

| Council Plan Priority  | Objective  | Task  | Lead Officer     | Task Target Date | Task Status | Progress Comment  |
|--|--|---|------------------|------------------|-------------|---|
| <b>Sustainable Community Strategy Priority One: Improving health &amp; wellbeing</b> |  |   |                  |                  |             |   |
| A borough with improving Health, Housing and Social Care                             | Increase the number of people to live independently without support or reduced support (re-enablement)                                 | Raise awareness of DPs issues through:<br>* - GP newsletter<br>* - GP locality forum meetings   | Beverley Grayley | 31/03/11         | On track    | Disabled People were consulted at the Disabled People's Assembly and examples were given of issues that DP face. Contact made with PCT about writing an article for the GP newsletter. The newsletter is currently under review but information will be included for the next newsletter that is published. |
|  |  | Review the effectiveness of the Living Skills service   | Beverley Grayley | 31/03/11         | On track    | On track to complete the review by 31st March 2011.   |
|  |  | 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 | David McCulloch  | 31/03/11         | On track    | from Central Government for Disabled Facilities Grants (£1.623m) has been secured. This is the second highest allocation in London and the 9th highest in the country.  |
|  |  | Complete the revision of the transition strategy  | Phil Hudson      | 31/10/10         | On track    | Final revised strategy to be taken to the Transition Strategy Group on the 15th October 2010  |
|  | Continue the modernisation programme for adults with learning disabilities and mental health needs                                     | Agree design proposals for new build supported housing schemes  | Phil Hudson      | 31/03/11         | On track    | The proposed plan is to use the Lancaster Centre & Acol Crescent sites for supported housing schemes. This is awaiting a council decision.  |
|  |  | Open a new well being centre for Adults with Mental Health Needs.   | PCT/ CNWL        | 30/06/10         | Completed   | The Wellbeing centre was officially opened to the public in September 2010 and is located within the Boots the Chemist store in the Chimes, Uxbridge. Information on referral rates and the difference the centre is making will be available in quarter 3.   |
|  | Increase the number of people in receipt of a personalised budget for social care giving them more choice and control over their lives | Evaluate the impact of individual budget pilot on demand for existing day opportunity services.   | Dave King        | 31/07/2010.      | On track    | Research and consultation by Demos has been completed. A decision is pending from SMT to publish findings.  |

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|                       | Continue to improve arrangements to safeguard vulnerable adults from harm                  | With West London Alliance partners and the LINK, develop monitoring arrangements for framework home support and residential care agreements that ensure quality of care.  | Gary Collier | 31/03/11         | On track                 | Core monitoring requirements have been developed across the West London Alliance for a framework home care contract that cover safeguarding issues. Monitoring requirements are being developed for residential care as part of the accreditation process for residential care providers being adopted by the West London Alliance  |
|                       | Maintain support to carers to continue caring  | Identify support needs of carers of people living with stroke.  | Sue Tarling  | 31/03/11         | On track                 | Two structured 'Listening Exercises' to be undertaken in 2010/11 with carers of people with stroke - one with new carers and one with more experienced carers. Arranging dates with partners - anticipated meetings in Q2 and Q4  |
|                       |  | Develop Emergency Replacement Care Plan templates i) for use by ASCH&H in relation to Carers Assessments and ii) for use by carers themselves in planning for emergencies | Sue Tarling  | 31/03/11         | i) Complete ii) On track | i) ASCH&H are now offering carers undertaking a full Carers Assessment the opportunity to develop an Emergency Plan using an agreed template. This data is to be stored in the 'Contingency' part of the Service Users plan ii) The concept of Emergency Planning was the topic of the Carers Conference in May 2010. Input from carers at the Conference will be used to develop a template that can be used to develop a plan for use if they are temporarily unable to provide care. This is particularly aimed at carers where the person they care for is not receiving ASCH&H services and encourages the development of circles of support |
|                       |  | Scope a carers plan.  | Sue Tarling  | 31/03/11         | On track                 | A workshop with the Carers Strategy Group took place in September to identify priority areas for inclusion in the Carers Plan (for full development of the plan in 2011/12)   |
|                       | Develop supported housing models as an alternative to residential care for disabled people | Review the need for supported housing and explore models of provision.  | Gary Collier | 31/03/11         | On track                 | of provision developed. Implications to be discussed at Asset Management forum in Oct 10.   |

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|                       |  | (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. | Marcia Gillings  | 31/03/11         | On track      | Planning consent has now been obtained for 5 Hornbeam Rd and 6 Church Rd.  |
|                       |  | (ii) - Invite tenders from RSLs for the purchase of 6 Church Road and 5 Hornbeam Road and the development of the schemes subject to grant availability.  | Marcia Gillings  | 31/03/11         | Some slippage | Tenders will be invited in November.   |
|                       |  | (iii) - Develop 4 x 1 bedroom flats at 1/2 Merrimans Close and 3x 1 bed additional flats at Ascott Court for people with learning disabilities.  | Marcia Gillings  | 31/03/11         | On track      | Merrimans imminently and we will seek tenders in November. Planning permission was received for Ascott Ct in June and we are seeking cabinets approval to appoint a contractor for the works. If successful we aim to start on site in November. |
|                       | Deliver assistive technology services to help people receive the care and support they need to live independently in the community | Review the telecare/telehealth strategy.   | Gary Collier     | 31/03/11         | On track      | Discussions in progress with NHS Hillingdon about establishing multi-disciplinary mobile response service with particular focus on people with dementia.   |
|                       | Actively involve customers in the planning and delivery of services  | Establish the feasibility of developing a Facebook page as a way for deaf/hard of hearing resident to have a say about how they wish to see services developed in Hillingdon.                            | Beverley Grayley | 31/03/11         | On track      | Manager) contacted. It is possible to set up a page linked to the LB Hillingdon Facebook page. To be taken forward at the next deaf/hard of hearing meeting on 13th October 2010 with the aim of   |
|                       |  | Support at least 3 meetings of the Disabled People's Assembly during 2010/11.  | Beverley Grayley | 31/03/11         | On track      | Disabled People's Assembly held on 19th April 2010 and 4th October 2010  |
|                       |  | Train/develop individual residents who can act as champions for specific areas, such as focus groups, steering groups etc.   | Jody Hawley      | 31/03/11         | On track      | This is being done as part of the Approved By Customers Panel (ABC).   |

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|                       | Support residents through the promotion of self care and independence through the Personalisation of Care             | Roll out Self Directed Support & Personal Budgets to existing customers who receive day or domiciliary care.                       | Dave King     | 31/03/11         | On track    | Self Directed Support rolled out in August with 34 users in receipt of a personalised budget and 17 in the process of becoming Individual Personalised Budgets (IPB's) across domiciliary and day care services. Plans are being put in place to review all Extracare in house (approx 100) individuals to convert them to IPB's. It has also been agreed that all re-assessments through the review team will also undertake a Self Assessment Questionnaire/Support Plan and create an IPB to convert these cases to the new Self Directed Support approach. |
|                       | Ensure the transition from a state of dependency to independence through the re-ablement programme.                   | Deliver actions of the Reablement Project  | Dave King     | 31/03/11         | On track    | Reablement Pilot is up and running. 30 users have been included in the Pilot. 16 users are in Reablement services and 14 users have completed reablement services and required no further interventions from Adult Social Care health and Housing.   |
|                       | Increase and improve the range and volume of short breaks available to disabled children and their families.          | Complete the development of the first floor of Merrifield House and start to deliver the new Disabled Children's Resource service. | Pauline Nixon | 31/12/10         | On track    | First floor build of Merrifield House progressing on time and on budget; on course for new services to be delivered from November  |
|                       |   | Deliver new and enhanced short breaks programme in schools and community settings.   | Pauline Nixon | 31/03/11         | On track    | Continued progress in disabled children accessing universal services (particularly Sports and Leisure and Youth and Connexions). - Continued progress in active involvement of disabled children/young people, e.g. formal links being made between disabled young ambassadors and Youth Council   |
|                       | Develop the skills and competency of staff in delivering services and support to disabled children and their families | Pilot and rollout workforce development competency framework for working with disabled children and young people                   | Pauline Nixon | 31/03/11         | On track    | A major parent/carer research and evaluation exercise has been carried out on Hillingdon's workforce who support/provide services for their children.  |

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|                       | Improve the range of accessible and affordable childcare available for the families of disabled children | Consult with families and establish the barriers to the take-up of childcare  | Alison Booth     | 30/09/10         | On track         | Consultation completed. Feedback event to officers in November and action planning to address issues.   |
|                       |  | Develop additional childminding and out-of-school provision and develop the workforce to deliver this                             | Alison Booth     | 31/03/11         | On track         | A range of short breaks and associated support is being delivered through the Childcare and Early Years service amounting to approx 25 children   |
|                       | Improve care pathways for children with long term health needs   | Develop revised pathways to provide more integrated long term care and more effective transition to adult services                | Lucy Canning     | 31/03/11         | On track         | This task has changed its emphasis to focus on developing joint protocols and processes between LBH and the PCT around the funding process for packages of care for children with complex needs. This includes looking at pathways. Initial work has been undertaken and the project is due to report back to JCB in December. It will include children with palliative care needs. |
|                       | Improve waiting times for community equipment and wheelchairs for disabled children                      | Adjust service specification and referral processes to help enable improved waiting times for community equipment and wheelchairs | Lucy Canning     | 31/03/11         | On track         | This task is due to be completed at the end of October, and focuses on a review of referral processes for routine and urgent appointments.  |
|                       | Improve waiting times for key therapy services for disabled children                                     | Review/refresh service specification for Speech and Language Therapy  | Lucy Canning     | 31/03/11         | Serious Slippage | Due to changes within health following the election and a requirement to reprioritise, this task is no longer going forward.  |
|                       | Enhance palliative care pathways and services  | Review/refresh service specification for palliative care services   | Lucy Canning     | 31/03/11         | On track         | This task has changed its emphasis to focus on developing joint protocols and processes between LBH and the PCT around the funding process for packages of care for children with complex needs. This includes looking at pathways. Initial work has been undertaken and the project is due to report back to JCB in December. It will include children with palliative care needs. |
|                       | Decrease the reliance on institutional care through the promotion of preventative services               | Identify with the user-led board at H-CIL the gaps that exist in H-CIL and how it can be developed as a preventative service.     | Beverley Grayley | 31/03/11         | On track         | Attended the HCIL user forum on 26th July 2010. Gaps identified were in publicising the service and developing training for carers and PAs/paid care workers.   |

**Sustainable Community Strategy Priority Two: Strong & active communities**

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| A borough where children and young people are healthy, safe and supported, A borough where opportunities are open to all | Improve the services on offer to young people in our sport facilities   | Consolidate and expand disabled children's multi sports club activities in Hillingdon                                | Sue Drummond | 31/03/11         | On-Track    | Club development evening hosted by sports development, Sports Unlimited grants awarded to clubs to promote new, additional sessions for young people and to encourage regular participation. Disability swimming lessons established at Hillingdon Sport & Leisure Complex. Holiday activities specifically aimed at children & YP with disabilities being programmed for summer scheme |
|  |   | Ensure that sports and leisure activities for disabled children are included in the FIESTA programme                 | Sue Drummond | 31/03/11         | On-Track    | An increased range of activity courses provided during half term and Easter holidays, based mainly around the new leisure centres. As part of the FIESTA scheme the disability swimming gala was delivered on the 15th June 2010,   |
|  |   | Enter teams to represent Hillingdon disability events for the London Youth Games                                     | Sue Drummond | 31/03/11         | On-Track    | London Youth Games entry, and arrangements for finals weekend was completed in July 2010.   |
|  | Use the arts to raise the confidence of the older and more vulnerable and to engage young people in positive activities | To ensure Hayes Carnival is completely accessible to disabled people.  | Alan Dalton  | 31/03/11         | Completed   | Hayes carnival was delivered 10th July 2010 and was completely accessible for Disabled people. In addition a shuttle was arranged from Hayes Park to Uxbridge station. Dance workshops were available for people with disabilities and all accessibility information for the event was published on the Council website   |
|  | Increase the take up and satisfaction of customers in our libraries   | Listen and respond to customer needs through improved surveying and feedback , newsletters and information promotion | Alan Dalton  | 31/03/11         | On track    | Regular surveys have been conducted. Comments and issues that have been identified are acted upon where appropriate ensuring customer needs are met.  |
|  | Work to extend community based sports development programmes offering new activities and opportunities to residents     | Establish disability football coaching club sessions   | Sue Drummond | 31/03/11         | On track    | New football based coaching sessions delivered in partnership with Sandgate FC planned to commence in November  |

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|                       |  | Consolidate and expand the Get Active Stay Active project and other activities to provide specific sports coaching for disabled people  | Sue Drummond  | 31/03/11         | On track    | Programme of Get Active Stay Active Sports for people with disabilities and history of mental health continuing in partnership with MIND and DASH. Transferred activities at Hayes Stadium to the new Botwell Leisure Centre. |
|                       |  | Organise training course workshops for voluntary sports clubs in coaching disabled customers  | Sue Drummond  | 31/03/11         | On track    | First course delivered in August with a follow up planned for January   |
|                       |  | Organise a Hillingdon team for the Pentathlon event   | Sue Drummond  | 31/03/11         | On track    | Panathlon event planning to commence in October in prep for 1st event in January  |
|                       | Launch new programmes for sport & leisure activities at the two new leisure centres and Hillingdon Sport & Leisure Centre and Botwell Green Leisure Centre | Complete new Leisure centres at Botwell Green providing better physical access to facilities  | Sue Drummond  | 31/03/11         | Completed   | Botwell Green Leisure Centre was completed and open to public on 9th July 2010, the Centre is fully DDA compliant.  |
|                       | Embed the participation of parents in shaping services and support for disabled children and young people  | Carry out 3 major themed consultations with the parents/carers of disabled children which demonstrably change the services and support provided to disabled children and young people           | Pauline Nixon | 31/03/11         | On track    | 1st consultation on workforce development has been successfully completed. 2nd consultation on short breaks scheduled for completion end Oct 10. Final consultation planned for March 11                                      |
|                       | Embed the participation of disabled children and young people in shaping the services and support they receive   | Complete all aspects of the "Speaking Up" consultation project with disabled children and young people  | Pauline Nixon | 30/09/10         | Completed   | Consultation completed.   |
|                       |  | Put in place sustainable structures and processes to ensure the effective ongoing involvement of disabled children and young people in the services and support they and their families receive | Tom Murphy    | 31/03/11         | On track    | 3 young ambassadors trained. New youth council includes the 3 ambassadors. Induction and training programme underway Oct 10   |

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|                       | Improve resident engagement | 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 | David Holdstock | 31/03/11         | On track    | All forms of media continue to promote disability awareness and are providing current, accessible information about services & new events when and as appropriate Hillingdon People featured an article about the Hillingdon Centre for Independent Living in the September/October editions this year. Plans are in place to introduce a Facebook page for deaf residents and to make more use of Facebook, Twitter and YouTube to promote disability assemblies and other events. |

### Sustainable Community Strategy Priority Three: A cleaner greener borough

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| A clean and attractive borough | Carry out improvements to the local environmental to make it more accessible and safer.  | Implement Phase 1 of programme in Uxbridge, Yiewsley and West Drayton  | Jonathan Westell | 31/03/11 | Completed     | Uxbridge Town Centre works completed, Yiewsley and West Drayton Phase 1 completed, planning for Phase 2 in 2011 |
|                                | Deliver the borough's road safety education plans  | Provide road safety education and travel training for the borough's special needs schools  | Jamie Birch      | 31/03/11 | Completed     | All special needs schools have been visited and road safety training sessions have been carried out             |
|                                | Improve and maintain street lighting.  | Work with user groups to identify need for lighting for community safety.  | Jonathon Westell | 31/03/11 | On track      | Proposed schemes sent to Cabinet lead for approval  |
|                                | Carry out parking measures including enforcement, abandoned and untaxed vehicles, car park security and improvements, extension of the ParkMark and brown badge schemes. | Monitor the work of the parking enforcement contractor to ensure that existing and future parking regulations are effectively enforced | Roy Clark        | 31/03/11 | On track      | Ongoing monitoring of the parking contractor to ensure effectiveness  |
|                                | Promote parks activities to encourage take up and healthy activities for children, young people, disabled and older residents  | Implement the Playbuilder schemes in 22 parks  | Paul Richards    | 31/03/11 | Some slippage | First 11 schemes completed, and 11 on hold as government have cancelled funding                                 |
|                                |  | Organise conference "Breaking down barriers, making parks more inclusive and accessible for disabled people".                          | Paul Richards    | 18/06/10 | Completed     | Completed 18/06/2010  |
|                                |  | Work with DASH on improvements to allotments e.g. accessibility  | Paul Richards    | 31/03/11 | On track      | Meetings ongoing with DASH and taster sessions have been held at various sites.                                 |

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| <b>Sustainable Community Strategy Priority Four: Making Hillingdon safer</b> |  |  |                 |                  |             |  |
| A safe borough   | Improve the safety and wellbeing of our older residents and vulnerable people  | Provide 12 domestic violence advice sessions to mental health patients   | Ed Shaylor      | 31/03/11         | Completed   | 5 Domestic Violence Advice sessions to Mental health patients, have been carried out in the July to September period. There have been 12 sessions since April 2010   |
|  | Work closely with our partners including Registered Social Landlords and other Landlords to tackle anti-social behaviour   | Resolve 70% of Tasking cases referred to Community Safety Team by eliminating (entirely or partially) the problem or referring the case to a more appropriate agency | Ed Shaylor      | 31/03/11         | On track    | At the end of Quarter 2 75% of Priority 1 Tasking cases referred to Community Safety Team resolved by eliminating (entirely or partially) the problem or referring the case to a more appropriate agency   |
|  | Tackle anti-social behaviour in Green Spaces by identifying hot spots with a view to reducing the number of incidents  | Identify antisocial behaviour "hotspots" via the number of incidents reported in 2009/10. Look to reduce these numbers by 30% in 2010/11                             | Paul Richards   | 31/03/11         | On track    | Working with Police and Community Safety to tackle these.  |
|  | Promote community cohesion across all of the borough's communities so that people feel that communities get on well  | Support the work of DASH with Muslim community organisations and the Hillingdon Traveller Forum to engage and involve in mainstream disability activities            | Fiona Gibbs     | 31/03/11         | On track    | Muslim centre. Presentations and outreach sessions have been delivered to raise awareness of support available for people with disabilities. An accessible weekly football session is being set up in partnership with the                       |
| <b>Sustainable Community Strategy Priority Five: A thriving economy</b>      |  |  |                 |                  |             |  |
| A prosperous borough   | Work with major local businesses to encourage investment in the borough which will help to bring more training, skills and jobs into Hillingdon for local people to access | Support 40 disabled people into employment through the Gateway Heathrow Project by the end of the project in 2011.   | Inga Spencer    | 31/03/11         | On track    | To date 70 disabled people have been recruited onto Gateway Heathrow project across West London boroughs. Hillingdon's element of this will not be available until the end of 2010/11.   |
|  | Increase the number of residents helped to buy their first property  | Explore availability of schemes to support disabled people who are first time buyers.  | Marcia Gillings | 31/03/11         | On track    | 2010/11 target is that 45 households are helped to buy their own home. 31 applications have been received, 6 applications have been approved with 1 sale progressing. 15 Low Cost Home Ownership affordable homes have been delivered on target. |

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|                       | Create and deliver a Workforce Plan that identifies, develops and retains key people resources capable of delivering the Councils strategic priorities | Support teams through the workforce planning process to ensure the skills of individuals are aligned with the priorities of the service | Amanda Marsh | 31/03/11         | On track    | HR have developed a workshop which will be run at with managers at service manager level. This will help identify critical roles and skills, and any future sourcing issues (whether internal progression or recruitment). However HR have postponed delivery of workshops to allow restructure of Tier 3 Service Managers which is due in the next month. |
|                       | Ensure all staff and managers are supported to achieve their full potential  | To work with specialist leads to provide a Corporate L&D programme including in the area of disability                                  | Amanda Marsh | 31/03/11         | On track    | L&D continue to work closely with Vicky Trott to ensure that the overall equality and diversity learning programme remains accurate and relevant. Areas of learning have been updated to reflect the introduction of the new Equality Act 2010.  |
|                       | Support partner organisations to extend opportunities to engage in volunteering activities   | Raise the profile of volunteering in the borough through publicity campaign including developing and hosting the Volunteering awards    | Ian Edwards  | 31/03/11         | On track    | The HAVS AGM was used to showcase and promote volunteering across the borough. Work continues to deliver the 2010/11 volunteer awards event. Ongoing increase in the number of volunteers reported by HAVS.  |

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| <b>Sustainable Community Strategy Priority Six: Improving aspiration through education and learning</b>  |   |  |               |                  |               |   |
| A borough where children and young people are healthy, safe and supported, A borough where opportunities are open to all, A prosperous borough | Increase the number of adults with disabilities accessing education, training and employment and training opportunities | Set up WISE Programme (Work in Supported Employment) for ALDD (Adults with Learning Difficulties or Disabilities)  | Alan Dalton   | 30/09/10         | On track      | The Work In Supported Employment (WISE) programme is now in operation for the new academic year   |
|  |   | Achieve 25 learners on WISE programme  | Alan Dalton   | 31/03/11         | On track      | The current level of enrolments is 20, which compares well with last year's figure of 19.   |
|  | Deliver outstanding skills and personal learning opportunities for Hillingdon's community                               | Plan and deliver an annual borough wide events programme to promote library services, reflect the diversity of Hillingdon communities and to support cross cutting agendas around health, community safety, community cohesion, and social inclusion | Alan Dalton   | 31/03/11         | On track      | Hillingdon Libraries have put together a comprehensive programme to meet this target. The programme features: Internet taster sessions to enable people to get online and access services and to improve their employment and education opportunities. There are also reading group sessions, homework clubs, family history events and events based on Hillingdon's History, such as the Battle of Britain programme. The libraries also work with partners such as the Health Promotion Team to promote good physical and mental health, and a sense of well being that enhances community cohesion and social inclusion. |
|  | Improve the educational standards of Children with disabilities and additional needs                                    | Learner Entitlement Vision includes all Learners with Learning Difficulties and/or Disabilities (LLDD) up to 25  | Alison Moore  | 31/03/11         | Completed     | The responsibilities for commissioning learning for young people with Learning Difficulties and Disabilities (LDD) has transferred to the LA for young people post 16. An effective process for commissioning is now in place and has been formed with input from Connexions, the SEN team and Adult Social Care.   |
|  |   | Implement Inclusion Strategy Year 1  | Pauline Nixon | 31/03/11         | Some slippage | An extensive action plan is in place and monitored by a working group. Some targets are at risk owing to demise of National Strategies from April 2011  |