

FOR EVERYONE - KEY AIM: SOCIAL INCLUSION

We need a community where everyone can fulfil their potential, respect and support each other.



Janice Marshall
Cabinet member –
Housing

Last year we helped make 70 more affordable homes available in the Borough and increased the number of repairs to Council Housing completed in the Government's time limits to 91.6%.

We also pushed forward with involving tenants more fully in the planning of the housing service by establishing new tenant groups.

We will have regular meetings with members of Management Team and relevant Heads of Service to keep up to speed with progress. The new performance management system will also ensure that we are able to celebrate achieving our commitments and to work with officers to find ways to help meet targets where we are not doing so.

We will:

- Work with all our Communities to encourage their involvement in shaping services to meet need. We will respect and seek to understand the differences between generations and between people of different cultural backgrounds and abilities. We will offer our services in ways which respect these differences.
- Encourage the ongoing provision of affordable housing to rent and buy, for people in housing need.
- Try to make sure that services are made available to all those who need them and that particular efforts are made to understand the needs of those who may be socially excluded for example by being on a low income.

How we did in 2001/2

- Increase the number of Dacorum Card holders by 2%, while helping to reduce poverty in the Borough.
Over 8,400 people now hold a Dacorum Card. This is an increase of 5%
- Make 100 more affordable homes available.
We expect to have achieved 70 more affordable homes last year.
- Develop ways of improving access to services for disadvantaged people in rural areas.
We are working towards an "area working" pilot scheme in a rural area to help understand how best to develop services in rural areas.
- Have a new policy for distributing grant aid to voluntary organisations in place by the end of March 2001.
We worked with representatives of the voluntary sector to help shape this new approach. We have launched the new policy.

We also:

- Researched and organised an interpreting and translating project for Dacorum

In working towards our goals in 2002/03 we will:

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1. SOCIAL INCLUSION
CORPORATE SPONSOR - CHRISTINE FISHER
THEME LEADER - CHRISTINE JOSEPH
PORTFOLIO HOLDER – ECONOMIC PROSPERITY

| Key Service Aim | Lead Officer | Tasks/Milestones | | | | Performance Indicator (incl. Ref.) | Outcomes | Targets 2002/3 (2005 if necessary) |
|---|------------------|---|---|---|--|---|--|------------------------------------|
| | | 1 st Quarter April-June 2002 | 2 nd Quarter July – September 2002 | 3 rd Quarter October – December 2002 | 4 th Quarter January – March 2003 | | | |
| 1.1 To produce a Social Inclusion Strategy | Christine Fisher | Strategy produced | | Undertake review | Revise Strategy | | Production of a social inclusion strategy | |
| 1.2 To raise awareness of social inclusion | Christine Joseph | | Produce a Social Inclusion Communications Plan | Produce social inclusion service plan guidance | Include social inclusion in the 2003/04 BVPP | No. of awareness and briefing sessions | All members and officers are aware of the aims of the strategy | |
| 1.3 Implement the Equality Standard for Local Government. | Christine Joseph | Council formally adopts the Standard | Service reviews of policy and practice against the Standard | Identify service level and service improvements | Produce service action plans to move to next level | BVPI2 The level (if any) of the Equality Standard for Local Government to which the authority conforms. + BVPI 174/175 The service level and action plan in place to move to next level | All services audited against Equality Standard | |

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| 1.4 To have implemented a pilot scheme for the provision of affordable housing for key public sector workers | Pam Halliwell | Implement pilot scheme | | Review pilot and report to members | | | Develop scheme to assist public sector workers | |
| 1.5 Work towards implementation of the Government's Supporting People initiative | Lou Wilson Mike Rance | Supply information for interim contracts | Provide DTLR with information on HRA costs Draft report for CMT on financial consequences | Financial aspects prepared for draft 03/04 budget | Finalise implementation arrangements | | Compliance with Government requirements Depending on Government Guidelines, costed plans can be prepared | To have met April 2003 implementation target |
| 1.6 Adopt measures to process applications for accommodation from homeless persons faster | Colin Farrar | Identify changes required to achieve targets | Implement changes in practice | | Review progress against targets | BVPI 67 / 183 | Faster processing of applications | Reduce the turnaround for homeless applications from 36 to 25 days within 5 years |
| 1.7 Continue to provide Affordable housing to rent and shared ownership homes for people in housing need | Colin Farrar | Review programme for 2002/03 | | Monitor progress | | Provision of 100 affordable dwellings | Increase in affordable local housing | |

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| 1.8 | Revision of the Affordable Housing Strategy | Colin Farrar | Scope and plan revision of strategy | Report progress to Members | | Revised strategy complete | Revised Affordable Housing Strategy | Targets dependant on revisions to strategy |
| 1.9 | In consultation with stakeholders, develop a Homeless strategy for the Borough | Dharini Chandarana | Scope and plan revision of strategy | Report progress to Members | | Revised strategy complete | Homeless strategy | |
| 1.10 | Increase physical access to Council buildings for people with disabilities | Stuart Waller | Work programme targets seven buildings. Adjustments are made throughout the year. | —————→ | | BVPI156 The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people. | A minimum of 7 additional council buildings is made accessible to people with disabilities | |
| 1.11 | Complete 1st phase of feasibility study into a multi-cultural centre for Dacorum and access to multi-cultural services | Santoshni Perera | Establish a new community group. | Undertake research . | Compile findings and present | Identify options | Local | Options for provision of access to facilities for cultural and religious needs of local cultural communities |

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| 1.12 Establish “Community Matters” as an Umbrella group to represent the needs and interests of local ethnic minority communities | Santoshni Perera | Work with Group Members to establish | —————→ | | | | Establish a new umbrella group to represent the needs of local ethnic minority communities and promote cultural and social activity | |
| 1.13 Increase the awareness and take up of available benefits | Graham Cox | <ul style="list-style-type: none"> • Continued work with Citizens Advice Bureau and Benefits Agency • Consider the possible outcomes of rent restructuring | —————→ | | | BVPI 78 a, b, c & 79 a, b | Best Value accuracy and speed of Benefits processing Increase the percentage of claimed benefits of that which is available | |
| 1.14 Finalise preparation for Benefits Verification Framework | Graham Cox | | | Assess critical actions after new software is fully operational | Change working practices in preparation for an April 2003 start date | Governments policy to bring further reductions in Benefit fraud fully implemented | | |
| 1.15 To undertake a review of the level of access to services | Christine Fisher | By April develop a review framework undertake research as appropriate | Produce outcomes and research of proposed actions (if necessary) | Independent action plan with appropriate services | | | Understand the barriers to accessing services across Dacorum (rural and urban) | |

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| 1.16 Children and Young People - Provide accessible, appropriate and targeted play opportunities | Val Ansell | Develop new and more accessible play opportunities Increase the take up of Dacorum Card holders as users and attendees of play schemes | —————→ | | | Local | Number of sessions booked using Dacorum Card to access playschemes and After School Clubs. Percentage of schemes providing integrated childcare sessions for children with special needs | |
| 1.17 Create a strategy to address the 'fear of crime' and the socially exclusive product of it | Catherine Symes | Produce and implement Communication Strategy | | | Establish targeted groups for communication | Local | Number of communications made. Reduction in the level of fear ('Fear of Crime' survey 2005) | |
| 1.18 To ensure resilient efficient and supportive service to homeless people | Dharini Chandarana | Develop a Homeless strategy and the work of the Resettlement Officer. Maintain support for domestic violence places | Implement Proposals | —————→ | | BVPI 176 | Reduce the turnaround for homeless applications from 36 to 25 days within 5 years | |