

Intended outcomes	Progress Achieved – updates <u>in addition to</u> June 2010 report
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Item 74 App A

Over-arching actions	
Implement, monitor & comprehensively review the Single Equality Scheme	<p>Second progress report against the action plan submitted to Overview and Scrutiny 5th April 2011, then to Cabinet 12 May (TBC) 2011.</p> <p>Detailed information made on progress contained within this report.</p>
Achieve ‘Excellent’ level in Equalities Framework for Local Government	<p>The Communities and Equality Team co-ordinated a Peer Challenge for ‘Excellent’ level of the Equalities Framework for Local Government over three days (25-27 January 2011). The assessors found that we had satisfied the criteria for attaining the ‘Excellent’ standard of the Framework and in their feedback session highlighted the following as examples of best practice:</p> <ul style="list-style-type: none"> • Commitment to equalities from political leadership • Cross party member equalities group • Civic culture • Staff passion for equalities • Communities and equalities team • LGBT successes • City Inclusion Partnership • Community Engagement Framework • Equality Impact Assessments (internally and externally) • Sharing good practice with partners • Good practice library • Good working relationship with Community and Voluntary Sector • Staff feel supported in their development of their understanding and skills around equality

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	The equalities team is now working on an improvement plan to address areas highlighted, enable us to progress as a council and to ensure we maintain excellent level of the framework.
<p>A robust and transparent Equality Impact Assessment (EIA) process that leads to evidenced and appropriate actions</p>	<p>Our EIA process at the council was outlined as one of our highlights in achievements by the Peer Assessors for Excellent level of the Equality Framework.</p> <p>The timetable for the fourth year has been drafted but will need to be amended in light of the Intelligent Commissioning process that has been brought in. This process itself has EIA principles embedded at each stage. Delivery units are in the process of confirming services that need to be added to be EIA Programme.</p> <p>The Communities and Equality team will be working with delivery units into the future to ensure that the EIA programme is regularly updated and implemented.</p> <p>Successful relationships with service areas (now Delivery Units, Resource Units and Commissioning Units) and the Corporate Communities and Equality Team will continue, providing support and advice where needed.</p>
<p>(a) Promoting equality through information</p>	
<p>An up-to-date evidence base that covers all equality areas, fills gaps in existing evidence and is used to inform our ongoing work</p>	<p>Intelligent Commissioning (IC) Pilots The learning from the three Intelligent Commissioning pilots (Domestic Violence, Alcohol Services, and Drug-related Deaths) has now been reported on to inform the next phase introducing Intelligent Commissioning in the city.</p> <p>Key to the IC process is a robust Needs Assessment and there has been ongoing work by the Council’s Research, Analysis and Performance Team on the initial Pilots to help develop models of best practice.</p>

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	<p>The Intelligent Commissioning needs analysis template highlights needs for data and other information on different groups within the city and in communities; and also the need to identify gaps in data and how these affect the development of commissioning strategies.</p> <p>The Community and Voluntary Sector Forum (CVSF) is engaged in the pilot processes and staff from the Forum are working with Council staff and other partners to develop a needs analysis process which embeds assessment and analysis of the needs of diverse groups, uses community engagement effectively and consistently, and draws on the range of knowledge and learning that exists in the city.</p> <p>The pilots have also engaged with service users through focus groups and research to ensure the issues they raised and recommendations they made inform the commissioning process. They have also identified and agreed processes for how gaps in data are to be met in future and how service users, potential service-users and community groups will be engaged in ongoing assessment, monitoring and review once the commissioning process starts</p> <p>Issues for equalities groups have been identified and addressed throughout the Needs Analysis stage and can be seen in the emerging commissioning priorities. Equalities and community engagement principles are being built into the IC process, drawing on guidance in the council's EIA Toolkit and the city-wide Community Engagement Framework. This indicates that we are taking the appropriate approach in mainstreaming our equalities work through the emerging process.</p>

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<p>Consistent monitoring systems across the council and improved analysis & use of captured data</p>	<p>Ongoing data monitoring through the council’s EIA process.</p> <p>Further work was done through the City Inclusion Partnership, where the requirements of the Equality Act, changes to census categories and local demographics all informed the development of a single equalities monitoring form, which is intended to be used consistently across the council and increasingly adopted by the other statutory sector CIP partners. The form was trialled (Mar-Dec 2011) and the findings of the trial are currently being analysed. The form will then be amended and introduced this year.</p> <p>CIP also produced a brief guide for people completing the form, explaining why we are asking for the data and clarifying some of the questions and terms to encourage responses and explain the monitoring process. This aims to increase response rates and raise awareness among staff and service-users about why it is so important to collect this data.</p>
<p>(b) Promoting equality through our partnership working</p>	
<p>Statutory services in the city work jointly through the City Inclusion Partnership (CIP) to address equality, community cohesion and human rights issues</p>	<p>The City Equality and Human Rights Charter was launched on the 12th January 2010 and signed up to by all the statutory sector members of the City Inclusion Partnership.</p> <p>The first annual review of achievements against the Charter has been completed and presented to the Brighton & Hove Strategic Partnership (Mar 2011). Progress will also be reported via community and voluntary sector groups and other channels.</p> <p>The CIP workplan is being revised to take account of the changed legal framework (Equality Act 2010) and the changed local context (Intelligent Commissioning).</p>

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<p>Increased capacity within the community and voluntary sector (CVS)</p>	<p>A total of £1,618,100 awarded in discretionary grant across all 9 grant schemes in 2010-11.</p> <p>In all 223 individual grants awarded.</p> <p>These comprise a wide range of funding from £300 to South Portslade Community Group up to £100,000 for Citizens' Advice Bureau.</p> <p>A further 30 community & voluntary sector organisations have been supported by the Communities and Equality Team's Grant Finder service over the period.</p>
<p>New post for Preventing Violent Extremism work</p>	<p>The Community Research and Outreach Worker (Preventing Violent Extremism) has been in post since November 2009. The aim of the worker has been to engage with the Muslim community organisation, community groups and individuals regarding the needs and priorities of Muslim communities in the city.</p> <p>Key activities and outcomes</p> <ul style="list-style-type: none"> • Extensive engagement with the faith / Muslim communities in the city under the Prevent strand of work continued in the last nine months through the Prevent Partnership and its Finance subgroups. We continue to involve local people in decision making, in the scrutiny structures, and in making financial decisions. • Needs assessment work has been carried out with Muslim communities in the city: the process was consultative and identified issues, needs, priorities from 15 local Muslim community groups and organisation. The results will be presented soon to the communities and key agencies for feedback. The time-line for publishing has been delayed to enable further community engagement. A report is currently in its final stage of completion and will provide a set of key recommendations, it is hoped that this will feed into the strategic needs assessment carried out by key partners and thus implemented in future. A number of issues/concerns of the local Muslim communities have been progressed simultaneously.

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	<ul style="list-style-type: none"> • Several activities and projects are delivered in Partnership with the communities. Two Muslim women from the city have been trained in parenting skills facilitation and will in turn deliver two sessions for other parents/communities in the city and provide support to Muslim parents. • One of the community projects enabled various community groups to access a menu of organised diversionary activities for young people and women on a weekly basis from the Brighton & Hove Albion Kickz project. Additionally, this gave community members access to accredited education courses. The activities are open to all young people & communities and will run until 2011–12. • Another community project enabled a weekly football session to be held for a number of young men and enables them to participate in tournaments. The programme is open to all young people and is mainly attended by Muslim young men as well as some from other faiths. • Four different events have been organised to enable a dialogue between the local communities (Faith, BME and White) and the Foreign and Commonwealth office on the issues of foreign policies, role of the government etc. and this has widened our engagement further. In February 2011, 20 community members attended a meeting with Senior Policy Official and tour of the FCO. • A number of training sessions have been delivered to the front line staff and community members with very good feedback from participants. Large numbers of community members have been involved in the process. • Partnership work with the Further Education sector has progressed well. We have been able to link local communities to a college to jointly address issues of under-achievement of Bangladeshi pupils.

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<p>Increase school staff confidence in discussing controversial issues and in challenging extremist narratives</p>	<ul style="list-style-type: none"> ▪ Schools are promoting community cohesion as evidenced in Ofsted reports, young people and staff are confident in discussing diversity and cohesion. ▪ Training has been delivered to secondary school PSHE co-ordinators on teaching controversial issues. ▪ An Exemplar Single Equality Scheme has been developed and is being used by schools across Brighton & Hove ▪ A film made by Brighton & Hove young people to encourage all members of the school community to challenge and report racist and religiously incidents has been made by Bandbazi and the Healthy Schools Team and disseminated to all secondary and secondary special schools. ▪ Training in identifying and challenging racist and religiously motivated incidents has been delivered in 15 schools.
<p>Increased number of hate crime incidents reported, and cases of domestic violence supported</p>	<p>Developing projects to deliver better outcomes for victims of disability hate crime The Partnership Community Safety Team disability hate crime project is a new area of work with an initial focus on developing links, identifying needs and carrying out developmental work. Progress thus far includes:</p> <ul style="list-style-type: none"> ▪ The Hate Incident Strategy was consulted on with key partners, organisations, elected members and people with disabilities. Producing an action plan to reduce and tackle disability hate incidents ▪ Information about how to report incidents was promoted via the council in the city and Learning Development Partnership Board websites, increasing reporting of disability hate incidents in general and particularly from people with learning disabilities. ▪ Training was delivered to people with learning disabilities about community safety in general and community safety information has been produced in an easy read format. ▪ A Disability Hate Crime Steering Group oversees the project, with representation from the Communities and Equality Team ▪ Between April and September 2010 there were 19 disability hate incidents reported to the team, of which three went to court and had successful outcomes.

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	<ul style="list-style-type: none"> ▪ To help support the excellent work the team are already doing, a new poster campaign and hate incident report form was launched in March at the Safeguarding Vulnerable Adults Conference. The campaign will be rolled out across the city.
<p>Through procurement, (inc. social enterprise) achieve a diverse supply chain which effectively & appropriately delivers our equality agenda</p>	<ul style="list-style-type: none"> ▪ As part of the procurement process contract officers are informed of the need to conduct monitoring of the contractors obligations including equalities considerations ▪ The Pre-Qualification Questionnaire (PQQ) documentation has been revised; Equality evaluation criteria are included in tenders where relevant and proportionate, eg H&S Training Course tender. ▪ Shared Learning – meet with Sussex Councils at Sussex Procurement Group.
<p>(c) Promoting equality through community engagement</p>	
<p>People from all equality strands more involved in policy development, challenge mechanisms and developing future priorities (including the Community Engagement Framework - CEF)</p>	<p>Consultation Portal Following the development of the online Consultation Portal with the Performance and Analysis team, £2000 was allocated via the Community Engagement Framework to support wider engagement in the Portal which was used to provide training for VCS in use of the Portal. This included equipping room G7 to create an accessible training space within Kings House.</p> <p>The Communities and Equality team have continued to support the Performance and Analysis team to promote the portal and opportunities for training to the third sector via the CVSF.</p> <p>LPSA-funded projects to support Local Area Agreement targets The projects will not be resourced beyond March 2011. An update on progress for the first half of this year is available. Headlines include:</p> <ul style="list-style-type: none"> • Stronger Together Project: Participant feedback consistently suggests that participants feel more confident and motivated and that groups run more effectively as a result of the training and development opportunities being provided through the

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project.

- **The What's To Do Project:** Speak Out is supporting 5 groups of people with a learning disability to share stories, talk about issues in their lives and talk to different organizations to help improve services. 12 people have been involved in various groups that have engaged with a number of organisations and council departments
- **The Volunteering Strategy:** The initial focus has been on supporting delivery of the strategy. A Volunteer Coordinators' Forum has also been established with a specific aim to increase knowledge around the support of volunteers with additional support needs, such as young people (particularly under 18s), people with mental health issues, those with criminal records and those with English as a second language.
- **The Equalities Coalition:** Key successes this year include a successful application for Take Part funding to encourage greater 'reach' through networking events, including the Equalities Assembly held in February. The EC has also provided support for the involvement of Communities of Interest (COI) in Community and Voluntary Sector Forum activity (eg viewpoints - contribution to Position Statements and reps review)

Community Engagement Framework (CEF)

- A communications plan has been produced to support implementation of the CEF
- An 'Easy Read' version of the CEF is being produced by Speak Out to be completed by March 2011.
- An update on progress was made to Scrutiny in July 2010
- Report produced on the 'Strategic Leads' Networking event which took place in May 2010
- Support to Democratic Services Team, including bid for funding to delivery 'Democracy Workshops' via engagement with CVS partners, including COIs and equalities groups
- Guidance on the Reward and Recognition of service users and community reps who give their time to engagement processes drafted and consulted (consultation closed

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- end Feb and guidance will be launched by end March 2011)
- CE Training embedded within core BHCC Learning offer for 2011-12
 - Brighton & Hove Strategic Partnership have requested a development day on CEF (planned for June 2011)
 - Communications – development of social media opportunities for engagement (ongoing)
 - Ongoing advice and guidance to council staff
 - Funding allocated to the following projects to be delivered in 2011-12:
 - Showcase event for ‘seldom heard’ grass roots groups
 - Friends Families and Travellers cultural awareness project with BHCC museums
 - Additional resource support for equalities aspects of Volunteering Strategy implementation
 - Strategic Leads networking event

Get Involved Group (GIG) – Updates on 2009 work:

- The Group has completed its review of the disability awareness training used within the Council, NHS Trusts and Sussex Police and the Federation of Disabled People (FED) is now volunteering as a host-organisation for student officers during training.
- The GIG members have been key contributors to the Taxi Licensing Equalities Review which resulted in a package of measures designed to improve access and certainty around taxi / private hire provision. The FED has been invited to attend the Taxi Forum and meet on a regular basis with all parts of the taxi trade. The Hackney Carriage Office are currently preparing for the new taxi provisions included in the Equality Act 2010.
- A system is now in place for monitoring the implementation of signing and ‘Sign translate’ for deaf and hearing-impaired patients in accident and emergency departments.
- The FED (who manage our Direct Payments) are working with BHCC on a case-by-case basis to ensure that disabled people employing a Personal Assistant, are not disadvantaged by having their DP withdrawn when in hospital for 4 weeks or more.

Intended outcomes**Progress Achieved – updates in addition to June 2010 report****In 2010:**

- National Government is currently running an ‘Access to Elected Office’ consultation with a view to providing funding for training in November 2011, identifying role-models etc for disabled people interested in standing for public office. Members of the GIG are monitoring this government initiative.
- The GIG has completed its work with parks teams to identify barriers and opportunities to accessing park facilities across the city. Further consultation is being undertaken around disabled people and recycling. See below

In the future:

- A disability awareness and equality training package to be delivered by disabled people is being developed through the FED, starting with a “Train the Trainer” course for disabled people held in June. The content of the training package is currently being tested via extensive user involvement. The BHCC Customers Services have asked the Federation for training.
- The Disability Summit in June was well attended and involved disability and other third sector organisations, as well as public sector partners. It was recognised by the participants that the FED, as a user-led disability organisation, were best placed to develop into the city’s Centre for Independent Living.
- Members of the GIG are regular contributors at planning meetings for the new 3Ts hospital development.

Intended outcomes	Progress Achieved – updates <u>in addition to</u> June 2010 report
<p>Improve engagement activity to enhance lives, provide opportunities & drive up quality (including Get Involved Campaign)</p>	<p>Engagement Activity: service example – Refuse & Recycling</p> <ul style="list-style-type: none"> • Consultation with Federation of Disabled People (FED) and Older People’s Council to review assisted recycling and refuse collection service • Consultation with Brighton & Hove Citizen’s Panel to develop a channel strategy that sets out clear actions to improve how customers access the refuse & recycling service. • Initial consultation with FED completed via Get Involved Group (see above). The next stage of the consultation will be updated in April 2011. • Workshops held in 2010. Feedback was limited because it was recognised that the website, for example, was inaccessible and unhelpful. Since then massive improvements have been made to our website (Plain English, icons). <p>Get Involved Campaign</p> <ul style="list-style-type: none"> • Links to Take Part project to support wider engagement in democracy and active citizenship • Partnership with Take Part to deliver Democracy Day in November 2010 • Ongoing partnership activity to support development of the Get Involved website • Ongoing activity to promote opportunities for people to ‘get involved’
<p>Improve awareness of and data on groups where data is limited</p>	<p>The Needs Assessment process in Intelligent Commissioning is a vital part of the commissioning process, furnishing commissioners with robust evidence and intelligence to make informed decisions about resources; what services to commission and possibly de-commission.</p> <p>The aim of a needs assessment is to pull together, in a single, ongoing process, all the information that is available on the current and future needs of the city’s residents and visitors in relation to a particular theme, to review this in light of existing provision within the city and evidence on the most effective ways of addressing the identified needs. Through this systematic approach priorities for commissioners to consider are identified.</p>

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	<p>Within this process city-wide inequalities are identified and considered, as well as issues relating to equalities groups. The principles of Equality Impact Assessment are being embedded in all stages of IC, including in the Needs Analysis phase.</p> <ul style="list-style-type: none"> • Service example: Analysis of allotments application forms to look at which groups of people are not accessing this service led to a targeted communications campaign. Analysis of data showed an increase in women and younger people taking up allotments. New targets have been set for easy access plots and targeting community group plots for groups indicated in Reducing Inequality survey. <p>Count Ability project: This is a joint project for the council with Sussex Police, East Sussex Fire and Rescue Service with the University of Brighton acting as consultants. It aims to identify barriers, challenges and opportunities for disabled people of working age, living in Brighton and Hove. It will involve in-depth interviews (approx 50 people), focus groups (approx 100 people from range of impairment groups), assessment of local and national data, then analysis of the data in order to feed into the council's Intelligent Commissioning process and also into action plans and services.</p>

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<p>Develop cohesive, integrated and stronger communities</p>	<p>Brighton and Hove People’s Day Brighton & Hove Peoples Day will take place on the weekend of 18-19 June, and will be the launch event for a City Communities Festival running until Sunday 10 July, finishing with a People’s Show. The main events of the City Communities Festival will include</p> <ul style="list-style-type: none"> ◆ People’s Day 18 and 19 June ◆ Refugee Week 20 – 26 June ◆ TAKEPART 26 June – 5 July ◆ People’s Show 9 and 10 July ◆ Local neighbourhood events ◆ A Communities Showcase <p>Key partners will include: Older People’s Council, Young People’s Council, Men’s Network, Federation of Disabled People, BMECP, Racial Harassment Forum, Refugee Week Steering Group, Carers’ Centre, Brighton & Hove Muslim Forum, Interfaith Contact Group, LGBT Switchboard, Carousel, Women’s Centre, Healthy Schools’ Team</p> <p>Holocaust Memorial Day The council has a co-ordinated approach to promoting international and national celebrations and supported local Jewish communities to mark Holocaust Memorial Day 2011. The idea for this year’s commemorative event was put forward by the Jewish community in the City and comprised a photographic exhibition by award winning artist, Marion Davis. The exhibition ‘Absence & Loss’ featured memorials to those who died in Germany during the Holocaust. The event was held in January at Jubilee Library and Brighton & Hove Reform Synagogue.</p>
<p>(d) Promoting equality in our service delivery</p>	

Intended outcomes	Progress Achieved – updates <u>in addition to</u> June 2010 report
<p>Our facilities and services* are accessible to disabled members of the public as far as is reasonably possible</p>	<p>* NB: It is not just access to buildings which has been improved as part of the programme, work to parks has also been carried out</p> <p>Since June 2010 further sites have been selected for improvement and work is expected to be complete by April 2011. This, plus work being carried out elsewhere incorporating improved access for people with disabilities means that by April 2011 our target of 80% will have been met, in that 80% of relevant audited public buildings and spaces will be more accessible to people with disabilities.</p> <p>An annual progress report to Cabinet will be sent to outline progress toward the rolling programme of access improvement works in relation to the Equality Act and access improvement for disabled people.</p>
<p>Communications & information accessible to all, (inc. websites) and reflect positive images across all equality strands</p>	<p>The Communications Team investigated the Plain English Crystal Mark, which was found to be inappropriate for what the council needs. Instead a Plain English campaign has been developed and all the information is available on the Wave: http://wave.brighton-hove.gov.uk/supportingyou/communications/Pages/Banthebabble.aspx</p> <p>Guidance includes an e-learning course, a guide to using Plain English and Top Tips. Communications also ran a Ban the Babble campaign last year to highlight the use of plain English. It is recommended that all Wave and web authors complete the e-learning course</p>

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<p>Provide best use of public space for streamlined customer service centre</p>	<p>Under the Council's core accommodation review all public services under revenues and benefits will be situated in one place: Bartholomew House. This is scheduled to be in place by late 2011.</p> <p>Planning application submitted; consultation with staff throughout May 2010. Customer insight & Journey Mapping being undertaken as part of Equality Impact Assessment and evidence gathering.</p> <p>Consultation has taken place with a number of different groups including staff with disabilities, the Federation of Disabled People, Mencap and we are inviting feedback from the three staff forum groups (BME, LGBT and the Disabled Workers Forums). We have representatives from services that will use the CSC that are reviewing and dealing with actions that have arisen from doing the EIA. As a result of consultation, a number of improvements have been made to the CSC including improved ramped access to Bartholomew Square and providing a ramped fire exit where we had steps before.</p>
<p>Better access to public spaces and services</p>	<p>Blue Badge Scheme:</p> <ul style="list-style-type: none"> • A meeting with the Federation of Disabled People in Sep 2010 highlighted various improvements we could make, including several changes to the Blue Badge application form to make it easier to complete. Important sections are now highlighted in red, moved some sections to make them easier to see, and contact numbers for the DWP are included so people can more easily obtain proof of receipt of Higher Rate Mobility Component of Disability Living Allowance (HRMC DLA). The number for the PCT to obtain a new medical card which can be used as ID is also included now. • A link is being made with Revenue & Benefits to streamline the process for checking whether someone is in receipt of the HRMC Disability Living Allowance. • Posters are now displayed in public buildings and GP surgeries advising how to report Blue Badge misuse and also how to return the badges when a user of them dies.

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	<p>Combating Blue Badge Fraud</p> <ul style="list-style-type: none"> • The FED also highlighted Blue Badge misuse and fraud as a huge problem for them. To combat this, Civil Enforcement Officers (CEOs) are working with the police to clamp down on misuse. The new scheme is a joint initiative between Brighton & Hove City Council, Sussex Police, and NSL, the council's parking contractors. It gives parking attendants the technology to identify and recover lost and stolen blue badges and has resulted in dozens being recovered and several arrests. • CEOs can now use their handheld computers to check whether a badge has been reported as lost, stolen or belongs to a deceased badge holder. Vehicles seen displaying stolen badges are issued with a Penalty Charge Notice, photographic evidence is taken and passed on to Sussex Police for further investigation. • The trial has been so successful in recovering stolen blue badges that it is now being made permanent. Between March and December 2010, 118 lost or stolen badges were identified and the cases sent to Sussex Police, including 57 badges reported as stolen. Numerous arrests have been made and a number of drivers are now helping police with their enquiries. <p>New chairs and a table have been bought for the Parking Information Centre (PIC). These are more compact and are lower so that there is easier access around PIC and easier access to the table and chairs.</p>
<p>Customers receive services appropriate to their needs including Independent Living</p>	<p>Equipment for use The total number of items of equipment for use by adults and older people delivered within seven working days are averaging at 95% per month for Adult Social Care 2010-11. On average 2000 pieces of equipment or minor adaptations are being delivered from the Integrated Community Equipment Store, per month, for use by adults or older people.</p> <p>Extra Care Housing schemes These schemes at New Larchwood and Patching Lodge are now occupied with active</p>

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resident groups ensuring that the people who live there play an active part in City life.

Vernon Gardens

This is a new extra care housing scheme providing ten adapted flats for working age people with physical disabilities. The landlord, Guinness Trust, has worked in partnership with Brighton and Hove City Council to identify the new tenants who will be able to move in by the end of 2011. The tenants were fully involved in the design of the care and support model and also the selection of the care and support provider, Care UK.

Care UK has already initiated work with the identified tenants to ensure a personalised approach to care and support is provided. The development will also include a community centre 'Spaces for Change' which will be managed by the Brighton & Hove Federation for Disabled people to provide a range of services for disabled people. The tenants are now involved with the Federation in making decisions about what the space will be used for alongside other stakeholders in the community.

Self Directed Support

During 2010/11 there has been a positive increase in the number of people accessing Self Directed Support (SDS), and we have seen significant development towards the completed implementation of SDS by April 2012.

We are on target for 30% of all service users/carers supported by Adult Social Care receiving their support via an SDS option by April 2011. This is in line with the Putting People First milestones.

Final Performance figures for 2010-11 will be available at the end of May which will give a more accurate presentation of the increase in SDS users.

Increased awareness regarding the role of Direct Payments and the process for supporting individuals to access them: A rolling programme of awareness sessions to assessment and

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support staff over a 4 month period, this was provided jointly by the SDS Team; SDS Operational Lead; SDS Project Officer; and the Federation of Disabled People Direct Payment Support Service. The sessions included the context nationally and locally, example of individuals who have received Personal Budgets (PBs), exploring the Social Model of Disability, and guidance regarding accessing Direct Payments (DPs).

The SDS Operational Lead and/or the SDS Team and Project Officer, attended key consultation sessions, including the Carers Week Event, Older People's Day, the Disability Summit, the Brokerage Conference, the Supporting People Commissioning Event, and Peer Support Group for users of DPs and PBs.

Prior to the ASC staff sessions the Learning and Development Unit sent out a staff survey to identify the understanding from staff about Personalisation; SDS; and DP's. A similar survey was run after the sessions had all been completed and the awareness amongst staff had significantly increased.

Peer Support group

The Peer Support Group is made up of Direct Payment users and their supporters from across Adult Social Care including Older People, people with a Physical Disability, Mental Health needs and people with Learning Disability. The Peer support group members have lived through the Self Directed Support process and experienced first hand both the benefits and the challenges of having more choice and control. The group meets every six weeks and provides peers with support. The group also has a regular 'information sessions' to keep Peers updated on important local developments which impact on the local Personalisation agenda and potentially their Direct Payment. Information sessions with Operational leads has led to the groups suggestions being incorporated into the new Risk Enablement Policy.

Housing

- Housing Strategy progress report being developed and will be published in the spring
- Supporting People, revised strategy published end 2010

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- Homelessness review currently in progress and will be completed in summer

Key Performance Indicators

- New affordable homes – end of year figures will be available in May 2011
- Number of households in temporary accommodation - end of year figures will be available in May 2011
- Empty homes brought back into use - end of year figures will be available in May 2011

Energy Efficiency

Our council homes are in the top quartile for energy efficiency & our rating is increasing year on year. Energy efficiency is also improved through a combination of new boilers & heating systems as well as new double glazing.

Improvements to Housing Stock

The percentage of non-decent homes is also decreasing annually. Since April the level of Decent Homes has improved by nearly 10% (about 1,200 homes). This year to date, 451 new kitchens and 156 bathrooms have been fitted in residents' homes.

Residents can report repairs at no cost via designated telephone links in the local housing offices, or by text.

Work with service-users

As well as computers available in each local housing office, plans are in place for trained volunteers to help customers access housing services via PCs located in libraries across the city from April 2011.

Residents have received training and are involved in regular mystery shopping exercises and there are plans to 'share' mystery shoppers with other social landlords to help support the drive to improve service delivery.

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	<p>Financial Inclusion Strategy This strategy has been adopted to ensure customers receive appropriate advice and support and do not fall prey to loan sharks etc. As part of the strategy, five staff training sessions have been held in Feb/Mar 2011 and follow-up information is to be provided</p> <p>Housing Benefit Claims Housing Income Management Team officers meet with tenants before their tenancy starts to complete an electronic Housing Benefit claim form on their behalf. The Benefits department then verifies the information and pays the claim. As a result, the turnaround time for processing these claims has been reduced to an average of 4.5 days. Over 98% of customers have given an ‘excellent’ approval rating.</p> <p>Following completion of the form the officer also completes a financial inclusion health check with the tenant to find out if financial advice and assistance are needed. Among the topics covered are: the credit union, loan sharks, basic bank accounts, low cost insurance and changing energy providers. Advice on changes in income or benefits, and help with planning a budget are offered, all of which early intervention can help debt accruing.</p> <p>Fire Safety for Vulnerable People The council has important health and safety obligations in relation to fire safety. To ensure that our most vulnerable residents know what to do in the event of a fire, we have used information from the 2006 tenant census alongside the returns from a 2009 article on fire safety in the Homing-in magazine to create a vulnerable persons report on OHMS. Housing Officers are encouraged to visit these residents as a priority under the tenancy check scheme to discuss aspects of fire safety and complete a Personal Emergency Evacuation Plan. We are also working with the Fire Service to remove any items that can be a trip hazard or burn in a smoke filled environment within our blocks of flats.</p> <p>Mobility Scooters With an increasing number of residents purchasing mobility scooters, research has been</p>

Intended outcomes	Progress Achieved – updates <u>in addition to</u> June 2010 report
	<p>undertaken into to the planning, insurance, management & financial arrangements associated with the provision of suitable storage units on our estates. Recommendations on how storage might be provided on our estates have been agreed by the Housing Management Consultative Committee in September 2010 and investigation is underway as to the best way of implementing this. A policy on the use of mobility scooters for residents of council housing is also being developed.</p> <p>Local Service Offers The 2010 annual report outlined the proposed approach and timetable for involving tenants and leaseholders in developing local service offers. They will cover tenancy management, anti-social behaviour, leasehold management, lettings, repairs and maintenance, income management, the estates service, car parks and garages, sheltered housing and resident involvement. To engage residents, tenants and leaseholders in this process community events have been held. These will identify what matters most for residents, what standards the council should set and create a new set of service pledges (replacing current service charters). They will be implemented from 1 April 2011.</p> <p>Tenancy Checks Tenancy home visits started in January 2009 with the aim of visiting every property within a two year period on an ongoing basis. One of the purposes of tenancy checks is to ensure tenants are complying with tenancy conditions and identify and support or welfare needs. This will present the opportunity to promote financial inclusion and identify vulnerable tenants who may benefit from support.</p>
<p>Gypsies and Travellers receive services that meet their needs and legal requirements</p>	<p>A review of the Traveller Strategy is planned for June 2011</p> <p>We have identified a need of residential accommodation for Gypsies and Travellers in the city and, in line with our policy for managing unauthorised encampments, we want to build a permanent Gypsy and Traveller site with good facilities. The original proposed site was found to be unsuitable and we are currently looking at alternative locations.</p>

Intended outcomes**Progress Achieved – updates in addition to June 2010 report****Increased participation in culture and leisure activities****Specific examples:****Museums**

- Stories of the World is one of the major projects of London 2012's Cultural Olympiad, involving young people across the country in creating new exhibitions. As part of this, at Brighton Museum work is underway to create an innovative new world cultures gallery, opening next Spring to mark the London 2012 Games. The Gallery is being developed in partnership with young people from youth groups across the city including the Whitehawk Youth Arts Group and R.A.S.P. (Refugee project for young people)
- The Events Collective is a group of 16-21 year olds who meet regularly at Brighton Museum. They act as an advisory group for the Royal Pavilion & Museums as well as organising and running events for their age group.
- Partners in Art is a new project at the Royal Pavilion & Museums. This ongoing project will provide opportunities for people who want to follow their interest in art and heritage but need additional support to do so due to a disability or long term health issue. The scheme places them in a partnership with a volunteer who has a similar passion for art and museums (e.g. a practising artist, local history enthusiast, craft maker, archive researcher). Their partnership is built around this shared interest and the museum facilitates them to develop it. Partnerships are encouraged to work together to support each others needs in an equal way and to have respect for the others' creativity and interests. The project will also consist of regular drop-in sessions and monthly artist-led sessions at Brighton Museum.
- Access Advisory Group: the Royal Pavilion & Museums is in the process of establishing an access advisory group to ensure that the services meets the need and engages people in the local community with disabilities.
- Get Started with Photography: Brighton Museum and the Princes Trust are working in partnership to deliver a short course called Get Started in Photography. The course

Intended outcomes	Progress Achieved – updates <u>in addition to</u> June 2010 report
	<p>provides young people from the Princes Trust target groups an opportunity to develop skills and confidence. During the course the participants work towards their Bronze Arts Award. The Royal Pavilion & Museums is now an Arts Award Centre able to accredit under 25s for their participation in arts activities.</p> <p>Libraries Libraries delivered a wide range of exhibitions and events in 2009/2010 in addition to the regular activity programme for and with a range of people and communities ranging from big events in Jubilee Library to smaller neighbourhood focused activities. Examples include:</p> <ul style="list-style-type: none"> • Range of exhibitions including WRVS; Carers; MIND; Mosaic; Fostering & Adoption; LGBT; Sussex Beacon; Legal aid; International Women's Day Chinese New year, Divali, and Hanukkah • Library stalls at Older People's Day and BME Elders Day • Partnerships with HaKIT & Portslade HeritagePlus and WRVS on events for adults including introduction to IT & tracing family history. • Free family history on the internet workshops provided at community libraries • Home Front Brighton & Hove reminiscence activities organised at Hove and Coldean Libraries <p>BME Communities Quarterly meetings are being held to discuss practical strategies to make the core business of libraries more relevant and accessible to people from Black and Minority Ethnic communities. These regular meetings involve BME Community Partnership, Brighton & Hove Black History, MOSAIC and the Black and Minority Ethnic Youth Project.</p>

Intended outcomes	Progress Achieved – updates <u>in addition to</u> June 2010 report
<p>More people get into work and reduce dependency on benefits</p>	<p>Addressing social exclusion through “Turning the Tide” Pilot The draft Social Exclusion Strategy – “Turning the Tide” outlines the aims and objectives to address anti-social behaviour, intergenerational social exclusion and quality of life experience for residents in social housing living in areas of multiple deprivation in Brighton and Hove. To do this the strategy adopts a robust parallel approach of support and enforcement in order to “turn the tide” by addressing behaviours that impact negatively on individuals, families and the community.</p> <p>The Social Inclusion Pilot was carried out jointly by Housing Strategy and Housing Management in the Selsfield Drive Area, covering Moulsecoomb, Bevendean, Coldean, Bates Estate and Saunders Park from November 2009 until July 2010. NB: This is a Housing initiative funded through Housing Revenue Account so is only applicable to council tenants and leaseholders – not all residents.</p> <p>The pilot has had significant successes and is proposed to be rolled out across the city.</p>
<p>Improved services for children at risk and with special needs or disability</p>	<p>Targeted Mental Health in Schools Pathfinder (TaMHS) The TaMHSs Pathfinder (funding) ends this academic year. However, the Schools & Community Team continue to support staff in the early identification, and support, of children with emotional or mental health concerns. Whereas TaMHS did not cover all schools in the city, the online assessment tool and ongoing support is being rolled-out to all schools. The tool identifies and assesses children who may be socially isolated and/or have emotional/mental health concerns, enabling appropriate early interventions for identified children and young people.</p> <p>A full evaluation of TaMHS is being carried out by Sussex University and will be available in the next couple of months.</p>

Intended outcomes	Progress Achieved – updates <u>in addition to</u> June 2010 report
	<p>Common Assessment Framework (CAF) The CAF provides strength-based holistic assessments and intervention plans delivered by multi-agency teams around the child/family. A new Family CAF process was launched in November 2010, at an event well attended by public sector colleagues from Adult and Children’s services, schools and colleges. The use of CAF is making good progress.</p> <p>A Joint Strategic Assessment of the needs of disabled children was completed and published in September 2010 including recommendations for commissioning and further needs assessment.</p>
<p>Package of measures to support young people Not in Education, Employment or Training (NEET) falling into poverty</p>	<p>Young People Not in Education, Employment or Training (NEET) There is significant restructuring in the activity to identify young people at risk of becoming NEET which will lead to changes and improvements to this service. A further update in 6 months will give a clearer picture.</p> <p>A greater range of learning providers are now offering vocational courses appropriate to NEETs).</p> <p>We are continuing to work with local employers more effectively to roll out the new Diploma qualifications for 14-19 year olds by 2013.</p> <p>The <u>Key Stage 4 Engagement Programme</u> has provided further opportunities to achieve qualifications. Currently in its fourth year, the KS4 Engagement Programme (Standards Fund), along with the KS4 Pre Engagement Programme (European Social Fund), has provided opportunities for around 900 young people aged 14-16 to engage with education and achieve qualifications through offsite college and Third Sector provision. Agreement from the 14-19 Partnership Board that schools will fully fund the programme means that it will continue for the 2011/12 academic year</p> <p><u>Entry to Learning</u>: this programme has been hosted by Sussex Central YMCA. It provides</p>

Intended outcomes	Progress Achieved – updates <u>in addition to</u> June 2010 report
	<p>study skills, support from advisors, and encouragement. After a 2 year pilot funded by DCSF/DfE this programme comes to an end 31 March 2011.</p> <p>The programme has offered engagement, learning opportunities and wraparound support to around 180 young people aged 16-18 (up to 25 with learning difficulties and disabilities) that were not in employment, education or training and supported them to progress into further learning.</p> <p>Apprenticeships</p> <p>The internal Apprenticeship Strategy was designed in part to bring young people into the organisation and has delivered to date over 70 apprentices into the organisation since April 2009. There are another 15 being recruited within our sports and leisure centres over the next few months.</p> <p>Through procurement new council contracts such as the Mears contract will create 200 apprenticeships over the next 10 years.</p> <p>2010 saw a record number of apprenticeships created in Brighton & Hove and acted as a major incentive for employers to take on young people and reduce youth (18-24) unemployment.</p> <p>The second year of the apprenticeship strategy will focus on supporting our key and emerging business sectors to create employment for young people with an emphasis on support for the cities Small and Medium Enterprises (SME) businesses.</p> <p>Apprenticeship Starts by age:</p> <ul style="list-style-type: none"> • 16-18- 9% increase • 19-24- 33% increase • 25+ down 39% (This is directly due to changes in funding, 25+ apprenticeship funding was withdrawn by government in 2010)

Intended outcomes

Progress Achieved – updates in addition to June 2010 report

In 2011 age restriction changes will see an increase in over 25 apprenticeship starts and one of the strategies key objectives for year commencing 2010/11 will be to continue the impressive growth in apprenticeship starts for 18-24 year olds and to really focus on substantially increasing 16-18 apprenticeship starts

The city performed well against both East and West Sussex and other SE areas but still has some way to go to reach other area start and most importantly completion rates.

Brighton & Hove saw a 30% reduction in youth unemployment in 2010 and the Future Jobs Fund was a major contributing factor to this but the challenge to create employment for young people who are the most vulnerable in the current economic climate continues recent figures showed 18-24 year old make up 37% of the cities total JSA population with on average 1 in 5 being a graduate.

City Employment has run two Future Job Fund programmes which are recognised nationally as examples of best practice for this welfare to work programme these programmes placed over 500 long-term unemployed young people into employment and the early employment retention rates so far are looking impressive.

The internal apprenticeship programme will continue but funding reductions and recruitment freezes will have an effect on job starts on a city wide basis apprenticeships are now clearly the most effective employment linked to skills and training offer we can make to employers.

The council is currently working with a number of the cities largest employers helping them create their own internal sustainable apprenticeship programmes. These are specially targeted at young people and form part of their 'Grow your own Work Force policies.

(e) Promoting equality in employment

Intended outcomes	Progress Achieved – updates <u>in addition to</u> June 2010 report
Reduce the pay gap between men and women	Single Status grading system was implemented with effect from 1 January 2010. This means staff who are doing jobs of the same size will be paid the same grade.
Workforce profile reflects the community as far as possible	<p>Annual workforce profile figures for 2009/10 are published on the council's website.</p> <p>The new HR system will enable better reporting and analysis of equalities data. This is currently in development. Target for this by Sep 2011</p> <p>We are reviewing our policies around the default retirement age in the light of the Equality Act 2010, and have publicised information for manages on the implications of the abolition of the default retirement age.</p>
Consistent, effective approach for all staff forums	A current review of memorandum of understanding being carried out by Human Resources Equality Group for all Staff Forums. The target for this is September 2011
Staff understand their role and objectives around the equality duties & wider equality legislation inc. community cohesion	<p>Mandatory equalities training for all staff and for managers</p> <p>The Learning & Development Team has refreshed the one hour Equalities and Diversity eLearning module to align with the new Equality Act 2010 and help staff understand and comply with the new legislation. Priority learners are people managers and staff providing frontline services but all staff are required to complete the module by the end of the year.</p> <p>The Strategic Leadership Board are monitoring monthly reports and completions by service area.</p> <p>HR guidance and a briefing produced by legal services and the equality team were produced on the implications for employment and services of the new Equality Act 2010. These were published on the Wave.</p>

Intended outcomes	Progress Achieved – updates <u>in addition to</u> June 2010 report
Clear information about training applications and attendance across staff equality groups	<p>Corporate Learning & Development continues to evaluate and report learning attendance across equality groups. The next report to the management team (now CMT) is due May 2012 and any actions required will be taken forward.</p> <p>During 2010/11 we looked to support part-time workers with access to learning by</p> <ol style="list-style-type: none"> a) developing and launching a range of e learning modules which offer bite-size learning, accessible 24/7, through any PC with internet access. b) Providing alternative learning opportunities that are not tied to dates. This includes; a mentoring programme, 'back to the shop floor', Institute of Customer Services qualifications (which include coaching support) and access to learning resource centres (of which we have 3 across the organisation).
Equality and diversity is successfully promoted across Directorates	<p>Equalities and achieving 'excellent' is a priority for the council. All sections of the leadership of the council embody the commitment, including the Chief Executive, Council Leader, Cabinet Member for equalities, the Leader of the Opposition, and each party has an equalities representative. Senior managers and councillors take an active role in championing the equalities agenda.</p> <p>The 'Excellent' level of the Equality Framework for Local Government was attained in January 2011.</p>

Intended outcomes	Progress Achieved – updates <u>in addition to</u> June 2010 report
<p>Staff are treated with dignity and respect</p>	<p>Dignity and Respect at Work policy</p> <p>The new Dignity and Respect at Work Policy was approved by Governance Committee. This policy was developed in close collaboration with representatives from senior management, the Workers’ Forums and the trade unions.</p> <p>The network of Advisers has been recruited and trained.</p> <p>To build confidence within the workforce that any investigations into bullying or harassment complaints will be carried out impartially and fairly. The policy stipulates that investigators would be independent i.e. drawn from a different area of the council to the one in which the complaint had been raised.</p> <p>The investigators have been selected and will attend a one-day training session in March.</p> <p>The Dignity at Work policy will replace the Harassment at Work policy. Target date April 2011</p>
<p>Maintain rating in Stonewall Index</p>	<p>The council has maintained its top 10 place overall for 2011.</p>
<p>Disabled staff are fully supported in all areas of their employment</p>	<p>Guidance for managers on when and how to make reasonable adjustments for staff with disabilities was approved and published in October 2010. The revised sickness absence procedure called “Attendance Management” will be launched in April 2011.</p> <p>The accompanying e-learning package will be ready to launch in March 2011. Skills workshops for managers will be delivered by HR’s coaching and advice team. A peer support site to enable users of assistive technology to share expertise and sources of information will be launched in April 2011.</p>

Intended outcomes	Progress Achieved – updates <u>in addition to</u> June 2010 report
Sources of information about barriers to recruitment and retention are fully used	Currently examining how exit data can be captured electronically rather than by using the current paper-based system. Target date for this: June 2011