

Appendix 1						
Council Plan Priority	Objective	Task	Lead Officer	Task Target Date	Progress Comment Q3	Task Status Q3
Sustainable Community Strategy Priority One: Improving health & wellbeing						
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: * - GP newsletter * - GP locality forum meetings	Beverley Grayley	31/03/11	On track - An information article on the issues faced by disabled people in their contact with health services will be published in the next GP newsletter. This will aim to raise the awareness of GP's and offer them an opportunity to further develop their disability awareness.	On track
		Review the effectiveness of the Living Skills service	Beverley Grayley	31/03/11	On track - To complete the review by 31st March 2011. All the disabled people who use the service will be contacted and asked about the difference the service has made to them. Staff within ASCHH have already expressed their views as part of the evaluation and case studies determining outcomes for service users have been developed.	On track
		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	Nick Millard	31/03/11	On track - This year (2010-11) we secured an increase in the allocation of funding from Central Government for Disabled Facilities Grants to £1.623m. This is the second highest allocation in London and the 9th highest in the country. Central Government has not yet announced allocations for Disabled Facilities Grants to local authorities for next year (2011-12). We have entered a bid for an allocation of £1.8m for that year. In order to ensure continued value for money we are currently working on two tenders with the rest of the West London Boroughs to ensure consistency of service and economies of scale. The first tender being for the supply and support of stairlifts (Lead authority Hounslow) and the second is for the supply and installation of level access showers and shower cubicles (Lead authority Hillingdon). The reason for these two areas being targeted is that over 80% of all Disabled Facilities Grants cases involve these forms of adaptation. It is planned that the stairlift contract will be in operation by April 2011 and deliver cost savings of between 10 and 15% per case where these adaptations form the bulk of the required works. The level access contract should become operational later in 2011-12.	On track
		Complete the revision of the transition strategy	Phil Hudson	31/10/10	Completed - Final draft strategy was completed in December 2010 and presented to the Transition Strategy Group on 19th January 2011.	Completed
	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 Chippendale Waye & Acol Crescent sites for supported housing schemes. Council approval agreed in November 2010, aim to make planning application in qtr 4. Further developments for supported housing are currently being looked into at Minet Drive, Triscott & Ickenham sites.	On track

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		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 July 2010 and the service co-ordinator has been in post since September 2010. The Centre is located within the Boots the Chemist store in the Chimes, Uxbridge and operates 6 days a week. Since it opened over 700 people have attended the Centre. Currently 17 services are offering sessions to people including sessions covering relationship issues, health promotion, mental health, benefits advice, domestic violence and victim support.	

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		Scope a carers plan.	Sue Tarling	31/03/11	On track - A workshop with the Carers Strategy Group took place in September 2010 to identify priority areas for inclusion in the Carers Plan. This will be taken to a carer focus group in March 2011 for review which will inform the development of a carers plan in 2011/12.	On track
	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 - The assessment and care management service have developed a record of housing needs that are identified when care managers complete reviews of service users. This information, along with housing needs information identified by commissioners, has led to the development of a proposal for 12 units of supported housing for people with physical and/or learning disabilities in Hayes. A need for supported housing using an extra care model has now also been identified and a proposal will be developed in quarter four to develop a scheme of 6 units for younger adults with physical disabilities.	On track
		(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	Completed - Planning consent has now been obtained for 5 Hornbeam Rd and 6 Church Rd.	Completed
		(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	On track - Decision made to invite tenders for all 3 schemes together. Tenders will be invited in January 2011	On track
		(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 - Planning permission is expected for 1-2 Merrimans imminently and we will seek tenders in January 2011 for disposal to a Registered Provider (RSL) for redevelopment. Planning permission was received for Ascott Ct in June. Cabinet has approved the appointment of a contractor for the works. We aim to start on site in January 2011.	On track
	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.	On track
	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 - There has been some interest from Deaf people in developing a FaceBook page. The outcome will be available in qtr 4.	On track

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		Support at least 3 meetings of the Disabled People's Assembly during 2010/11.	Beverley Grayley	31/03/11	Completed - The Disabled People's Assembly was held on 19th April 2010 and 4th October 2010. A further assembly will be held on 14th April 2011. Disabled people make decisions about the topics that are to be discussed at the assembly, with presentations given about Disabled Facilities Grants, Housing, issues facing deaf people, issues facing visually impaired users at the request of the steering group. The Disabled People's Plan is reviewed through consultation at the assembly, which results in people having an opportunity to voice their opinions and get answers to their questions.	Completed
	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.	Sarah Morris	31/03/11	On track - There are currently (end of December 2010) 193 users in receipt of an individual personal budget (IPB's) across domiciliary and day care services.	On track
	Ensure the transition from a state of dependency to independence through the re-ablement programme.	Deliver actions of the Reablement Project	Sharon Townsend	31/03/11	On track - The Reablement project is now running. As of 15th December 293 users had been included in the project, 36% of whom had completed their period of rehabilitation with out need for further services from Adult Social Care Health and Housing.	On track
	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	Completed. The first floor of Merrifield House was completed as planned. The new service will start in April 2011.	Completed
		Deliver new and enhanced short breaks programme in schools and community settings.	Pauline Nixon	31/03/11	On track - Summer 2010 saw the largest ever summer holiday programme of short breaks and recreational activities. Over 500 children participated.	Completed
	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 staff working with disabled children and young people	Pauline Nixon	31/03/11	On Track - the pilot has been completed in the Child Care and Early Years Service, the framework will be rolled out to other sections of the service in 2011.	On track
	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	Completed - Consultation completed. Feedback event to officers took place in November 2010. Headline message is that action planning needs to address workforce development.	Completed

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		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	On track
	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 - Joint protocol has been drafted and a meeting will be scheduled for January 2011 between the LA and PCT to discuss and adjust the protocol. Once confirmation is made it will then be implemented.	On track
	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 - The referral process has been drafted and will be sent to the January 2011 Children with Disabilities Strategic Group for discussion and approval.	On track
	Improve waiting times for key therapy services for disabled children	Review/refresh service specification for Speech and Language Therapy	Lucy Canning	31/03/11	Retired - Due to changes within health following the election and a requirement to reprioritise, this task is no longer going forward.	Retired
	Enhance palliative care pathways and services	Review/refresh service specification for palliative care services	Lucy Canning	31/03/11	On track - Joint protocol has been drafted and a meeting will be scheduled for January 2011 between the LA and PCT to discuss and adjust the protocol. Once confirmation is made it will then be implemented.	On track
	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 - Work is being carried out to establish training sessions for Carers in promoting independence and in practical issues (e.g. how to use a wheelchair). This is being completed as a result of the comments received from Hillingdon Carers and the HCIL user group about how they wished to see the service develop.	On track
Sustainable Community Strategy Priority Two: Strong & active communities						
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	Howard Griffin	31/03/11	On track - New multi-sports club for children with disabilities has started at Botwell Green Leisure Centre. This is in addition to the existing sessions at Queensmead Sports Centre.	On-Track
		Ensure that sports and leisure activities for disabled children are included in the FIESTA programme	Howard Griffin	31/03/11	Two Holiday activity weeks specifically aimed at children & Young People with disabilities completed as part of the FIESTA summer scheme.	On-Track

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		Enter teams to represent Hillingdon disability events for the London Youth Games	Howard Griffin	31/03/11	On track - Hillingdon organised the following events as part of the London Youth Games (numbers of attendees in brackets). Swimming gala (20), football (15), Athletics (15), Boccia (6), Mini Boccia (6). A Disability Gala was also hosted and approximately 350 young people took part from across London.	On-Track
	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 on the 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	Completed
	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 - Q3 - Surveys of users of 3 refurbished Libraries are being analysed Dec 2010 and actions will be implemented January 2011. Preparation work for Rapid Improvement event is being made that includes fresh analysis of customer feedback and will result in improvements for residents and other users.	On track
	Work to extend community based sports development programmes offering new activities and opportunities to residents	Establish disability football coaching club sessions	Howard Griffin	31/03/11	On track - First course delivered in August 2010, with an average weekly participation of 15-20 children. A follow up course is planned for January 2011.	On track
		Consolidate and expand the Get Active Stay Active project and other activities to provide specific sports coaching for disabled people	Howard Griffin	31/03/11	On track - Panathlon events commenced at Hillingdon Sports & Leisure Complex. The total number involved to date for 2010/11 is 40 young people. It is expected this will increase to 50-60 for the full year. As part of the Get Active/Stay Active programme DASH have 5 activities, football (15), multi-sport(15), swimming (10), yoga (10), and tennis (10) attending per week. MIND have 3 activities, badminton (5), table tennis (5), yoga (6) per week on average.	On track
		Organise training course workshops for voluntary sports clubs in coaching disabled customers	Howard Griffin	31/03/11	On track - Following the successful course delivered in August, attended by 12 people, another course is to take place on the 21st January 2011.	On track
		Organise a Hillingdon team for the Panathlon event	Howard Griffin	31/03/11	On track - Sports Development organised a competition for the Hillingdon Special schools as part of the Panathlon Challenge. Four schools took part with around 30 children participating in the various Panathlon sports. From this event, a combined Hillingdon team will be formed from all the schools to go on to compete in the West London Panathlon competition in January 2011.	On track
	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	Howard Griffin	31/03/11	Completed - Botwell Green Leisure Centre was completed and open to public on 9th July 2010. The Centre is fully DDA compliant. The centre is being used by the following groups: Otters Swim Club for disabled people, Disability Sports Club for young people, DASH run cricket sessions and football is organised.	Completed

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		Provide ways in which disabled children and young people can participate actively in designing and evaluating the service they receive.	P Nixon / I Callaby	31/03/11	On track - Structures and processes are in place. A borough wide parent participation forum with links to specialised parents/carer groups is in place. Parents are actively represented on the disabled children's operational and steering groups	On track
	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 - The outcome of the parent consultation in October 2010 is focussing resources towards school based activities and support for disabled pupils in youth centres and the Fiesta programme. The next steps will be to carry out further consultation through the Hillingdon Parent/Carers Forum website covering shortbreak pathways and the Disabled Children's Plan. There will also be an event in February 2011 to address action priorities for 2011/12.	On track
	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	Consultation completed. An outcome has been the appointment of 4 young Ambassadors working alongside Hillingdon Youth Council to shape services for the disabled youth of Hillingdon on an on-going basis.	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	Completed - Young ambassadors now formally members of Youth Council following training. Young ambassadors are working alongside peers as part of Youth Council	Completed
	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 sites	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 has a Facebook page for all residents. An audio version of each issue of Hillingdon People is distributed to over 200 residents with visual impairment.	On track
Sustainable Community Strategy Priority Three: A cleaner greener borough						
A clean and attractive borough	Carry out improvements to the local environment 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 for 2010/11, planning for Phase 2 in 2011	Completed
	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 - Following discussion with PHSE teachers we were advised that the best way to educate special needs children would be to produce a resource pack for the teachers to use rather than carry out one-off training sessions. A new Road Safety pack was developed and the PHSE teachers at all the special needs schools (Chantry, Grangewood, Hedgewood, Meadow High, Moorcroft and Willows) have been briefed on the new Road Safety Resource pack. A cycle training course was conducted at Meadow High which 12 children attended in November 2010.	Completed

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	Improve and maintain street lighting.	Work with user groups to identify the need for lighting for community safety.	Jonathan Westell	31/03/11	On track - schemes awaiting capital release. The next steps will be to compile an implementation programme in accordance with the financial commitments.	On track
	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 - to end of November 2010, 901 Parking Control Notice's had been issued to vehicles parking in disabled bays without displaying a valid Blue Badge. Parking Services and Mouchel's (contractor) have also been assisting with investigations into possible fraudulent use of blue badges. 21 car parks have now been awarded ParkMark (previously 19), 5,643 Brown badges have been issued. Disabled bays in car parks have been remarked, widened where necessary and additional bays installed where required.	On track
	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	On track - The scheme is on track to deliver improvements in parks across the Borough. Post installation satisfaction surveys have indicated a 92% satisfaction rate with these facilities. Further evaluation will be developed to ensure the needs of disabled children are being met for current and future developments.	On track
		Organise conference "Breaking down barriers, making parks more inclusive and accessible for disabled people".	Paul Richards	18/06/10	Completed - event took place in the Middlesex Suite on 18/06/2010. 30-40 professionals attended from Parks across London and further afield. The conference focused on sharing the learning from various previous consultations with disabled people. The outcome is to evaluate the feasibility of replicating the Isabella Plantation in Richmond Park to improve facilities and access for disabled people.	Completed
		Work with DASH on improvements to allotments e.g. accessibility	Paul Richards	31/03/11	On track - DASH have been given 3 allotments in Belmore Avenue site in Hayes for use by disabled people. They are encouraging disabled users to try them out and plan to install some raised beds in the future.	On track
Sustainable Community Strategy Priority Four: Making Hillingdon safer						
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	Completed
	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 November 2010 (for Oct & Nov 2010), 73% 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.	On track
	Tackle anti-social behaviour (ASB) 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 - ASB hot spots have been identified with resources targeted to reduce/eliminate the problems.	On track

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	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	Completed - Work has been completed with Hayes Muslim centre. Presentations and outreach sessions have been delivered to over 500 people to raise awareness of support available for people with disabilities. These sessions are now on-going. An accessible weekly football session is being set up in partnership with the Muslim centre utilising Botwell leisure centre. Work is taking place with Travellers on the Colne Park site in delivering outreach support. A programme of sporting activities is planned.	Completed
Sustainable Community Strategy Priority Five: A thriving economy						
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 - Work is ongoing to support the 70 disabled people already recruited onto Gateway Heathrow project across West London boroughs. Hillingdon's element of this will not be available until the end of 2010/11.	On track
	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 - Schemes such as the council's First Time Buyers Grant scheme and the Homes and Communities Agency's (HCA) NewBuild Homebuy scheme are open to people with disabilities where they meet the criteria. The HCA also has a specialist scheme called HOLD (Homeownership for People with Long term Disabilities), a shared ownership scheme. The council could also work with its RSL partners contributing its own funds. The task for the coming year is to identify clients who want to take up these schemes. There will be publicity at the Disabilities Assembly and promotion with the Care Management Teams.	On track
	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 - Human Resources have developed a workshop which will be run for managers at service manager level. This will help identify critical roles and skills, and any future sourcing issues (whether internal progression or recruitment). Workshops are due to be delivered in quarter 4.	On track
	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 - Learning & Development continue to work closely with the Corporate Policy lead for equalities 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. Further work is being undertaken to create bespoke programmes for teams/services, to be delivered inhouse, including bespoke training on accessibility / disability. This is currently an ongoing programme.	On track

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	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	Kevin Byrne	31/03/11	On track - A proportion of the core grant supports the continuation of the boroughs volunteer centre which is managed by HAVS. Officers continue to work closely with HAVS to develop new programmes and initiatives.	On track
Sustainable Community Strategy Priority Six: Improving aspiration through education and learning						
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	Completed - the Work In Supported Employment (WISE) programme is now in operation for the new academic year.	Completed
		Achieve 25 learners on WISE programme	Alan Dalton	31/03/11	On track - 25 learners are now on a work in supported employment (WISE) programme and links are being made to enable employment at the end of the course.	On track
	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 - Q3 - On-line resources are being planned for the new financial year, which will offer opportunities to the diverse communities of Hillingdon to access services and agencies and to increase their education and employment opportunities. Work is on track to deliver the resources in May 2011.	On track
	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.	Completed
		Implement Inclusion Strategy Year 1	Pauline Nixon	31/03/11	On track - A refreshed action plan for year 2 of the Inclusion strategy was signed off at vulnerable children's strategic action group in November 2010. The action plan is aiming to ensure more pupils with disabilities are educated locally rather than out-of-borough. There have been a number of key achievements that include: the implementation of the Inclusion Development Plan in schools 'year of Autism' including the production of a training DVD, a parent participation forum and website is now in place, a disabled children's participation project was completed with 4 disabled young people trained as champions for their peers and are now on the Youth Council and a Speech and Language screening tool has been introduced for all 5 year olds to identify needs earlier and consistently across the Borough.	On track