

**Appendix 1**                      **DISABLED PEOPLE'S PLAN 2009/10 FINAL UPDATE**

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status
<b>Priority One: Improving health &amp; wellbeing</b>							
1.1	Develop Hillingdon Centre for Independent Living as a central service point for disabled people	1.1.1 - Hillingdon Centre for Independent Living (HCIL) relaunched and advertised	B Grayley	30/09/09	Completed	Centre for Independent Living launched by the Mayor on 9/09/09.	Completed
		1.1.2 - Set up Management board comprising of a majority of people who are disabled	B Grayley	31/12/09	Completed	Two user-led board meetings took place in Q4.	
		1.1.3 - Explore possibility of HCIL having own legal identity as community interest company	G Collier	31/12/09	Completed	Some preliminary discussions have taken place.	
		1.1.4 - A 3 year plan for HCIL to be developed between key stakeholders	G Collier	31/03/10	Completed	Plan to be developed by User-led Management Board in 2010/11 following initial discussions that took place in Q4.	
1.2	Raise awareness of disability issues amongst staff in the statutory sector	1.2.1 - Review the current Equality and Diversity training programme to ensure its relevance and reference to corporate policies and update accordingly for 2010/11.	V Trott	31/08/09	Completed	Q3 - All tasks on track and work on-going.	Completed
		1.2.2 - Make details of 2008 Member disability awareness training available to all Members	J. Michalski	30/09/09	Completed	2008 presentation details available on the 'Members' desk' folder on the Council's intranet. It is proposed to run a similar event as part of a Member Development Day for the new administration in May 2010.	
		1.2.3 - Make PCT aware of LBH training that is available to PCT staff as well as GPs and dentists.	A Laws	30/09/09	Completed	Q2 - Information made available to PCT.	
		1.2.4 - Make Council Service Groups aware of the scope for Upward Group to provide training on disability issues	S George-Puce	30/09/09	Completed	Q2 - Had article in Hillingdon People in March/April 09 edition. Q2 & 3 Upward Group provided training sessions for Hillingdon Hospital and the PCT.	
		1.2.5 - Upward Group to provide training on disability issues to ASCHH leadership Group of Senior Managers	S George-Puce	31/12/09	Completed	Q2 - Attended Leadership Group meeting on 3/08/09.	
		1.2.6 - Negotiate and Implement disability awareness training for GPs and dentists	PCT K.Olliviere	30/09/09	Completed	Q2 - equalities and diversity training provided to GPs at Mountwood Practice on Mount Vernon site and similar training provided to majority of practice managers. Copy of DVD 'Closing the Gap' about disability awareness sent to all practices.	
		1.2.7 - Raise awareness of DPs issues through: * - GP newsletter * - GP locality forum meetings	PCT V. Batten	31/03/10	Some slippage	A number of issues raised by disabled people in meetings held in Q4. GPs to be made aware in GP newletter in 2010/11.	

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		1.3.1 - Establish individual budget pilot	D King	31/10/09	Completed	9 individual budgets agreed by the end of Q4.	Green
		1.3.2 - Develop information about individual budgets	D King	31/03/10	Completed	Frequently asked questions document developed and tested through LINK readers' panel. Communications campaign launched.Q4 - SDS Guide developed & printed.	
		1.4.3 - Develop workforce plan to cover staffing needs for next 3 years	A Galloway	30/09/09	Completed	Project Initiation Document (PID) and project plan approved by Improvement Programme Board on 6/08/09. Monthly meetings to track progress.	Orange
		1.4.4 - Implement personalised health budget pilot, if pilot status confirmed	D King	31/10/09	Some Slippage	Priority for pursuing personal health budget to be reviewed following publication of Health White Paper and the Comprehensive Spending Review in October.	

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Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status
		1.4.5 - Children under 3 years old with additional needs and their families offered an Early Support Service choosing from 3 levels of service	P Nixon	31/03/10	Completed	Service extended to include children under 3. 58 families being given key worker support. 2 new key workers started in Jan 10, which should facilitate service being extended to children under 5 in 2010/11.	
		1.4.6 - Develop a child minder register for children with additional needs	P Nixon	31/12/09	Completed	Q2 - Work in progress to establish register by end of Q3. Q3 - Child minder register established.	
		1.4.7 - Review and promote the Living Skills support service	B Grayley	28/02/10	Completed	Preliminary review undertaken and service promoted. More detailed review to be undertaken in 2010/11.	
1.5	Increase the range of short breaks for carers of disabled people.	1.5.1 - Identify carers and needs and preferences of DP and carers	S Tarling	31/03/10	Completed	Carers Conference held on 14/05/09 attended by 98 carers. Listening exercise at Alzheimers Society on 15/09/09 attended by 30 carers. Speakeasy at Rethink on 24/09/09 attended by 6 carers. Listening exercise at Hillingdon Carers' Cafe on 2/12/09 attended by 22 carers. Speakeasy at British Red Cross on 9/12/09 attended by 8 carers. Speakeasy held at Christ Church on 4/03/10 attended by 10 carers.	Green
		1.5.2 - Implement new contract for respite at home service	S Tarling	31/03/10	Completed	Q2 - Cabinet approved appointment of two providers at its Oct 09 meeting. Q3 - Implementation meetings held with providers.	
		1.5.3 - Develop and implement flexible short breaks for carers of people with complex health needs	S Tarling	31/03/10	Completed	Short breaks continued to be provided to carers during 2009/10. Discussions continuing with the PCT about how to identify and address the health needs of carers.	
		1.5.4 - Implement e-card for short breaks	S Tarling	31/03/10	On going	Needs to be linked to the e-card pilot being developed for service users. Implementation expected by October 2010.	
		1.5.5 - Develop / implement short break strategy	P Nixon	31/12/10	Completed	Strategy developed. Disabled Children Short Breaks in the Home Service was tendered and the contract awarded to Allied Healthcare. The contract started on the 1st April 2010.	
1.6	Ensure a supply of housing in the borough that meets the needs of disabled people	1.6.1 (i) - Obtain planning consent for the redevelopment of 6 Church Road, Cowley to provide 6 units and for the conversion of 5 Hornbeam Road, Hayes to provide 5 units for adults with mental health needs	G Lillie	31/03/10	On going	Planning applications are currently being processed for these two sites. The Head of Planning and Enforcement has advised that he envisages both applications will be determined before the end of June 2010.	Some slippage

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Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status
		1.6.2 (ii) - Invite tenders from RSLs for the purchase of 6 Church Road and 5 Hornbeam Road and the development of the schemes	G Lillie	31/03/10	On going	Invitation to tender dependent on planning consent.	
		1.6.3 (iii) - Provide through Learning Disabilities Modernisation Programme, up to 24 supported homes through redevelopment of the existing buildings and site	S Townsend G Lillie	31/03/10	Some slippage	Outside of council's control. The economic downturn has reduced the number of sites for development. The corporate review is continuing to take place with a range of site options scoped to meet the needs of the Learning Disability programme. Feasibility studies are continually being undertaken for supported housing schemes.	
		1.6.4 - Examine feasibility of building two five-bed wheelchair accessible bungalows on 2 site next to Council estates	J Markwell	31/03/10	Completed	Q1 - Planning consent gained for 3 x wheelchair accessible bungalows. Q2 - Planning constraints made 2 x 5 bed bungalows unfeasible. Planning consent and funding gained to build 2 x 2 bed, 2 x 3 bed and 1 x 4 bed bungalows via the HRA pipeline programme. Completion expected March 2011.	
		1.6.5 Develop 18 units of wheelchair accessible housing with a range of bedroom sizes	J Markwell	31/03/10	Completed	5 units to be delivered through HRA programme referred to in 1.6.4. 6 RSL completions in Q2 - 2 x 2 bed flats at 360 Uxbridge Road and 4 x 1 bed flats at The Birchway.	
1.7	Maximise access to aids and adaptations to enable disabled people to remain independent	1.7.1 - Maximise funding from government / other sources to provide major adaptations for people living in private sector; use the money efficiently, to maximise number of major adaptations	D McCulloch	31/03/10	Completed	The final spend of grant on Disabled Facilities Grants was £2,108k (made up of £1530k from Government; £488k from the council; and £162k from other external funding). A total of 213 DFGs were completed. Funding for 2010-11 is budgeted at £2,820k. The average waiting time for reporting to the Care Quality Commission was 23.6 weeks. This was within the Care Quality Commission target of 25 weeks, but was affected by budgetary constraints during 09-10 resulting in a higher than hoped for waiting list. Funding for 2010-11, at £2,820k, is a 34% increase. The waiting list at the end of the year was 43. This was again due to budgetary constraints during 09-10.	Completed

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Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status
		1.7.2 - Develop comprehensive register of all council owned, adapted, affordable housing	G Walker	31/03/10	Completed	As part of the implementation of Keystone Asset Mangement, all historical records of adaptations have been recorded at property level. As more installations are made these will also be recorded.	
		1.7.3 - Develop a funding bid for extra occupational therapist resources to reassess people on Housing Register	D McCulloch	31/03/10	On Target	Proposal developed and submitted for MTFF consideration but financial constraints meant that it could not be progressed this financial year. Reassessment is proceeding with existing OT resources. The introduction of the new Occupational Therapy Team in Access and Assessment has assisted the position.	
1.8	Ensure that there is appropriate heating in Council owned homes	1.8.1 - Investigate / take action if heating and insulation standards are not acceptable in response to individual enquiries	G Walker	31/03/10	Completed	Q1 - 2 enquiries responded to. Q2 - 4 - No enquiries. This year the budget for the replacement of obsolete boilers has increased and this will continue into 2010/11 and there remains an insulation programme as well as specific projects to improve energy efficiency for tenants.	
1.9	Information sharing: ensure that users of health and adult social care services only have to give details once	1.9.1 - Review procedures for the sharing of information between Health and Adult Social Care	D. King	31/03/10	Completed	Single Assessment Process project established as part of BID Adult Social Care & Continuing Health Care workstream. Multi-disciplinary team now in place with delivery of initial outputs from the project set for April 2010.	
1.10	Promote healthy eating amongst disabled people	1.10.1 - Ensure a focus on meeting needs of disabled people within all Healthy Eating Campaigns	A Knight	31/03/10	Completed	2 briefings completed (Disabilities assembly and Supporting People). Poly Tunnel teaching facility set up at Hayes End.	Completed
1.11	Ensure that there is a seamless transition for disabled young people from Childrens Services	1.11.1 - Develop and implement revised transition policies	S George-Puce	31/03/10	Completed	Newly appointed Learning Disabilities Commissioning Manager due to finalise strategy Q1 2010/11. 2 dedicated care managers in place to manage transition process from age 14. New sub group set up as part of Wellbeing Board governance structure.	Completed
		1.11.2 - Collect the views of young people and parents about the transition process	S George-Puce	31/03/10	Completed	Consultation with young people around transition issues (specifically preparing for adulthood including employment) has been included in the consultation work being carried out by Speaking Up described in 2.1.5	

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Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status
		1.11.3 - Explore feasibility of setting up a new forum that looks at mutual issues of concern across Childrens Services and Adult Social Care	P Nixon	31/12/09	Completed	It has been agreed that the appropriate forum would be the Disabled Children's Strategy Steering Group and this is tackling a range of areas that cover both service areas, for example, transition and workforce development.	
1.12	Provide support for people with a hearing impairment	1.12.1 - Explore scope for range of Independent Living Skills service provided by Owl Housing Services to be increased	B Grayley	28/02/10	Completed	The ILS service has accepted referrals and is working with service users who have a sensory impairment. Provider has arranged for some staff members to be trained in British Sign Language.	Completed
		1.12.2 - Assess demand for lip reading courses and re-introduce, if there is sufficient demand	T Collis	31/12/09	Completed	Q2 - Demand assessed. Insufficient evidence to support reintroduction.	
		1.12.3 - Explore feasibility of setting up and integrated club at the Crown Centre to help hearing people practise British Sign Language	B Grayley / P Black	31/03/10	Completed	Discussions with Crown Centre have taken place and results presented to Joint Strategy Group in February 2010. Consultation with deaf people will take place in April 2010.	
1.13	Improve services for people with mental health needs	1.13.1 - Provide a wellbeing centre in Uxbridge	PCT / CNWL	28/02/10	Some slippage	Outside of the council's control. The lease for the Wellbeing Centre was signed off in March 2010. This was because although planning permission was quickly granted in the expected time frame, the operator (a private company) of the wellbeing centre then decided they wished to vary the terms of the planning permission through a second application. The delays were related to the changing requirements of the operator and outside of the Council's control.	Some slippage
1.14	Improve access to retail facilities	1.14.1 - Work with local businesses to promote awareness of disability issues and improve access and facilities	A Kashmiri	31/03/10	Completed	Cllr P. Kemp led on an 'Access Is Your Business' event in February 2010 to make businesses aware of the Disabled People's Plan. It is intended to carry out an access project in 2010/11 which will be reflected in the 2010/11 Disabled People's Plan.	Completed
		1.14.2 - Encourage provision of more, high standard accessible toilet facilities through revised 'Accessible Hillingdon' Supplementary Planning Document	A Kashmiri	31/03/10	On Target	Revised SPD set to return to Cabinet on 21/01/10 with recommendation to adopt following consultation. Accessible toilet provision is included.	
<b>Priority Two: Strong &amp; active communities</b>							
2.1	Promote the involvement of disabled people in the service planning and development process	2.1.1 - Promote the role of the Disability and Equalities Champion	Comms Team	31/03/10	On Target	Roles promoted through the 'Access is your business event' held in Feb 10.	Completed
		2.1.2 - Promote the role of the Access Officer within the Council	A Kashmiri	31/03/10	On Target		

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Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status
		2.1.3 - Explore the feasibility of setting up a council wide Access Committee to focus on access issues outside the scope of the Mobility Forum / Access Group	A Kashmiri	31/03/10	Completed	Group established.	Completed
		2.1.4 - Implement Parent Participation protocol	P Nixon / I Callaby	31/10/09	Completed	Parents are now represented and having a major influence on both the Disabled Children's Strategy Steering and Operations Groups.	
		2.1.5 - Provide ways in which disabled children and young people can participate actively in designing and evaluating the service they receive.	P Nixon / I Callaby	31/03/10	Completed	An organisation called Speaking Up was engaged to carry out a borough-wide consultation for disabled children and young people. The report and recommendations was received in April and will be considered by the Disabled Children's Strategy Group.	
		2.1.6 - Review Transport Grant access criteria	G Collier	31/03/10		Deferred to 2010/11 as being considered as part of the review of transport.	
2.2	To improve access at the Civic Centre	2.2.1 - Develop list / promote use of accessible meeting rooms	S Smith	31/03/10	Completed	Full list of meeting rooms and level of accessibility advertised on Horizon.	Completed
		2.2.2 - Investigate feasibility of providing disabled WC with adult changing facilities at Civic Centre	S Smith	31/03/10	Completed	Feasibility completed. In order to comply with current DDA recommendation with regard to access a significant level of structural work is required and it is therefore recommended that an alternative facility be identified.	
		2.2.3 - Widen access doors in Civic Centre	S Smith	31/03/10	Completed	Completed July 2009	
		2.2.4 - Provide permanent hearing loop system in Middlesex Suite	S Smith	30/09/09	Completed	Completed June 2009	
2.3	Improve the information about services available for disabled people and their unpaid carers	2.3.1 - Promote disability awareness and provide current, accessible, information about services, new initiatives and events, including use of website: www.hillingdon.gov.uk, Hillingdon People, team Hillingdon and social networking site	E Marsh C Stamper	31/03/10	Completed	Q1 - Community-based low vision aids service advertised; Carer Fair advertised; article about Swakeleys Road supported housing scheme for people with learning disabilities; Perfect Start service advertised; consultation on Disabled People's Plan advertised. Q2 - Gardening and art facility at Phoenix Day Centre for people with profound disabilities advertised; Yew Tree Lodge supported housing scheme for people with learning disabilities advertised.	Completed

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		2.3.2 - New booklet summarising services to support self-funders made available through libraries/other outlets/website	T Roche	31/12/09	Completed	A4 booklet completed and distributed to venues including hospital, Age UK outlets and care management teams.	
		2.3.3 - A to Z of services made available for carers through libraries / other outlets / website	S Tarling	30/09/09	Completed	A to Z a web-based service. Carers' Handbook developed in partnership with Hillingdon Carers during Q1 and published in Oct 09.	
		2.3.4 - Review all publications through readers panel run by the LINK	J Hawley	31/03/10	Completed	A departmental reading panel has been set up. Four "Approved by Customers" have been held. They were well attended (approx 25 residents for each event). The Self Directed Support "Frequently asked questions" document and our external complaints leaflet were reviewed. The panel assess documents for a range of things including: plain English, appropriate use of words, clarity, information, interest, relevance, understanding etc. Each resident completes an individual assessment and then small groups discuss the comments/recommendations. The first two sessions resulted in several recommendations for each page reviewed. Residents on the panel who have a learning disability, or English is not their first language, were given extra support to help them complete the assessment and give their comments.	
		2.3.5 - Implement 3 year agreement with Hillingdon Carers for provision of information services for carers	G Collier	30/09/09	Completed		



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		2.3.6 - Enter into a 3 year agreement with Age Concern to provide information / welfare benefits advice service for older people	G Collier	30/06/09	Completed	Q1 - approval given to enter into a 3-year agreement with Age Concern.	
		2.3.7 - Develop 'web chat' and work with disabled people to identify other tools and ways of accessing information and develop appropriate website links	S Cross	31/03/10	Completed	A web discussion forum, or "web chat", facility has been developed for the council website to facilitate online interaction with residents. Screen-reading software and simple text-adjustment buttons are available on the council website, allowing residents to listen to, or improve the readability of local service information. These tools and information about web accessibility are available from every page of the council website. Discussion forum live; on-screen tools available to aid accessibility; carer info and useful links are live.	
		2.3.8 - Review availability of large print and how promoted.	E Marsh C Stamper	31/03/10	Completed	The Council magazine, Hillingdon People, is also produced in large print and audio versions for residents who request to receive it in these formats. This is advertised in every edition. Information on all council information leaflets and consultation documents informs residents that they can receive the information in large print or braille on request. See also 2.3.7	
		2.3.10 - Promote use of Plain English by frontline staff	E Marsh C Stamper	30/06/09	Completed	Q1 - list of Plain English alternatives to words and terms used by council officers available on Horizon.	
		2.3.11 - Promote availability of help available with LOCATA through personal bidding service	J Clements	31/03/10	Completed	Q1 - all letters amended to include details of personal bidding service. Also included within general LOCATA advertising Q2 - register of disabled people with a housing need developed and contacted individually about bidding options. Personal bidding service highlighted. Disabled Housing register has 2 staff who match disabled applicants against advertised properties.	

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2.4	Work to extend community based sports development programmes offering new activities and opportunities to residents	2.4.1 - Open a disability sports club for young people at Queensmead Sports Centre	Sue Drummond	31/07/09	Completed	Disability Sports Club now in place at Queensmead Sports Centre and weekly activity sessions now in place. Activity sessions now in place in a range of sports, delivered in partnership with DASH and MIND, aimed specifically at disabled people and those with a history of mental health needs.	Completed
		2.4.2 - New disability football project to be available	Sue Drummond	31/03/10	Completed	See 2.4.1	
		2.4.3 - Include specific activities for disabled children as part of Fiesta	Sue Drummond	31/08/09	Completed	Holiday activity programme completed.	
		2.4.4 - Assist Turtle Swimming club to recruit disabled young people and families to sessions at Highgrove Pool	Sue Drummond	31/03/10	Completed	London Youth Games 2009 event completed, Hillingdon finished 7th, an improvement of 9 places on 2008	
		2.4.5 - Submit funding bids to extend free swimming lessons programme to target groups	Sue Drummond	31/03/10	Completed	Sports England Funding now confirmed for 'Back to Sport' programme.	
		2.4.6 - Replace platform lift at Highgrove Pool to the Fitness Zone and purchase additional equipment to improve accessibility for disabled users	Sue Drummond	30/11/09	Completed	Q1 - Lift replaced Q2 - New equipment arrived. Q3 - Equipment installed	
		2.4.7 - Complete new Leisure centres at Botwell Green and Uxbridge providing better physical access to facilities	Sue Drummond	31/12/09	Some slippage	New Uxbridge facility officially opened on 23/03/10. Botwell to open Q2 2010/11	
2.5	Ensure range of activities at day centres are more person-centred	2.5.1 - Review day centre activities	B Barry	31/03/10	Completed	Activities at day centres reviewed regularly to meet the personalised needs of service users.	Completed
2.6	Work with partner organisations to improve the experience of disabled people in using public transport	2.6.1 - Identify barriers to transport and, raise with London Buses / TfL	A Kashmiri	31/03/10	Completed	Q1 - Barriers to transport, namely local bus services and Dial-a-Ride identified by Mobility Forum members.	Completed
		2.6.2 - Encourage transport providers to attend the Mobility Forum, Private Transport Liaison Group and Disability People's Assembly	B Grayley A Kashmiri	31/03/10	Completed	Q2 - Dial-a-Ride, Head of Passenger Services, addressed Mobility Forum members in September 2009. TfL provided written response to Mobility Forum members' concerns. Points received to be	
		2.6.3 - Work with DASH to identify transport problems	A Kashmiri	31/03/10	Completed		

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		2.6.4 - Engage with TfL through Transport Forum to encourage effective change	A Kashmiri	31/03/10	Completed	challenged. Q3 - TfL have been invited to attend a future Mobility Forum to hear about problems with low floor buses. The reinstatement of a north to south of borough bus route raised directly with TfL at the Council's Older People's Forum and discussion continued at the Council's Public Transport Liaison Meeting to explore a way forward.	
2.7	Increase participation of disabled people in volunteering opportunities.	2.7.1 - Establish a baseline from the place/residents' survey	DCEO T. Brown	31/03/10	Completed	2009 Place Survey showed that 18% of disabled respondents had been in volunteering over the previous twelve months.	Completed
		2.7.2 - Promote opportunities through Healthy, Happy Hillingdon scheme and volunteering section of Hillingdon People	E Marsh C Stamper	31/03/10	Completed	Volunteering pages in Hillingdon People identify particular volunteering opportunities and appropriate contact details. This is a standing item.	
<b>Priority Three: Protecting and enhancing the environment</b>							
3.1	Carry out improvements to the local environmental to make it more accessible and safer.	3.1.1 - Agree dropped kerbs/uncontrolled crossings improvement programme with Cabinet lead, where appropriate	J Westell	31/08/10	Completed	3.1.4 - 1) Potential sites for new lighting have been identified as Polehill Woods and Court Park footpath. There are no plans to start any work in current financial year. NB - some parks already contain lighting where on a walking route, others are locked at dusk. Q2 - Programme of dropped crossings started in Broadmead Road area. Decluttering works completed in Uxbridge Town Centre. Works in Uxbridge completed. Phase 1 of Yiewsley and West Drayton works (£400k) completed. Q2 - Programme agreed. Lighting works (approx £200k) in Gatting Way and Field End Road, Eastcote completed. Potential sites for new lighting have been identified as Polehill Woods and Court Park footpath. Works will not start until 2010/11.	Completed
		3.1.2 - Complete programme of works	J Westell	31/03/10	Completed		
		3.1.3 - Agree programme of works to de-clutter streets	J Westell	30/09/10	Completed		
		3.1.4 - Implement Phase 1 of programme works in Uxbridge, Yiewsley and West Drayton	J Westell	31/12/10	Completed		
		3.1.5 - Agree programme of lighting improvements in residential roads.	J Westell	31/08/10	Completed		
		3.1.6 - Implement programme of works	J Westell	31/12/10	Completed		
		3.1.7 - Work with user groups to identify need for lighting for community safety.	P Richards J Westell T Edwards	31/03/10	Deferred		

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3.2	Carry out parking improvements	3.2.1 - Monitor relevant enforcement actions and report on a quarterly basis.	R Clarke	31/03/10	Completed	During the period 1/04/09 to 23/03/10, a total of 2,232 parking tickets have been issued for unauthorised use of disabled parking bays (1,678 on-street and 554 off street).	Completed
		3.2.2 - Introduce Traffic Management Orders to enable further Blue Badge Parking areas to be enforced.	R Clarke	31/03/10	Completed	As part of roll out of Brown Badge scheme, Parking Services has been offering to undertake, free of charge, enforcement of Blue Badge bays in private car parks. In light of this, the Chimes have asked us to assist them with regulating usage of their large disabled parking area in Nashes Yard. To achieve this, a Traffic Management Order (TMO) is currently being drafted for Nashes Yard to enable us to undertake effective enforcement action against motorists that misuse the disabled parking facilities. The TMO will be subject to statutory public consultation in the near future and will then be introduced within Q1 2010/11.	
		3.2.3 - Report on review of footway parking arrangements to Cabinet Member	R Clarke	31/03/10	Some slippage	A draft report setting out possible options for management of footway parking has been prepared and will be reviewed with the Cabinet lead. There may be budget implications with some of the options to be considered. Revised target date of May 2010.	
		3.2.4 - Parking Services representatives to attend all meetings of the Mobility Forum	R Clarke	31/03/10	Completed	It was not possible to send a representative to the July 09 meeting. All others have had representation.	
		3.2.5 - Review and improve Mobile Parking Patrol arrangements	R Clarke	28/02/10	Completed	The review has been completed and it has been decided to introduce, on a 3-month trial basis, an additional rapid response Mobile Parking Patrol unit to deal with specific enforcement issues that are notified to the council. This will include responding to reports of the unauthorised use of disabled parking facilities.	
		3.2.6 - Implement findings of the review and publicise new details.	R Clarke	31/03/10	Completed	Officers are working with the council's parking enforcement contractor to introduce an additional rapid response mobile patrol. It is expected that this new patrol will be in place by mid-April 2010 and the new service will then be publicised.	

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		3.2.7 - Review and update all pages on the parking website paying particular attention to parking enforcement.	R Clarke	31/03/10	Completed	All the existing areas of the parking website have been reviewed and updated to ensure that they are accurate or to undertake minor improvements. Officers have identified a number of areas where the website can be improved further and additional information will be introduced during 2010/11. The additional information will include a map of public disabled parking facilities in Hillingdon and how to report the misuse of a Blue Badge bay.	
		3.2.8 - Obtain legal advice on whether time limit can be imposed for use of dedicated disabled bays particularly in town centres	J Webster	31/03/10	Completed	It has been decided not to proceed on the basis that cost of the legal advice is prohibitive given the scale of the problem.	
		3.2.9 - Consider practicality of stopping inappropriate parking at health centres by adding bollards on pavements	J Naughton	31/03/10	Completed	PCT has reviewed situation at health centres and is installing bollards at Eastcote Health Centre. Works due for completion by 31/03/10.	
<b>Priority Four: Making Hillingdon safer</b>							
4.1	Improve safety and security at home	4.1.1 - Investigate in response to individual enquiries and take action, if required, to improve safety and security	G Walker	31/03/10	On Target	During 2009/10 133 referrals were received and adaptations were completed in 111 homes.	On Target
		4.1.2 - Provide training for front-line staff, to identify risks in client homes and related assistance	E Shaylor	31/03/10	On Target	7 training sessions held with frontline staff during 2009/10. The intention to convert this into an e-learning package that will be available to both Council and non-Council staff and this will be released in Q1 2010/11.	

## Appendix 1

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status
4.2	Work closely with our partners, including Registered Social Landlords and other landlords to tackle anti-social behaviour, including against disabled people	4.2.1 - Referrals to the Early Intervention Panel (EIP) are dealt with effectively.	E Shaylor	31/03/10	On Target	End of Q2 (cumulative) 85% of EIP referrals did not go on to receive an ASBO in the 12mths after their initial referral. 93% of EIP referrals received in Q3 2008/09 did not receive an ASBO in the following 12 mth period. 93% of EIP referrals received in Q4 (Jan & Feb) 2008/09 did not receive an ASBO in the following 12 mth period. 100% of EIP service users understood why their child was referred to EIP. The multi agency Youth Crime Prevention group continues to meet to manage and co-ordinate projects to reduce youth crime. Youth Offending Management Board has arranged meetings with young offenders service users to help design services. Minutes of Safer Schools Partnership and Youth Crime Prevention Steering Group presented to YOS Management Board on a quarterly basis. Q3 minutes sent to Management Board. The multi agency Youth Crime Prevention group continues to meet to manage and co-ordinate projects to reduce youth crime. Projects include increasing information to young people about personal safety and educating young people about the law regarding carrying and using knives.	On Target
		4.2.2 - Develop joint approach to tackling this issue experienced by adults and children	G Collier P Nixon	31/03/10	On Target	See 4.2.3	
		4.2.3 - Raise awareness of remedies available as part of the ASCHH and Children and Families Trust Board safeguarding campaign	Comms Team	31/03/10	On Target	Safeguarding publicity campaign due to start in Q4.	
		4.2.4 - Refer issues about transport services / bus stops to Police Safer Transport Team, for action	E Shaylor	31/03/10	On Target	As public transport related issues are reported to the Council's Tasking Team they are fed directly to the relevant Safer Neighbourhoods Team and/or Safer Transport Team.	
4.3	Joint problem solving - Ensure the council and it's partners respond to neighbourhood community safety needs and borough wide issues of greatest	4.3.1 - Ensure new developments comply with 'Design against Crime' standard	J Tippell	31/03/10	On Target	All major developments will meet the Metropolitan Police designing out crime standard to help make areas safer.	
		4.3.2 - Carry out campaign against litter in parks and inform about fines available to offenders.	P Richards	31/12/09	Completed	Campaign ended 30/11/09.	

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Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status
		4.3.3 - Inspect street traders' premises at least once a year and take enforcement action to ensure safety of footways: a) West Drayton Q1 b) Ruislip Q2 c) Hayes Q3 d) Uxbridge Q4	B. Hickson	31/03/10	On Target	West Drayton completed in Q1 and Ruislip in Q2.	Completed

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Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status
		4.3.4 - Close tasking team cases in a timely manner	E Shaylor	31/03/10	Completed	4.3.4 Q4: 93% of their cases were closed within 3 mths.	
		4.3.5 - To resolve cases referred to the Community Safety Team by eliminating (totally or partially) the problem or referring the case to Hillingdon Community Mediation	E Shaylor	31/03/10	On Target	4.3.5 Q4: The Tasking Team closed 94% of their cases within 3 mths and 77% are closed due to problems being fully or partially eliminated. The target for this is 70%.	
		4.3.6 - Ensure people with hearing impairment benefit from older people's burglar alarm scheme, by providing modified alarm systems	E Shaylor	31/03/10	On Target	Q2 - 2 people supplied with equipment.	
4.4	Ensure effective communication with the public about what is being done, in order to reduce fear of crime and increase public confidence in the council and its partners work effectively with community, resident & business groups to encourage members of the public to play a key role in improving community safety and reducing the fear of crime and to consult the public and stakeholder groups about priorities and performance	4.4.1 - Attend public events / forums to promote community safety	E Shaylor	31/03/10	On Target	Q1 - 12 public forums attended + 3 presentations given Q2 - 14 public forums attended Q3 - 34 public events attended. Q4 - 8 public forums attended, inc sheltered housing schemes.	On Target
		4.4.2 - Deliver community safety presentations to community and voluntary organisations	E Shaylor	31/03/10	On Target	See 4.4.1	
		4.4.3 - Ensure that Older People's Forum and the Disabled People's Forum include information about community safety issues	E Shaylor	30/04/10	On Target	See 4.4.1	
4.5	Continue to support Police Safer Neighbourhood Teams in each ward and ensure that	4.5.1 - Enhance the responsiveness of Council departments and services to reducing crime and disorder in all their activities	E Shaylor	31/03/10	On Target	116 staff received training by Head of Service over the financial year, advising staff to be the "eyes and ears" of the Council re: ASB,	



## Appendix 1

Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status
	they get easy access to the council services to help make local areas safer	4.5.2 - Lead and contribute to the Safer Hillingdon Partnership (SHP), in line with legislation, statutory instruments and local and national guidance on good practice	E Shaylor	31/03/10	On Target	community tension & suspicious behaviour.  Q4 community safety bulletin to Social Care staff was distributed.  E-learning designed for social care staff and volunteers about community safety completed and now undergoing testing. Joint crime prevention talks/presentations to Sheltered Housing complexes given by police Crime Prevention Officers and Council Community Safety Officers. Safer Hillingdon Partnership Board and Implementation/Performance groups meetings held and administered. Quarterly mini reports on environmental ASB and community tension to be	On Target
<b>DPP Priority Five: A thriving economy</b>							
5.1	Day Centre charges	5.1 - Reduce cost of attending days centres	B Barry	30/06/09	Completed	Day centre charges removed with effect from 1/04/09/	Completed
5.2	With with partners to increase employment opportunities for disabled people.	5.2.1 - DPP - Support 40 disabled people into employment through the Gateway Heathrow Project by the end of the project in 2011.	Helena Webster	31/03/10	Completed	Project to deliver 09/10 outputs of Workmates programme has been completed. Meeting for handover to A2Dominion on 1st April. Gateway Heathrow 2012 programme has been launched and delivery of 09/10 outputs going well, over-achieving on profiled sustained job outcomes. 09/10 outputs of accelerate programme as agreed with London Councils has been completed to profile First year targets (6 apprenticeships) via Hillingdon construction apprenticeship programme has been launched and achieved. 24 disabled people have been supported into employment through the Gateway Heathrow Project in 09/10 (50% of the target). Programme will continue in 2010/11.	Completed

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Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status
		5.2.2 - DPP - Provide one to one assistance to 8 small or medium sized businesses led by disabled people through the Heathrow Area Supply Chains Project by end of EDRF Project	Nigel Cramb	31/03/10	Completed	LDA ERDF supply chain 09/10 programme targets achieved. Business Directory is ready for publication, and will be launched at the end of Q1. Update will be available end of April 2010. Target will be reprofiled. Forms are being simplified to encourage declaration of disability. It is expected that the target will be achieved by Dec 2011 as originally agreed..	

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Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status
<b>DPP Priority Six: Improving aspiration through education and learning</b>							
6.1	Ensure education and learning opportunities are available for disabled people.	6.1 - Offer range of part time / full time foundation learning tier courses for Disabled People 16-18 and aged 18+	T Collis	31/03/10	Completed	Q1 - Funding agreed and comprehensive programme planned against national and local targets. Q2 - 60+ courses started for 235 learners. Q3 - Q3 2 new courses started for learners at the Rural Activities Garden Centre (RAGC). Q4 - All learners on track to complete courses in July 10.	Completed
		6.2 - Offer new ASDAN Towards Independence programme - 'using leisure time' for Disabled People	T Collis	31/03/10	Completed	Q1 - 6 courses planned Q2 - 3 courses recruited to Q4 - 6 new courses well received by learners with high achievement.	
		6.3 - Review possibility of providing additional swimming classes for Disabled People	T Collis	31/03/10	Completed	Q1 - introduction planned within Foundation Learning Tier Q2 - classes provided. Q3 - arrangements made with sports development for classes to be repeated summer 2010. Q4 - Review completed and results informing 2010/11 programme.	
		6.4 - Enable learners to select courses through regular Open Days	T Collis	31/03/10	Completed	Q1 - Open days held and over 200 learners received independent information and advice. Q3 - New open days for the academic year 2010-11 planned for July 2010. Q4 - New easy read format for course information produced and used for open days within and external to the service.	
		6.5 - Negotiate extension of the WISE programme (work in supported employment)	T Collis	31/03/10	Completed	Q1 - WISE included into Foundation learning full-time programme with funding achieved. Q2 - 25 learners on 3 pathways at Entry (3) level provision. Q4 - Very successful project with good achievement. Will be rolling forward to 2010/11 with new provision and extended opportunities.	
		6.6 - Review need for IT courses	T Collis	31/03/10	Completed	Q1 - Review of demand assessed Q2 - new workright programmes planned to feed onto business admin WISE programme. Q4 - IT embedded as a functional skill into full-time programmes. IT courses planned for 2010/11.	

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Ref No.	Task (Short Term Target)	Sub Task (Milestones)	Lead Officer	Sub Tasks Target Dates	Sub Tasks Status	Progress Comment	Task Status
		6.7 - Discuss with 'U-Can-Do-IT' developing IT courses for housebound people	T Collis	31/03/10	Completed	Q4 - Initial contact made and feasibility explored. No council funding available so exploring alternative funding options.	