

Appendix 1 – Summary of progress and achievements made against the SES Action Plan

Develop a modern and diverse workforce to reflect the community we serve

- Produced and published our Annual Equality in Employment report for 2010/11. For the first time, this included the monitoring of agency workers.
- The proportion of employees from (Black and Asian Minority Ethnic) BAME for 2010/11 has increased to 34.92%, compared to the 2009/10 figures (34.13%)
- Maintained our commitment to Job Centre Plus' Positive about Disabled People incentive
- 50% of middle managers have completed the online Equality Impact Assessment training
- Equality Impact Assessment training delivered to all Members of Cabinet in March and October 2011
- Delivered two half day sessions on Diversity and Cultural Awareness training through a theatrical company looking at potential barriers and discrimination in frontline services which was attended by 48 employees.
- Developed and implemented a suite of Equality and Diversity training which included:
 - Two half day Disability Equality training for employees delivered through our contract with Harrow Association of Disabled People (HAD);
 - Since April 2011, we have delivered 3 half day Equality Impact Assessment training sessions and 21 people have attended
 - Since April 2011, 45 people attended other corporate Equality & Diversity training.
 - Developed a suite of online Equality and Diversity training for staff
- Delivered a Management Development Foundation programme for middle managers – 40% of those who attended were BAME
- The Council ran four day Springboard programme for a personal and work development programme for women in non- management roles each year from 2007 to 2010. The programme is aimed at women who want to improve their current positions, or progress to next step in their career. A total of 75 women attended the programme over the 4 years of which 49% were BAME.

Improve the data the council has on its residents and service users so all decisions can be taken and services developed in light of strong intelligence

- Produced and published Harrow Vitality Profile which included 80 indicators providing intelligence on our community
- Developed a new corporate guidance on Equality Monitoring to ensure consistency and improve the collation of data on our staff and service users
- Undertaken a Test of Relevance against the requirements of the new Public Sector Equality Duty (PSED) to identify functions and services to monitor and collate data for
- Revised the Joint Strategic Needs Assessment (JSNA) which will be agreed and published this year
- Updated the profile of our housing tenants to improve knowledge of our customer base
- Harrow Informed, the Local Information System is going live in April 2012. It has national statistics about Harrow and comparative information with reference to London & England. It adds value as allows officers, organisations & individuals to evidence base their needs analyses, strategies, funding bids and local knowledge from consistent sources. For 2012/13 the Corporate Performance Team will be working with directorates to see what local service information is available to further enhance the system.

- Produced and published 'Our Harrow, Our Story' document not only to comply with the requirements of the PSED, but to set out in a more accessible way Harrow's diversity.

Ensure that residents, service users and employees can influence decisions through effective communication and engagement

- Established Harrow Equalities Centre which is a voluntary organisation which aims to work with all sectors in promoting, implementing and monitoring equalities.
- Reviewed membership of the Corporate Equalities Group (CEG) which reports to the Council's Corporate Strategic Board (CSB) to ensure it is representative of all employee support groups and community organisations. The group is responsible for taking a strategic overview of the Council's obligations to and opportunities for promoting equalities, embedding and mainstreaming equalities and diversity across the organisation.
- Reviewed membership of the Residents Panel to ensure it reflects the community of the Borough
- Developed and supported a strong active Youth Parliament.
- Established sub group of Adults Services Consultation Steering Group to develop EqIAs for all projects included in the Adults Transformation Programme.
- Established a multi agency steering group representative of all service users to assist in the development and delivery of the Universal Information and Advice Strategy
- Reviewed the Tenants and Leaseholders Consultative Forum (TLCF) and Harrow Federation of Tenants and Residents Associations (HFTRA) to ensure it is reflective of the service users
- In 2009, the Council established a Disability Forum consisting mostly of people with a disability to advise on policy development and review. The Forum has the ability to comment on emerging policies and have their views reported to the Cabinet.
- The Council was involved in setting up Harrow Lesbian Gay Bisexual Transgender (LGBT) Forum to represent the needs and views of LGBT people and provide services to this, often hard to reach, community. The forum is engaged in the development of policies and services and worked in partnership with the Council to organise an event to mark International Day Against Homophobia in 2010.
- The Council supported the creation of Harrow Senior Residents Assembly (HSRA) to replace two previous organisations representing older people in Harrow. The new organisation is volunteer led and contributes the views and needs of older people on policy and service developments.
- Let's Talk Campaign – the first focused on our vision and priorities which included five road shows in district centres and Harrow Town Centre, ten open days at venues across the Borough, a Residents' Panel consultation, an online survey, a Harrow Strategic Partnership Summit, events held with Service Users, as well as setting up a facebook page. The second campaign focused on cultural, leisure and parks and open spaces usage.
- We were the first London Local Authority to launch a dedicated youth website to empower young people to access local services.
- Developed and launched new Equality and Diversity web pages on The HUB and the Council's website
- Launched 'Equality Matters' a quarterly newsletter for staff and members
- Regular member updates via the members Information Bulletin
- Continued to produce and publish Harrow People magazine for the residents of Harrow
- Continued to produce and publish Homing In magazine which is distributed widely to all tenants
- Continued to publish the Chief Executives newsletter

Deliver responsive services, improve customer care and increase customer satisfaction

- We have reviewed our debt management process for home care clients to ensure consideration of service user needs
- Our reablement service, which offers an intensive care package to help residents recover quicker after an accident, illness or referral for social care, has recorded good results in its first year in operation. Figures from the first year show expected savings of £350,000. Around 70% of those requesting support go on to need no long term social care. Our reablement service has also received the praise from residents and has had 5,000 recipients in the first year. Of those receiving support since November 2011, 92% were satisfied or very satisfied with the services
- NAS accreditation - Roxborough Park is a community based residential care service, registered with the Care Quality Commission and run by the council, to provide services to people with multiple disabilities. It is an excellent service and has received, following an assessment process, a full accreditation status from the National Autistic Society on 16 June 2011. This is a big achievement as it is one of the few accredited homes in London.
- As of 23 Feb 2011, 38.2% of clients received a personal budget which exceeds our target of 30%
- Continued to provide support to housebound residents through the House bound library service.
- Continued to provide a Meals on Wheels service which delivers approx 300 hot meals 365 days of the year to, mainly, older disabled people. The service provides meals that meet religious and dietary requirements e.g. Halal, Kosher, African-Caribbean, Gujarati and vegetarian.
- Completed a review of cemeteries to make them more accessible to allow weekend burials.
- Completed a review of all polling stations to ensure they are accessible and DDA compliant
- Adults and Housing produced an older people's handbook, which provides information about services, health and well being to promote independence, choice and flexibility.
- Adopted Accessible Homes Supplementary Planning Document requiring new residential development to be built to lifetime and wheelchair homes standard.
- Developed a partnership with Coram to provide high quality placements for Children Looked After (CLA)
- Developed a teenage placement commissioning strategy to target our most vulnerable young people to provide support and stability.
- Provide respite care for carers of children with disabilities.
- Successfully implemented "Aiming high" for disabled children and offering increased respite care.
- Developed a successful Children's Centre programme to cater for the needs of the diverse community in each area.

Reduce inequalities through corporate commitment and partnership working

- Secured funding to support workless parents and those on household incomes below £20K per annum into sustainable employment.
- Funded workshops for voluntary sector groups on support available to the communities they represent during the recession
- Worked with various voluntary organisations to improve benefit take up amongst older people. Between Jan and Dec 2009 this included reviewing the benefits eligibility of 2872 individuals resulting in a £4.4m in additional benefit take up.
- Funded Harrow in Business to provide training to unemployed residents wishing to set up their own businesses
- Delivery of Future Job Fund to provide work for long term unemployed young people into work.
- In May 2009 a project was delivered jointly by Harrow Council and PAIWAND (An Afghan community association specialising in running Supplementary Schools) aiming to establish and successfully run a weekend school for 50-60 disadvantaged children from Harrow

studying at Key Stage 1 and 2. The young people assisted all met the national 'narrowing the gap' definition of disadvantage. The project successfully surpassed its original target of 60 and currently supports about 100 children from the targeted groups, with a further 40 identified by schools on the waiting list. Initial results show that virtually all children have made progress including, moving up sets, and parents have commented that children are catching up or have caught up with their peers.

Promote diversity and community cohesion both within the council and the borough

- Under One sky – since 2005, we have delivered Under One sky as the Council's largest single event in the annual calendar. This is a fun-filled family event, which provides something for everyone, and provides an example of how well different communities in Harrow integrate with one another.
- In celebration of Harrow's multicultural community, the council in partnership with the Harrow Interfaith Council launched an Open Faith Weekend in November 2009. Participating places of worship opened their doors to the wider public to promote a better understanding of their faith. As a first event of its kind, 15 places of worship participated. This followed a successful evening event with representatives from nine faiths in an open discussion question and answer forum with attendance of nearly 100.
- Support the Harrow Black History Month Forum to develop and implement a programme of events to mark Black History Month each year
- Celebrated International Women's Day in March 2010
- In partnership with the Lesbian Gay Bisexual Transgender Forum, Metropolitan Police, Harrow Hate Crime Forum, Harrow Police and Community Consultative Group and North West Lesbian Gay Bisexual Transgender Forum held a film showing for employees, elected members, partners and members of the public to mark International Day Against Homophobia (IDAHO) in May 2010
- In partnership with Harrow Association of Disabled People (HAD), the Council marked International Day of People with Disabilities on 3 December 2010, with a community information and advice event at the Civic Centre. This included stalls and advice from the Council's Benefits Team, Safeguarding Adults, services for Children with Disabilities, Age Concern Harrow, DisabledGo, MIND, Guide Dogs for the Blind, Harrow Crossroads and Cool 2 Care.
- As part of National Carers Week, Harrow Council in partnership with voluntary organisations and carers from across the borough organised a range of events to raise the profile of carers living and working in Harrow.
- The Neighbourhood Champions scheme successfully launched two years ago and has continued to go from strength to strength with more than 1000 Champions registered and on board.