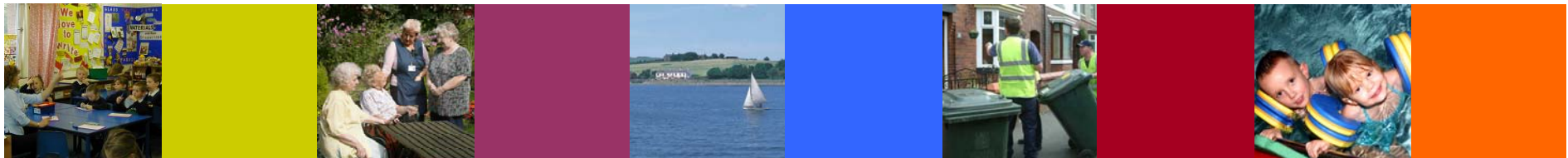


Annual Equalities Listening Event 2012

25th January, Middleton Arena



Housing



You said...

“Find appropriate housing for elderly residents which will enable them to remain close to their families and local community”



We did...

- Adult Care have continued to explore options for 'Extra Care Housing' solutions.
- Capital funding is being secured to proceed with developing 'Extra Care Housing' solutions in Rochdale Borough.
- RBH provide tailored advice and guidance for older members of our communities around housing options through the Homechoice Team.



You said...

“Create greater awareness of the services that are currently available to Asylum Seekers and Refugees”



We did...

- RBH have worked with the Homechoice Team and Local Estate Management Services on the Freehold and Falinge estates to increase contact with those affected groups.



You said...

“Improve links between Housing Teams
and the NHS”



We did...

- Our elderly and sheltered service, enhanced by the transfer into RBH of the council's Special Needs Team, provided between links to professionals operating in the Health Services.
- Senior Managers liaise closely with Public Health and Health Trust Colleagues.



We did...

RBH and the NHS work together to deliver the 'Falinge in Focus' project.



We did...

- Housing staff contact tenants GP's if they have concerns about individual tenants.
- Housing staff may contact hospitals to establish circumstances and discharge arrangements.
- Housing staff have signed up new tenants in hospital.
- Housing staff have contact with the 'MERIT Team' to assist tenants with mental health issues.



You said...

“Provide a service to regularly inspect properties during difficult seasons
e.g. Autumn and Winter”



We did...

- RBH have emergency bad weather and flood prevention measures in place to assess the risk of those more vulnerable properties ahead of the autumn and winter months.
- 'Project Refit' are introducing more systematic contact with tenancies around maintenance issues.



Access to new customer service and libraries



You said...

“Ensure customers are given options on how to contact the council”



We did...

Adult Care have launched a new website, 'My Care' which gives people more choice and control over the support they need.

www.rochdale.gov.uk/mycare

ROCHDALE COUNCIL My Care Adult Care Services Home | Rochdale Borough Council | Contact us | Feedback Change font size: A A

Getting the right care and support

Here you will find information to...

- Live as independently as possible within the borough of Rochdale
- Access the different choices to support you when you need it most.

Let's see how we can help you today...

Care and support for me ▶

Care and support for someone else ▶

You can contact us by phone

Adult Care Services can be contacted on 0844 264 0867, Monday to Friday from 8.30am to 4.45pm, 0845 121 2976 at all other times.

Note: Children's Social Care Services can be contacted on 0845 225 5570.

Straight to popular sections

Living at home | Residential care | Mental health | Disabilities | Being a carer

rochdale.gov.uk Quick access to adult care services

Rochdale Borough Council, Municipal Offices, Smith Street, Rochdale OL16 1XU



You said...

“Ensure there are British Sign Language interpreters on hand”



We did...

- Significant work has been undertaken within Adult Social Care to ensure there is a dedicated social worker who links into the deaf community, provides support and is always on hand.
- BSL courses are being made available to social workers.



How can we reach the wider community and how can we improve services and reflect diversity of need



You said...

“Utilise current community networks and structures to support better understanding of service delivery and improve design and redesign of services”



We did...

- Community Champions are using community networks to support people to access the help they need.
- Service Directors have liaised with community groups and have committed to taking their issues on board and returning every 6 months to feedback on the issues they have explained.



You said...

“A simple A-Z of public, private and third sector services would be useful as people do not know what is available or what is on”



We did...

- Adult Care have produced a directory of services which is available in the community. It can also be accessed via the 'My Care' website.

www.rochdale.gov.uk/mycare

- Link4Life have a new Directory of Sports Clubs and Groups in the borough of Rochdale covering around 250 clubs and groups is now available to download.

www.link4life.org



You said...

“There needs to be better planning across the board, e.g. sustainability through the use of volunteers”



We did...

- Community Champions are engaging with new and existing volunteer networks.



Accessing Rochdale Borough Council electronically



[A-Z](#) | [Maps](#) | [Self Service](#) | [Help](#) | [Contact Us](#)

Search:

Benefits and grants
Council Tax
Business and employment
About the council
Schools and learning
Recycling, rubbish and waste
Libraries
Planning and building control
Health and social care
Housing
Parking, roads and travel
Parks and countryside
Births, deaths and marriages
Crime and emergencies
Our partners deliver...
Sport, leisure and cultural services - Link4Life
Council housing - Rochdale Boroughwide Housing

Contact Us

Housing Benefit is changing
 If you're aged between 25 and 35, single and renting from a private landlord ...find how you may be affected.

- ▶ Pay council tax, rent & other bills
- ▶ Calculate and claim benefits
- ▶ Find your bin collection day
- ▶ Report a missed bin
- ▶ Find a school
- ▶ School term and holiday dates
- ▶ Contact your councillor
- ▶ Find and apply for a job
- ▶ Renew a library book

Latest news and What's on
 There's always lots going on around the borough if you fancy getting out and about!

Rochdale Council rochdalecouncil
 rochdalecouncil Josh Widdicombe is on 'Live at the Apollo' tonight at 9.30pm on BBC1. See him at the Middleton Arena on 12 May ow.ly/8uQAB
yesterday · reply · retweet · favorite

rochdalecouncil This morning at 8.40am, BBC Radio Manchester preview today's 'Happy Birthday Byron' event in Rochdale. 95.1FM and DAB.
yesterday · reply · retweet · favorite

Join the conversation



Did you know?
 You can now claim Housing and Council Tax Benefit **Online!**
 Find out if you're entitled to claim

We're getting ready to welcome the world...

 2012 International Year of Cooperatives



You said...

“Make the website more about people
and less official”



We did...

- The Council's Customers and Communities Service have been working hard to ensure the Council's website is accessible and interactive. Quick links have been added to the homepage to make it easier for our customers to access the information they need. You can follow Rochdale Council on Twitter and Facebook.

www.rochdale.gov.uk

The screenshot shows the Rochdale Council website homepage. At the top left is the council logo and name. A search bar is located at the top right. On the left side, there is a vertical navigation menu with categories such as 'Benefits and grants', 'Council Tax', 'Business and employment', 'About the council', 'Schools and learning', 'Recycling, rubbish and waste', 'Libraries', 'Planning and building control', 'Health and social care', 'Housing', 'Parking, roads and travel', 'Parks and countryside', 'Births, deaths and marriages', and 'Crime and emergencies'. Below this menu is a 'Contact Us' section with a phone icon. The main content area features a large green banner for 'Housing Benefit is changing' with a sub-headline 'If you're aged between 25 and 35, single and renting from a private landlord ...find how you may be affected.' To the right of this banner is a 'you can foster.org' advertisement. Below the banner is a 'Latest news and What's on' section with a small photo of a man and text about an event at the Middleton Arena. There is also a '2012 International Year of Cooperatives' banner. At the bottom of the screenshot, there is a 'Get involved' section with links to 'Comment on planning applications', 'See consultations', and 'Sign or start a petition'. A 'Join the conversation' link with a Twitter icon is also present.



We did...

- The Adult Care 'My Care' website is person centred, colourful, interactive and designed with the client at the heart of what we do and what we can provide.



Quality of Place



You said...

“Promote allotments, healthy eating and social engagement by working with the third sector, volunteers and engage with hard to reach communities”



We did...

- Environmental Management have worked in partnership with residents and third sector organisations in completing the 'Valley Road Project'. This has brought a poor quality open space into community use as an allotment and recreation area with a focus on sustainability and wildlife.
- The service continues to bring derelict sites into use as allotments.



We did...

- Environmental Management also encourage groups of allotment-holders to enter into a self-management arrangement with the Council whereby they take responsibility for the whole site.
- The service are currently reviewing the allotment provision across the borough.



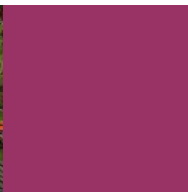
You said...

“Greenspaces and parks are important to residents. Leisure facilities which contribute to health and wellbeing are free at the point of delivery and need to be safe and inviting”



We did...

- Environmental Management are continuing to develop the quality of greenspaces and parks by working with community and user groups to access external funding opportunities which facilitate improvements despite diminishing resources.
- Link4Life opened a £10.3m Heywood Sports Centre in October 2010 and a new leisure centre is currently being developed in Rochdale town centre . Littleborough Sports Centre has undergone a £650,000 refurbishment.



You said...

“Climate Change and Sustainability are important to residents. There needs to be more awareness raising which covers more than recycling”



We did...

- A Rochdale Green Action Plan has been developed in order to enhance Sustainable Development in the borough and to identify key areas we need to tackle. It seeks to provide direction to the council and its key partners and develops activities already happening in the borough.



Family activities in Children Centres, Nurseries and Schools



You said...

“Raise the awareness of activities/services by word of mouth, community events and longer targets”



We did...

- Monthly timetables are available in Children Centres, via our partner agencies and are published on the RMBC website.
- Events are advertised in the local press.
- Information is available through the 'Family Information Service' website and phone line.



We did...

<http://parents.info/rochdale>

Rochdale Borough **FAMILY INFORMATION SERVICE**

parents.info

Home About Us Useful Links

Contact Information
Telephone: 01706 719900
Email: family.info@rochdale.gov.uk

click here **NEW**

click here **TRIPS**

Welcome to the Rochdale Family Information Service

Within this section of the parents.info website, you can search using the boxes below to find childcare or services in the Rochdale area. If you want to find out more about the Rochdale Family Information Service, then go to the [About Us](#) section of our page.

Please note: Some Holiday Activity Clubs are not registered childcare provision. To search for these clubs you will need to use the "other services" search facility and not the "childcare" search facility.

Find childcare in Rochdale

Please enter your town or first half of your postcode
e.g. Cambridge or CB24



We did...

- Children Centres hold open days for the wider community to attend.
- Our partner agencies and volunteers spread information via word of mouth.



You said...

“Families seek support through activities they attend but unfortunately staff are not always able to provide clear and concise information of other agencies that are available. More training and building up an information base would be beneficial”



We did...

- Monthly activity timetables contain information on partner agency activities.
- The 'Family Information Service' provides information on a range of agencies and activities.
- The 'Family Service Directory' provides information on a range of agencies and activities and is accessible in Children Centres.
- Information is available on Community Notice Boards.



You said...

“More free childcare places are needed to support families who may be ill or disabled”



We did...

- Children Centres provide a 'Time for You' crèche which provides free places.



You said...

“Listen to parents more and don’t dismiss their concerns about their child”



We did...

- Staff listen and take parents concerns seriously, they will make referrals where appropriate.



You said...

“Parents could be educated earlier to understand child development and needs and how they may differ”



We did...

- Children Centres deliver child development and parenting workshops and courses.
- Equality and Diversity staff training has taken place.



You said...

“More ‘accurate information’ should be available or given out about their children”



We did...

- Information on children is shared with their parents or carers.



You said...

“Extra activities for children, young people with disabilities and their families in the evening are needed”




We did...


- Opening hours at the Children Centres have been extended to evenings, Saturdays and school holidays.
- Barnado's have been commissioned to engage with children with disabilities and their families, encouraging them to attend Children Centres.



Selling to the Council



The Chest North West Portal

Navigation	Home	Navigation
<ul style="list-style-type: none">HomeCurrent OpportunitiesSuppliers' AreaBuyers' AreaGuides and DocumentsThe Chest FAQProcurement ProcessContract RegisterContact UsUsername ReminderReset PasswordRegister FREE	<p>Welcome to The Chest, the North West's Local Authority Procurement Portal.</p> <p>The Chest has been created with funding from the North West Centre of Excellence to bring together buyers and suppliers making it easier for businesses to find out about new sources of potential revenue and to grow and develop to the benefit of the local economy.</p> <p>Local Authorities in the north west currently spend between £6bn and £6.5bn each year on goods and services so they could provide long-term stability for local businesses.</p> <p>Follow the Current Opportunities link on your left to browse north west opportunities.</p> <p>Suppliers can register online via the Suppliers' Area to receive email updates on opportunities that match their capabilities.</p> <p>Suppliers can reduce tendering costs by registering their interest in opportunities online.</p> <p>The Chest has separate web pages for each of the north west's sub-regions and individual councils as well as other public sector bodies.</p> <p>There is a link to The Chest's sister application 'Contract Register', a comprehensive register of contracts currently held by many of the 46 local authorities in the north west.</p>	<ul style="list-style-type: none">CheshireCumbriaGreater ManchesterLancashireMerseyside  <p>Business LINK</p> <p>Visit Business Links website for help and advice on Tendering for contracts</p>



You said...

“Is there training available on, The Chest?”



We did...

Training is offered every 6 weeks. Contact:

Corpororate.procurement@rochdale.gov.uk



You said...

“We could meet the sectors to find out more about what they can deliver”

And

“Deliver more events where buyers and sellers can get together to find out more information”



We did...

- All tenders run a 'Supplier Briefing Session' with this intention.
- Members of the Council regularly attend local business network events and sessions are arranged by the Council for major projects.



You said...

“Encourage more joint commissioning”



We did...

- The Council works closely with AGMA to commission collaboratively when relevant.



You said...

“More joint delivery so the Council delivers with the sector”



We did...

- All options are appraised before going to the market and this is one option of many the Council can consider.
- A number of services are already run in collaboration.



Information, Advice and Advocacy for adults who may need care services

How can we help?

I know what my needs are. Tell me what services are available.

Look at my situation and contact me with my options.



rochdale.gov.uk



You said...

“Adult Care could work like PALS
e.g. work with Health via Patient
Experience Team”



We did...

- There is a joint complaints protocol in place between health and social care.
- There are plans in place for a new body called 'Healthwatch' to be established which will replace the Local Involvement Network. This will give citizens and patients more control and influence over health and social care services.



You said...

“User/Carer Panel like expert patients.
Within RMBC this needs to feed up to
senior level and back down”



We did...

- Adult Care Service Directors attend user-carer groups already in the borough and participate in two-way communication on the issues that matter to local people.

