *‘Waltham Forest will be a safer, cleaner and healthier Borough, benefiting from its wealth of diversity, where everyone is able to reach their potential’*.

Adult and Community Services directorate contribute to achieving the corporate vision and priorities through delivering high quality and value for money services, which reflect the diverse community needs and contribute to the economic, social and cultural vitality of the borough.

Adult and Community Services consists of three main service areas for residents and supported by an internal Resources Unit.

- Adults Social Care Services -(services for older people and physical disabilities; mental health services and learning disability services)
- Culture and Leisure Services - (library, museum, gallery and archives, arts and events, sports and leisure)
- Housing and Neighbourhoods Services - (partnerships, housing access, homelessness, supporting people, sheltered housing, improvement & efficiencies and neighbourhoods service)

Adults social care services aim is to:

“Help vulnerable adults from all ages and backgrounds living in Waltham Forest keep their independence, stay safe and enjoy a good quality of life”.

Culture and leisure services aim is to:

‘Offer people enjoyable and enriching cultural and learning opportunities where creativity and imagination are expressed and encouraged thereby promoting wellbeing, respect, tolerance and understanding’

Housing and neighbourhood services aim is to:

‘Provide a decent and affordable home for all in a safe and sustainable neighbourhood of choice’

Resources Unit

Provides specialist services in finance (financial & budget management and planning); human resources including learning and development; and customer and information services.

How we decided on our objectives and actions

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Most of the key objectives and the activities set out in this action plan were developed in light of evidence we gathered from the following activities:

- Our consultations activities identified that there is a need to involve disabled people in existing activities of adult social care and art and events.
- During consultations, older people and carers asked to improve service take up.
- Recommendations made by inspectors during 'access to services' and 'supporting people' inspections to maintain consistency in application of equality and diversity considerations in practice through staff training and improve service quality for vulnerable or disadvantaged group of the community.
- Recommendations made by Audit Commission during 'Ascham Homes' inspection to improve services for disabled and vulnerable tenants.
- Equality Impact Assessments and fundamental service review of learning difficulties identified inconsistency in equality data collection of service users and need to improve equality data collection.

Other evidence we gathered from the following activities also contributed towards the development of this action plan:

- Gaps identified at the equality standards level 3 assessment,
- Cultural Services self-assessment
- BVPI's and local PI's
- Agreed equality LAA with our Partners

The action plan focus on a combination of existing work we are undertaking through corporate equality plan, disability equality actions plan and gender equality action plan and some new work we will undertake to address our priorities.

This action plan contributes to achieving the strong corporate aims of promoting equality and engaging with our community to build strong social cohesion. This action plan includes a set of priorities and key objectives to show how Adult and Community Services will help to improve the social, economic and environmental well being of the borough. The importance of Adult and Community Services in delivering shared objectives is widely recognised by our partners and contractors.

2. Equality Objectives

To achieve our service vision and contribute to the Council's equality vision the service has set the following seven priority outcomes and nine equality objectives:

Priority outcomes	Objectives
<p>Embedding the promotion of equality and the removal of barriers to it into the design and delivery of services</p>	<ol style="list-style-type: none"> 1. Increase service take-up and satisfaction of people from under-represented groups across Adult and Community Services 2. Improve the collection and understanding of equality related information on customer take-up and satisfaction and use it to inform and improve services 3. Influencing and managing equalities in our contract management role
<p>Addressing current disadvantage by reducing persistent equality gaps</p>	<ol style="list-style-type: none"> 4. Ensure housing needs of vulnerable people in the borough is better met 5. Promote a range of formal and informal arts activities with a particular focus on disadvantaged groups
<p>Enabling everyone to get their voices heard and to engage and be involved in decisions that affect them</p>	<ol style="list-style-type: none"> 6. Empower local people to have a greater voice and influences and involvement in local decision – making and delivery of services
<p>Encouraging independence and supporting personal mobility</p>	<ol style="list-style-type: none"> 7. Older and disabled people are supported to maintain their independence and have improved quality of life
<p>Promoting respect for diversity</p>	<ol style="list-style-type: none"> 8. Make a positive contribution to social cohesion and celebration of cultural diversity
<p>Promoting and supporting the flourishing of diversity in the workforce</p>	<ol style="list-style-type: none"> 9. Improve capacity within the organisation to deliver our priorities by support and develop a diverse work force

3. Delivering Equality Objectives and Improving Equality Practice

3.1 Delivering Equality Objectives

This section sets out the action different services will take during 2007/8 to deliver our equality objectives.

All Service areas
Adult Social Care
Cultural
Housing
Procurement
HR

Objective 1: Increase service take-up and satisfaction of people from under-represented groups across Adult and Community Services

	Service Area	Key action	Measure	Targets	Timescale	Progress
1	Adults Social Care Services	Raise awareness about carers issues and increase the uptake of carers services across disability groups and by race	Carers Strategy and action plan launched and targets met	45% of carers grant is spent on breaks for BME carers 1830 carers will receive a service from the Carers Grant	March 2008	Carers Strategy launched. Evidence of number of breaks taken by carers to be published at the end of March.
2	Adults Social Care Services	Ensure service users and carers are able to access a fair, equitable complaints system Complaints Team to collect information by equality groups	Social Services Annual Complaint Report April 2007 – March 2008	XX Number of complainants (clients) were satisfied with the way in which their complaints were	Annual March 2008	Data collected per complaint. Data analysed every 6 months.

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	Service Area	Key action	Measure	Targets	Timescale	Progress
				<p>handled</p> <p>XX Number of clients who made a complaint were satisfied with the outcome</p>		<p>First 6 months data collated in October 2007.</p> <p>April – Sept 2007 = 75% of complainants satisfied with the way their complaint was handled and 75% of complainants satisfied with the outcome of their complaint (Reg)</p>
3	Adults Social Care Services	Deliver the Race Equality Action Plan for mental health services	Action Plan produced for 2007/08 and the number of actions implemented in full	Ensure 100% actions are met	March 2008	Work ongoing on action plan and monitored by Mental Health Adult LIT. Plan currently being reviewed to incorporate the recommendations from the focused study on South Asian Communities in Waltham Forest

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	Service Area	Key action	Measure	Targets	Timescale	Progress
						conducted by QALB. (Bert)
4	Library Service	Undertake and implement a review of the housebound library service to increase the number of men and women helped to live at home receiving a library service.	% increase of people using the service	10% increase in of older and disabled people helped to live at home receiving the service	March 2008	PROJECT PLAN IS IN PROCESS
5	Library Services	Introduce library services for people with learning difficulties	Number of people with learning difficulties using service	Baseline data to be established before target set	March 2008	INITIAL DISCUSSION TOOK PLACE WITH THE LEARNING DISABILITY PARTNERSHIP MANAGER. THE CURRENTLY PUTTING TOGETHER A PROJECT PLANS.
6	Library Service	Install magnifier – readers and associated technology to assist visually impaired service-users.	Take-up of services by library user	Baseline data to be establishes before target set	Install July 2007 Benchmark Data December 2007	Completed
7	Library Service	Carry out a review of library services to people in “hard to reach groups”.	Review completed	Finding implemented with targets set to increase take-up where appropriate	March 2008	NOT CARRIED OUT FOR THE CURRENT YEAR AND CARRIED FORWARD TO 08-09.

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	Service Area	Key action	Measure	Targets	Timescale	Progress
8	Arts & Events	Increase disability and older people access arrangements and improve marketing to these groups	Number of groups organised for disabled and older people and numbers attending 6 major events	6 disability groups 10 older people's groups	March 2008	3 Green Fayre 4 YPCC 2 Mela 2 Chingford 2 Car free D Total 13 Disabled and older
9	Housing & Ascham Homes	Increase and improve (Assess) tenant satisfaction (STATUS Survey) by equality strands and Assess tenant satisfaction with opportunities for participation by equality strands.	% of increase in tenants satisfactions level compared to previous year	Increased tenants satisfactions by 4% with overall satisfaction, BME tenants satisfaction, Overall satisfaction with participation, and BME tenants satisfaction with participation.	March 2008	Resident profile and customer satisfaction framework is being redesigned. A trial framework will be in place by April 2008. This will enable local satisfaction monitoring. LBWF are considering whether to commission large-scale tenant satisfaction survey in 2008.

Objective 2: Improve the collection and understanding of equality related information on customer take-up and satisfaction and use it to inform and improve services

	Service Area	Key action	Measure	Targets	Timescale	Progress
10	All service areas	Ensure equality monitoring in planned user satisfaction work including surveys and reviews	Equality monitoring built into user satisfaction methodologies	100% of methodologies	Ongoing	In progress
11	Adults Social Care Services	Build Business Report to routinely collect user and carer equality profiles from the Social Services database	Bi-annual Monitoring Report	Reports scrutinised by Community Services Equalities Board and Recommendations made for service improvements	Bi-annual	Report requirement has been raised with PMU and a report template has been created when data is required. (Peter L)
12	Adults Social Care Services	Improve areas of weakness identified through findings from the Better Care Higher Standards Satisfaction Questionnaire	Quarterly reports presented to the Performance Board, Team Managers Forum and Local Implementation Teams	Improvements reflected in overall increase in user satisfaction of services (Q9 BHCS)	Ongoing	1st quarter: Excellent: 59% Good: 32% (total 91%) 2nd quarter: Excellent: 59% Good : 33% (total 92%) 3rd quarter: Excellent: 57% Good: 36% (total 93%) (Alan)

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	Service Area	Key action	Measure	Targets	Timescale	Progress
13	Adults Social Care Services	Percentage of adult users assessed in the year whose ethnicity was not recorded	Increase the monitoring and recording of ethnicity of adult users	Reduce the number of people not recorded to 6%	March 2008	Weekly exception reporting goes out to all Team managers and Heads of Service – Current performance as at 16/12/2007 is 1%. (Peter L)
14	Adults Social Care Services	Percentage of adult users provided with one or more services in the year whose ethnicity was not recorded	Increase the monitoring and recording of ethnicity of adult users	Reduce the number of people not recorded to 4%	March 2008	Weekly exception reporting goes out to all Team managers and Heads of Service – Current performance as at 16/12/2007 is 1%. (Peter L)
15	Library Service	Assess the views of Asian communities to the library service	Assessment complete	1 assessment completed	September 2007	INITIAL DISCUSSIONS WITH COMMUNITY AND VOLUNTARY ASIANS GROUPS WILL START BY END OF DECEMBER. (MANNY)

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	Service Area	Key action	Measure	Targets	Timescale	Progress
16	Sports and Leisure service	Ensure equality monitoring of participants taking part in volunteering and coaching at sports clubs	% of equality monitoring forms completed	50%	March 2008	We will shortly be sending out a questionnaire to clubs requesting this information
17	Library Service	Ensure equality monitoring of participants in study and homework support and use of data in setting future participation targets	% of equality monitoring forms completed	50%	March 2008	Homework support in place at Leytonstone Library. Monitoring through evaluation form
18	Library Service	Ensure equality monitoring of participants in the People's Network project (basic ICT sessions and silver surfer sessions)	% of equality monitoring forms completed	50%	March 2008	Project plan in progress – April 08 Equality monitoring through course evaluation form
19	Housing & Ascham Homes	Improve the collection of data on service users in relation to satisfaction and take up of services	Data collected and analysed across the equality groups	Any gaps revealed by monitoring are addressed via an action plan.	Feb 2008 – collection and review of results to inform 2008/9 Service Plan	Resident profile and customer satisfaction framework and plan being redesigned see progress comment on section 9 above. The new framework will enable more

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	Service Area	Key action	Measure	Targets	Timescale	Progress
						effective analysis of diversity and satisfaction variables.
20	Housing	Improve collection of data on Gypsy and travelling community	Data captured and analysed through housing needs survey	Any gaps revealed by monitoring are addressed via an action plan.	March 2008	Greater London Authority commissioned consultants to undertake a G&T accommodation needs assessment on behalf of London Boroughs. WF received draft and provided comments. Other stakeholders will receive draft for comment January 2008. Final version to boroughs March 2008 for sign off
21	Housing	Complete Housing Needs Survey	Survey Completed	Housing Needs known by equality strands	July 2007	Market assessment will be completed end Jan 08.

Objective 3: Influencing and managing equalities in our contract management role

	Service Area	Key action	Measure	Targets	Timescale	Progress
22	Procurement	Strengthen equality monitoring carried out by external providers through procurement and contract management and make use of the data collected to improve performance	Robust monitoring process and regular monitoring reports	95% providers monitor equality profiles of service users and their staff	March 2008	Will be incorporated in next refresh of monitoring documents (when resources are available)
23	Procurement	Increase capacity of (voluntary) third sector delivering services, through the commissioning process and reduced the number of organisations wholly or mainly dependent on Council funding	Voluntary sector groups to access additional funding streams and to work in partnership with umbrella organisations	to 10 or less	2007- 2010	This is ongoing we actively promote funding opportunities as these are brought to our attention- by email to providers forum members
24	Sports and Leisure	Manage GLL in the delivery of targets to increase participation in sports and physical activity by people in under-represented groups including disabled people	% of equality targets met	100%	March 2008	Monthly monitoring of this will commence in April 08, in addition a disability membership card will be introduced
25	Housing	Monitor and ensure that Ascham	% of actions	100%	March 2008	????

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	Service Area	Key action	Measure	Targets	Timescale	Progress
		Homes has delivered all agreed equality objectives and targets.	completed and % of equality targets met.			

Objective 4: Ensure housing needs of vulnerable people in the borough is better met

	Service Area	Key action	Measure	Targets	Timescale	Progress
26	Adults Social Care Services	Improve access to and the timescales for the Disabled Facilities Grant	Produce Service User Information Pack for Disabled Facilities Grant	Improved waiting times for DFGs	March 2008	<p>New methodology implemented for all major adaptations, which has led to 'Nil' waiting list for O T assessment.</p> <p>New integrated team 'community, independence team' established which includes OT, grant officer and Environmental Health officer under one single management.</p> <p>A new user 'DFG' pack published which provide to all users and</p>

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	Service Area	Key action	Measure	Targets	Timescale	Progress
						carers needing major adaptations. New methodology in place with clear eligibility criteria, timescale information about DFG.
27	Housing	Joint tender with Learning Disability Partnership to provide Supported Housing for People with Learning Disabilities	Number of extra units provided	Provide 23 units of supported housing	September 2007	Tender documentation completed and issued. Procurement interview January-February 2008. Contract will start April 2008
28	Housing	ISO Accreditation Achieved	Accreditation achieved	All Housing Services are processes mapped and being followed	July 2007	???????
29	Housing	Implementation of code of practice on racial equality in housing	Self assessment against code of practice undertaken	Code of practice reviewed and any gaps in practice are addressed	June 2007	On 16 Nov 07 SMT agreed that the exercise must be completed by end Jan 08.
30	Housing	Improve the living conditions for vulnerable households by 2010.	Number of vulnerable	70% of vulnerable households	By 2010	The decent homes

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	Service Area	Key action	Measure	Targets	Timescale	Progress
			households living in decent homes within the private sector			programme is underway. All customers who are due to have decent homes works are visited prior to the start of activity to identify any individual needs and vulnerability.
31	Housing	Prevent homeless applications	Reduction in number homeless applications	(4 per thousand)	March 2008	On Target to meet 5 per thousand 2007/08
32	Housing	Reduce the number of families living in temporary accommodation	Reduction in number of people living in temporary accommodation	by 50% (12.5% reduction in numbers per year) by 2010.	2007- 2010	Following the meeting EIA will need to be assessed if we change approach to those seeking to be rehoused

Objective 5: Promote a range of formal and informal arts activities with a particular focus on disadvantaged groups

	Service Area	Key action	Measure	Targets	Timescale	Progress
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	Service Area	Key action	Measure	Targets	Timescale	Progress
33	Arts and Events	Develop a creative learning plan for older people and disabled people, setting targets for increased participation in arts practice	Development of a plan	Actions integrated into service plan	December 2007	Age concern commission to develop. No progress to date.
34	Arts & Events	Extend participation of disabled and older people in Fellowship Art Challenge	Number of groups of organised disabled and older people groups contributing	5 disability groups 8 older people's groups	March 2008 March 2009	5 achieved. Markhouse Day, DRC, Mencap, WM special sch, Whitefield sch.
35	Arts and Events	Increase the attendance of disabled and older people at our six key summer festivals through promotion: <ul style="list-style-type: none"> Improve outreach marketing Communicate access arrangements to festivals Co-ordinate Transport 	% Disabled and Older People attending our six key festivals	From 4.5% to 6 %	October 2007	This is a duplication of item 8 and should be removed.
36	Arts & Events 2012 Team OR TOURISM LEAD	Develop a visitor development action plan and address the visitor potentials and visitor management associated with hosting the Olympics and Paralympics	Completion of development action plan	100% of relevant actions completed	March 2008	In progress. Uncertain as to why this item is in equalities plan.
37	Sports and Leisure	In conjunction with Olympic/ Paralympics team to develop and implement a disability sports strategy	Strategy adopted % of relevant action	Produce Draft Strategy Strategy Adopted	June 2007 Sept 2007 March 2008	Strategy developed

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	Service Area	Key action	Measure	Targets	Timescale	Progress
			implemented	100% of relevant action is implemented		

Objective 6: Increase participation of people from under-represented groups across Adult and Community Services. This includes increasing the diversity of people involved in the development of services

	Service Area	Key action	Measure	Targets	Timescale	Progress
38	Adults Social Care Services Lead: Annie Malcolm	Develop an inclusive and accessible strategy to consult users and carers routinely	User and Carer Consultation Strategy 2007 – 09	3 consultation exercises carried out annually Ensure 40% of participants are disabled people	March 2008	The first of the three meetings to take place early February.
39	Arts and Events	Increase the capacity of artists and arts organisations to work with disabled people and older people	Number of artists/organisations receiving training and experience working with targets groups	10 individuals	March 2008	Met. Artists placed with carnival and Fellowship art challenge groups.
40	Housing	Implement Communication Strategy, inc Neighbourhood Communications & Engagement	Strategy produced	All actions are delivered in year	May 2007	Taken out from this year's Service Plan. Better neighbourhood has now moved to

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	Service Area	Key action	Measure	Targets	Timescale	Progress
						Environmental Services and the Housing Communication strategy will form part of the Council's Corporate Communication Strategy. (Sue Mills)
41	Housing BNI	Ensure all BNI services are provided in ways, which maximise attendance and participation of people with disabilities.	<p>All BNI events are monitored to collect data on disability</p> <p>Data is used to determine whether action is required to increase participation</p> <p>Progress is monitored across BNI areas at Team meetings</p>	<p>Improved data collection and analysis <i>by ?? %.</i></p> <p>Increase in participation by people with disabilities at BNI events <i>by ???%.</i></p>	March 2008	No longer a Housing action - BNI has been moved to Environmental Services

Objective 7 Older and disabled people are supported to maintain their independence and have improved quality of life

	Service Area	Key action	Measure	Targets	Timescale	Progress
42	Adults Social Care Services	Promote and increase the uptake of Direct Payments by all disabled people and older people	Increased investment in the Direct Payment Support Service	250 users (Consisting of adults 18-64 with physical disabilities, people with mental health problems, people with learning disabilities; and older people 65+)	March 2008	Targets Set to 250 for the year 2007-08. Developed support service through partnership with Disability Action Group (DAG) and negotiating with DAG to recruit another staff to speed up the process. Recruitment for a direct payment Coordinator post is in progress. New sign posting leaflets will be produced and published, which includes a specific direct payment leaflet. Programme of training is in

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	Service Area	Key action	Measure	Targets	Timescale	Progress
						place. Performance on 12/11/07 shows as 82 means 160 users.
43	Adults Social Care Services	Embed service user and carer involvement in the proposed new Local Implementation Team for older people, people with disabilities and long-term conditions	Membership of Local Implementation Team	Hold the inaugural meeting Hold a minimum of 4 meetings during the year	January 2008	Ongoing
44	Adults Social Care Services	Produce a single public information leaflet for users and carers accessing adults social care services	Higher user satisfaction rate about information	60% of users are given information about their care and rights (cumulative target from BCHS Q4)	March 2008	Completed
45	Adults Social Care Services	Improve the quality and consistency of frontline assessments for service users and carers	Robust monitoring and scrutiny mechanisms are in place, including Action Plan	Quality Assurance Implementation Group on Assessment and Care Management meets four times; Action Plan is completed	March 2008	This group has somewhat stuttered over the last few months, with meetings being cancelled, people not turning up etc. Met 4 times last year and did achieve some things (most

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	Service Area	Key action	Measure	Targets	Timescale	Progress
						notably the production of leaflets), but we certainly have not completed the action plan. Discussion in plan to see how can take this forward.
46	Adults Social Care Services	Improve procedures for Safeguarding Vulnerable Adults	Procedure reviewed	Procedure implemented	September 2007	In Progress

Objective 8: Make a positive contribution to social cohesion and celebration of cultural diversity

	Service Area	Key action	Measure	Targets	Timescale	Progress
47	All	Implement all relevant actions in the Disability Equality Scheme Action plan for Adult & Community Services.	Improvements in equal level of satisfaction	Minimise the gaps in service delivery between the disabled people and	March 2008	See Disability Equality Action Plan 1 year progress

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	Service Area	Key action	Measure	Targets	Timescale	Progress
				non-disabled people.		Report. http://www.walthamforest.gov.uk/des-1year-progress.doc
48	All	Implement all relevant actions in the Gender Equality Action Plan for Adult & Community Services.	Improvements in equal level of satisfaction	Minimise the gaps in service delivery between men and women and the transgender people.	March 2008	Ongoing
49	All	Monitor and ensure that all relevant actions in the Corporate Equality Plan (incorporating Race Equality Scheme) 2005-07 have been completed.	Number of actions satisfactorily completed	100% targets met	August 2007	In progress
50	Museum, Gallery and Archive service	Develop links with specific local communities and create two additional themed "loan boxes"	Number of outreach visits Number of loan boxes created	25 (to be broken down by key equality groups)	March 2008	
51	Arts & Events	Ensure representation of the cultural traditions of new migrant communities in major festivals	Number of artists engaged who reflect new communities	6 artists 6 artists	March 2008 March 2009	Not met. 2 only.
52	Arts & Events	Extend participation of disabled and older people in youth carnival procession	Number of groups of organised disabled and older people groups participating	4 disability groups 8 older people's groups	March 2008 March 2009	Repetition of above. Please remove.

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	Service Area	Key action	Measure	Targets	Timescale	Progress
53	Arts and Events	Deliver cultural activities and activities for of Black History Month, LGBT history month and Islamic awareness week	% of service plan activity delivered	100%	March 2008	Fully met.
54	Arts and Events	Deliver William Morris Islamic Project through schools	Number of schools	4 schools	December 2008	In progress. WF Arts Council commissioned.

Objective 9: Improve capacity within the organisation to deliver our priorities by support and develop a diverse work force

	Service Area	Key action	Measure	Targets	Timescale	Progress
55	All /HR	Ensure completion of equality impact assessment training by key staff	Number of staff completing training	To be determined	July 2008	Rolling Programme
56	All /HR	Deliver equalities training to all staff within Adult and Community Services	Equalities training delivered	All staff (100%)	March 2008	In progress as part of the 4 Star Manager training. Unlikely to be complete before March 2009. (Louise)
57	All /HR	Promote the take up of mentoring opportunities to women, disabled staff and ethnic minority staff	Number of staff in each group participating	Baseline to be established	March 2008	This is dependent on strategic HR re-launching the scheme. Dead line unlikely to be met as a result. (Louise)
58	HR	Increase staff awareness about Gypsy and travellers community through cultural and faith awareness training	Develop handbook for staff Include topics in equality and diversity training	Published a handbook for staff Relevant managers and front line staff trained	March 2008	In progress. Handbook devised with designers for formatting etc. (Louise)

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	Service Area	Key action	Measure	Targets	Timescale	Progress
59	Adults Social Care Services / HR	Increase the percentage of staff working in learning disability services achieving at least NVQ level 2	<i>The number of staff gained NVQ level-2 or above</i>	???	March 2008	Have asked for update from LD, still awaiting. Ongoing work. (Cecillia)

5.1 Equality Impact Assessment (EIA) Schedule

To further improve existing services the following Equality Impact Assessment will undertaken during the year;

	Function/policy	Retrospective or Predictive	Lead officer	Target date for completed EIA	Progress
1	Learning Disability Services	Retrospective	Sheenagh Burgess Adults social care services	March 2008	Completed and reported to CEDG
2	Older Persons residential care homes re-provision project	Retrospective	Chris Manthorp Adults social care services	March 2008	Completed and reported to CEDG
3	Voluntary sector contracts	Retrospective	Rajadurai Sunderalingam Adults social care services	March 2008	Deferred to 2008-9
4	Panel processes for residential and nursing home care	Retrospective	Rajadurai Sunderalingam Adults social care services	March 2008	Deferred to 2008-9
5	The Safeguarding policy	retrospective	Gulam Robbani Adults social care services	March 2008	In progress

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6	Housebound Readers Service	Retrospective	Library Service Development Manager	October 2007	PROJECT PLAN IS IN PROCESS
7	Review of services to “hard to reach groups”	Retrospective	Head of Library Service	March 2008	NOT CARRIED OUT FOR THE CURRENT YEAR AND Deferred to 2008-9
8	Translation of Sports & Leisure Strategy	Retrospective	Head of Sport & Leisure	March 2008	Not sure where this is or why?
9	Leisure centre operator – service outcomes within contract	Predictive	Head of Sport & Leisure	March 2008	None specific but will ensure that any new contract will have them included
10	Service Review of sports and leisure service	Predictive	Sports and Leisure Project Manager	October 2007	Review of service has been completed
11	Visitor development action plan for Olympics/Paralympics	Predictive	Head of Arts & Events Service	March 2008	The tourism action plan referred to has not been progressed so there is no EIA. Please remove from the doc.

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	Function/policy	Retrospective or Predictive	Lead officer	Target date for completed EIA	Progress
12	Museum and Galleries Strategy for 2006- 2009	Reflective	Head of Service	To be agreed	
13	Allocation policy	Predictive	Dave Bourne/Gareth Hall Housing Access	May 2007	Policy introduced 18 th May 2007. A follow-up EIA will be done by end January 2008
14	Private Sector Strategy	Predictive	Jennifer Jallim / Tony Jones Improvement & Efficiencies	May 2007	Put on hold in light of sustainable communities and other national agendas. It is possible that housing will have one Housing Strategy.
15	Empty property Strategy	Predictive	Jennifer Jallim / Tony Jones Improvement & Efficiencies	Sept 2007	Completed by 2008
16	Housing Strategy	Predictive	Tony Jones/ Janice Mowen Improvement & Efficiencies	Oct 2007	Looking at developing a new Housing Strategy thematic/scoping paper being produced with a

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					view to producing the new strategy.
17	HRA Business Plan	Predictive	Tony Jones Improvement & Efficiencies	April 2008	To be taken out from the plan.???
18	Housing Access	? Service review due?	Gareth Hall Housing Access	2008 (to be agreed)	Completed 5 th December 2007 signed off by Review Board.
19	Sheltered Housing	? Service review due?	Sharifa Motala Supported Housing	2008	To be completed by September 2008.

4. Summary of Outcomes and Targets

Priority Outcomes

The service's key equality outcomes are drawn from the contents on the Council's vision and its race, gender and disability equality schemes. In addition to supporting the community cohesion agenda by addressing equality issues the Service is seeking to contribute to achieve or contribute to the following priority outcomes and targets;

- To enable disabled people to get their voice heard, to live independently and get out and about more easily (Disability Equality Scheme objectives)
- Promote involvement and participation in decision-making by men and women at all levels (Gender Equality Scheme objective)
- Provide fair, appropriate and accessible services to all our users
- Become a representative employer that positively values the contribution of all our employees.
- Support the career development of women, disabled people and ethnic minority staff to move upwards in the organisation (Disability, Gender and Race Equality Scheme objectives)

2007/8 Key Targets and Indicators

Objective 1 Increasing take-up and participation

- 50% participation by ethnic minority people in targeted arts events
- 6% participation by older and disabled people at key festivals
- 50% of the Council's buildings open to the public are accessible to disabled people
- 100% libraries are accessible for disabled people
- 12.5% reduction in numbers people living in temporary accommodation (per year)
- 25.35% reduction in overall crime by March 2009(the term "crime" includes race hate and other hate crime)
- 45% of users taking up Direct Payments will be from BME communities
- 45% of carers taking up a carers break are from BME communities

Objective 2 Increase the quantity and quality of equality related information

- Increase self-completed equality monitoring forms to 50% in key areas
- Achievement of level 4 of the equality standard by September 2007

Objective 3 Supporting and developing staff

- 1% of top paid 5% of staff have a disability
- 45% of top paid 5% of staff are women
- 19.5% of top paid staff are from an ethnic minority
- 100% of staff in the Adult & Community Services receive equalities training by March 2009