

# Introduction

This annual equality report published by South Gloucestershire Council brings together access to all our equalities data, and helps evaluate both the equality of our service provision, and also to consider the issue of equality within our local communities.

This current annual report needs to be seen as part of a larger set of reports and information on equality within South Gloucestershire Council, rather than standing alone. In many areas it points the reader towards the places where that information is already available.

Following the comments made by elected members when the communities committee formally approved the 2013/14 version, this annual report has been amended to provide more consistency in the reporting from different departments of the council; and to highlight that the council does not stand alone in addressing inequality, but works with a network of other organisations in South Gloucestershire. As well as larger public sector organisations, this network includes a number of voluntary and community organisations working with and on behalf of residents with protected characteristics.

If there is information that you are looking for in relation to equalities which you are unable to find in this annual report, please contact [equalities@southglos.gov.uk](mailto:equalities@southglos.gov.uk) to obtain details. If you would like to see further information published in our next annual equalities report, please contact the same address and take the opportunity to influence the content and format of our next report – we would be delighted to hear from you.

# Major developments in 2014/15

National changes, expectations and perceptions have placed considerable pressure on cohesion and equality within communities across the country during the last year. Tolerance of others has been challenged and at the same time a number of the changes made as part of the national austerity programme to services delivered through local authorities have impacted on individuals with protected characteristics.

During 2014/15 the council continued to reduce the costs of its services in line with the national austerity programme, while still seeking to meet its equalities obligations to residents and service users.

The major development during the past year was the start of public consultation on a new single equality plan for the council. This is due to be adopted in September 2015, and will provide clarity about the council's equality objectives and management for the period to September 2019.

# South Gloucestershire population

In order to place the council's equality work into context, it is important to know about the population of South Gloucestershire. The most recently published data is that from the 2011 national census, published by the Office for National Statistics in 2012. Information is now available in relation to gender, age, ethnicity, disability/limiting illness and religion/belief. This information is shown in the tables below, and can be used in comparison with the data on service use presented in this annual report.

## Total population

The population estimate for South Gloucestershire was 262,800, which represents a 7% increase on the number recorded in 2001 (245,600).

## Ethnicity

- at 249,574 residents (95.0% of the total population), 'White' was the majority ethnic group
- Within this group 'White British' was the largest sub-group (accounting for 91.9% of the total population). The 'White Other' sub-group (which includes people of eastern European origin) accounts for 2.5% of the total population
- 13,193 residents (5.0%) of the population were from black and minority ethnic (BME) groups – more than twice the number recorded in 2001 (5,796 residents / 2.4% of the total population)
- 95.5% of the usual resident population identified with at least one UK national identity (English, Welsh, Scottish, Northern Irish, and British) – above the national average of 91.0%
- 6.6% (17,297 usual residents) were born outside the UK – considerably lower than the national average (13.4%)
- the most common non-UK countries of birth for usual residents were Poland (1,828) and India (1,695)
- 93.4% of residents were born in the UK – the national average is 86.6%

The detailed ethnic background of the population of South Gloucestershire in 2011 was as follows:

Group	Number	% of population
Asian/Asian British – Bangladeshi	238	0.1
Asian/Asian British – Indian	2699	1
Asian/Asian British – Pakistani	698	0.3
Asian/Asian British – Chinese	1312	0.5
Asian/Asian British – Other	1493	0.6
Black/African/Caribbean/Black British – African	987	0.4
Black/African/Caribbean/Black British – Caribbean	980	0.4
Black/African/Caribbean/Black British – Other	251	0.1

Group	Number	% of population
Mixed/Multiple Ethnic Groups – White & Asian	1016	0.4
Mixed/Multiple Ethnic Groups – White & Black African	396	0.2
Mixed/Multiple Ethnic Groups – White & Black Caribbean	1516	0.6
Mixed/Multiple Ethnic Groups – Other	739	0.3
White – English/Welsh/Scottish/Northern Irish/British	241611	91.9
White – Irish	1223	0.5
White - Gypsy or Irish Traveller	271	0.1
White – Other	6469	2.5
Other Ethnic Group - Arab	366	0.1
Any Other ethnic group	502	0.2

## Age

The following table illustrates that the proportion of the population in each age band is broadly comparable to the national (England and Wales) average.

Age (Years)	Percentage of population	
	South Gloucestershire	England & Wales
0 to 4	6.1	6.2
5 to 9	5.6	5.6
10 to 14	6.1	5.8
15 to 19	6.7	6.3
20 to 24	5.9	6.8
25 to 29	5.9	6.8
30 to 34	6.1	6.6
35 to 39	6.6	6.7
40 to 44	7.9	7.3
45 to 49	8.1	7.3
50 to 54	6.6	6.4
55 to 59	5.7	5.7
60 to 64	6.0	6.0
65 to 69	5.1	4.8
70 to 74	4.0	3.9
75 to 79	3.3	3.2
80 to 84	2.3	2.4

85 and over	2.1	2.2
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## Disability

A total of 40,914 residents (15.6% of total population) declared they have a form of disability which limits their day-to-day activities to some extent.

## Gender

130,069 residents (49.5% of total population) are male and 132,697 (50.5%) female.

## Religion or belief

Asked their religion in the 2011 census, residents responded as follows:

Religion/belief	Number	% of population
Christian	156,504	59.6
Buddhist	708	0.3
Hindu	1681	0.6
Jewish	145	0.1
Muslim	2176	0.8
Sikh	623	0.2
Other religion	888	0.3
No religion	80,607	30.7
Religion not stated	19,435	7.4

# Equalities within South Gloucestershire

# Perceptions of equality

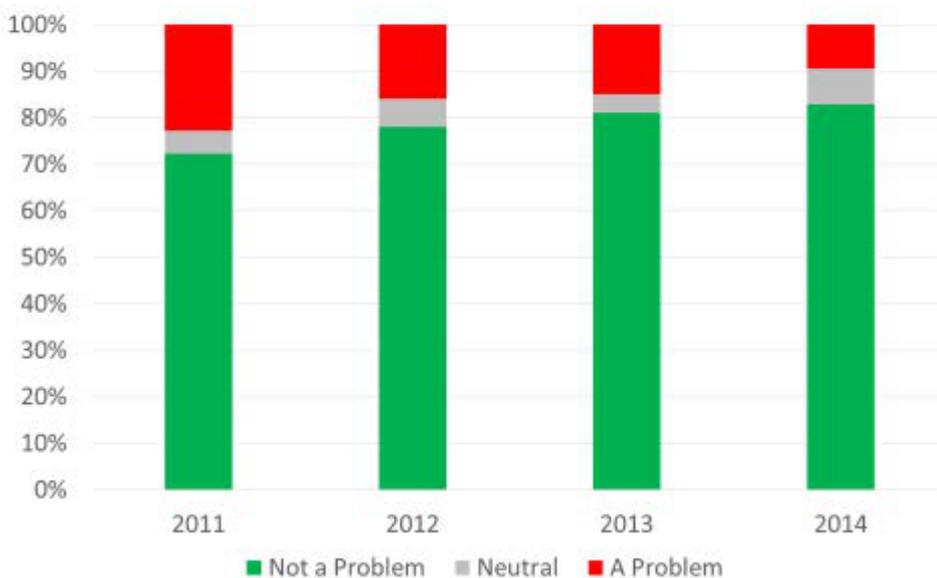
Each year the council surveys residents in order to assess their views of equality in the district. The number of respondents to this survey for each of the last three years is as follows:

- **2011** 1,154
- **2012** 999
- **2013** 890
- **2014** 1,278

At the 95% confidence level this therefore provides a confidence interval of better than 3%. Results are also weighted and so provide an accurate reflection of views of all residents. Therefore, we can be 95% confident that responses are representative of those that would be given by the total population, if a census had been conducted, to within +/- 3% of the percentages reported.

The proportion of residents who think there is a problem with people not treating each other with respect and consideration in their local area has reduced still further in the last year. Only 9.5% of residents surveyed feel this is a problem in their local area while an all-time-high of 82.8% disagreed or strongly disagreed that this is the case.

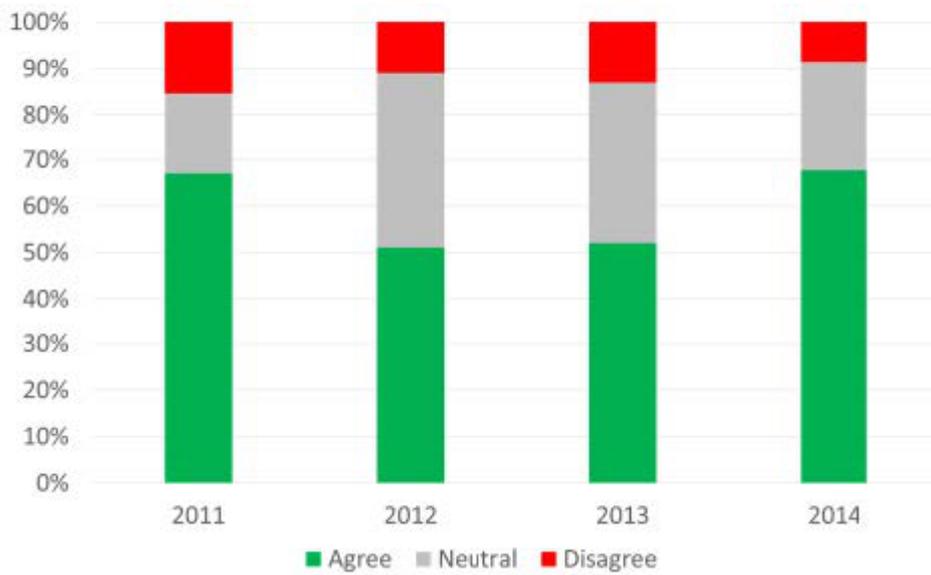
% residents who think there is a problem with people not treating each other with respect and consideration



Asked a much broader question about how well people from different backgrounds get on in their local area, residents were also more positive in 2014. The proportion feeling their local area is a place where people from different backgrounds get on well together increased from 52% to 64.5%, while the proportion who actively disagree with this statement reduced from 13% the previous year to 8.2%

The council is now analysing these results by geography, in order to identify any particular local trends in equality perceptions.

## % residents believing people from different backgrounds get on well together in their local area



The council is now analysing these results by geography, in order to identify any particular local trends in equality perceptions.

# South Gloucestershire Council's equality objectives

Following extensive consultation with local communities, including equality communities, the council adopted a new single equality plan in April 2012. That plan set four objectives for our work. Progress against these objectives is considered in detail below, but can be summarised as:

Objective		Feedback on progress
Objective 1: To ensure a consistent approach to managing equalities.		A robust and consistent approach was introduced in 2012/13 and was followed in 2014/15
Objective 2: To ensure fair treatment for all by council services		62% of service users felt they were treated fairly by the council; while 17% did not feel this way. However analysis of the full responses shows that respondents were unhappy with decisions made, or with individual service areas. They did not raise issues with an equalities dimension. It is proposed this indicator is amended in order to provide better information on equalities for the future.
Objective 3: To reduce any gaps in service use and take-up.		Overall, the council is showing improvements in delivering against actions that have been set to improve service performance in delivering against these objectives. This annual report provides information on the performance of council service areas for 2014/15 and also of progress against actions which were set for the year.
Objective 4: To continuously improve equality of opportunity for our employees and job applicants		Analysis against this objective is assessed via our annual 'Equalities in Employment' report which is available via the link in <a href="#">Section 3 of this report</a> . This information enables us to check our performance as an employer in relation to all diverse employee groups. Together with attitudes and experiences of staff collected via our biannual staff survey, this information allows us to assess staff satisfaction levels, attitudes and experiences and continuously develop our practices as the largest employer in South Gloucestershire.

# Ensuring a consistent approach to managing equalities

Each individual service area is responsible for ensuring equality in its own operation, and for identifying and addressing inequality in line with the council's legal obligations.

To support staff and managers in doing this the council has in place a corporate equality and diversity action team (EDAT). This brings together departmental representatives with the corporate equalities expertise and support. The EDAT group meets every three months to provide strategic direction, guidance and performance management to members, departments and partners on equality and diversity issues, as well as discuss and act on equality and diversity issues within the authority and partnerships.

The members of EDAT feedback to departmental equalities working groups (DEWG) which are tasked with ensuring that corporate equality commitments and objectives are translated into action. Therefore, each DEWG devises and delivers actions aimed at delivering corporate objectives. These actions are set out within this annual equalities report. DEWG also provide two-way communication of equalities issues between customer facing staff and EDAT.

# Ensuring fair treatment for all by council services

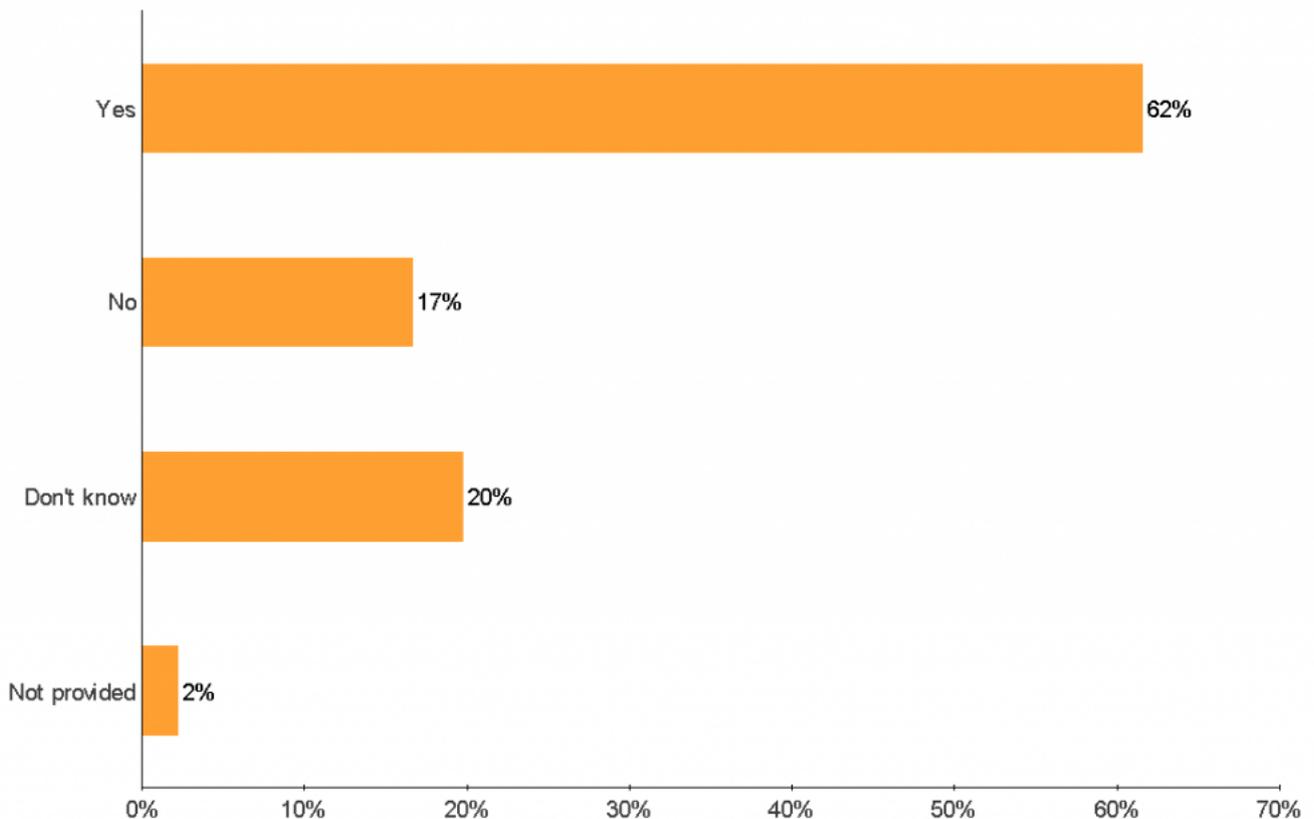
In 2014 residents on the council's citizens panel who had used or experienced any of the council's services were presented with a list of four statements about fair treatment by services and asked to give their level of agreement or disagreement with each one. The majority of residents (62%) thought that they had been treated fairly by the council. This represented a reduction of 2% on the 64% recorded in 2013, but that is within the margin of error.

The proportion of respondents who felt they had not been treated fairly by the council rose from 11% in 2013 to 17% in 2014.

Priority neighbourhood participants and male participants were significantly less likely to think they had been treated fairly by the council in the previous year than those from the rest of the district and female participants. Survey participants who stated they had not been treated fairly by the council in the previous year were asked which service area their response related to. The question received 192 comments. The most frequently mentioned service areas were waste and refuse collection (36%), highways and transport (17%), other areas of Streetcare (14%) and planning (10%). However the text answers provided in conjunction with these responses consistently related to overall decisions of the council and not to treatment on the grounds of equality.

## In the last year, would you say that you have been treated fairly by South Gloucestershire Council?

Base: 1278

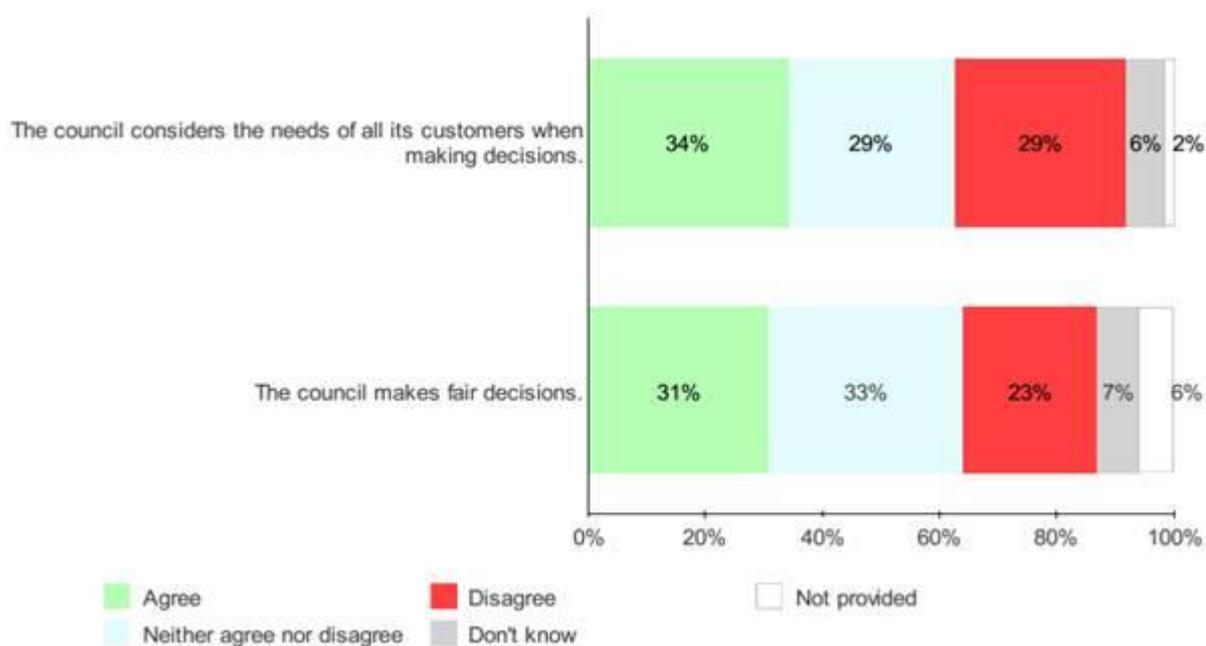


Respondents also had to state if they agreed or disagreed that the council considered the needs of its customers when making decisions and that the council made fair decisions. About a third of respondents agreed with both statements. Twenty-nine percent disagreed that the council considered all of its customers in its decisions and 23% disagreed that the council made fair decisions.

**Figure 3: Fair decisions by the council**

**Based on your own experience of South Gloucestershire Council and anything else you may have seen, read or heard about the council, to what extent do you agree or disagree that...?**

Base 1278



Respondents from priority neighbourhoods were significantly less likely to agree with both statements than those living in the rest of the district. Male respondents were significantly more likely to disagree with both statements than women. Those aged 65+ were significantly more likely to agree with both statements than those of working age. Respondents who disagreed with the above statements were asked to explain why. The question received 365 comments. The most frequently mentioned reasons for not thinking that the council was being fair related to residents' views being ignored by the council (23%) and actions and decisions taken by highways and transport (16%), other areas of streetcare (13%) and planning (11%).

This indicator does not provide an accurate basis for assessing the extent to which the council treats everyone appropriately, making due adjustments for protected characteristics. The indicator therefore needs to be amended in order to provide better information on equality of treatment in the future.

# Department: Chief Executive and Corporate Resources

Year: April 2014 - March 2015

## 1. The departmental equalities action plan

### Key achievements:

- Expanded the website services for those with disabilities or difficulties, including Local Offer pages in conjunction with the Children Adults & Health Department; extended the easy read pages; and increased video and audio content
- Raising the profile of 24 projects the council have funded through the 'Everybody's Business Grant Scheme' by providing digital and communications support to engage, network and support people with mental health issues
- Provided digital support as part of the low vision campaign
- As part of the national Be Online campaign and grant funding, we have contributed to the work to encourage others to get online and improve their digital literacy which has been led by the library service. This project has a particular emphasis on supporting older users
- Continued to build a successful apprenticeship programme for younger residents which resulted in being shortlisted for the Bristol Post's Apprenticeship Large Employer of the Year Award
- 100% of the council's younger apprentices have progressed into sustainable employment, both internally and externally
- Awarded Jobcentre Plus' Positive about Disabled People Award for the 9th year running, demonstrating that applicants with disabilities are given appropriate support into work with the council
- The Finance & Customer Services division achieved accreditation to the Customer Service Excellence standard with elements recognised as best practice. The accreditation requires us to deliver excellent customer service, and amongst other criteria considers how we support customers with different protected characteristics
- Produced a British Sign Language video and ran a support session for the Traveller community on how to vote
- Produced Makaton and Easyread booklets on voting
- Electoral staff ran workshops for groups with protected characteristics helping prepare them to be able to vote in 2015 local and general elections
- Introduced eDocs, a fully accessible alternative to traditional printed materials. With eDocs, residents can use Browsealoud to listen to the document being read out or translate it into different languages and can change the font size and colour contrast to meet their needs. eDocs automatically adjust for any screen size – from TVs to tablets and smartphone devices, and can be printed in different font sizes if required or downloaded to kindle-type devices
- Used diverse images extensively in communications work

## The key actions proposed for 2015/16:

- Launch disability equality at work training which will give a significant improvement to the training previously provided to those in direct contact with disabled customers/service users at work
- Refresh the council's equality and diversity training that will be open to all staff and managers that will both enhance skills across the workforce to deliver against the statutory duties and address the attitudes necessary to deliver robustly

## 2. Equality impact assessments (EqIA)

### Key EIA undertaken in 2014/15

- Council tax reduction scheme 2014
- Customer services review (phase 1)
- Strategic communications and emergency planning review
- HR – workforce change procedure
- Establishment of a local authority trading company
- Council budget 2015/16
- Section 13A(1)(c) council tax

## 3. Equalities monitoring

Equalities monitoring is undertaken as part of the overall monitoring and evaluation of service delivery for the following services:

- Human resources
- Housing benefit and council tax benefit
- Council tax
- Corporate contact centre
- One stop shops
- Strategic communications
- Registration service

The key improvement actions identified:

### Human resources

- To capture data about leavers to analyse if there is a cumulative impact on any equality group over the past five years due to service reviews
- Increase the number apprenticeship opportunities for young people to help balance the age profile of the workforce

### Housing and council tax benefits

- As a result of previously low response rates to service evaluation, the benefits service have sought to refresh their importance research. This ensures that customers are being asked

their satisfaction with aspects of the service they deem to be important, not what the council thinks is important. The service has also reviewed the bi-annual format of issuing surveys and, as a result, will return to sending surveys on a quarterly basis. Results, and therefore equalities data will be available during 2015/16. Analysis of concerns and complaints received during 2014/15 in relation to revenues has not identified any equalities related issues

### Council tax

- The revenues team have for some time issued their surveys with council tax bills. Unfortunately this is now no longer possible due to the automated process by which the bills are now produced. Surveys therefore need to be issued independently from the annual bills. Surveys will continue to be issued on an annual basis; though it is also timely for the revenues service to refresh their importance research to ensure that customers are being asked to rate their satisfaction according to the factors that they deem to be important. This refresh will be undertaken and surveys re-issued once this is complete. Results, and therefore equalities data will be available during 2015/16. Analysis of concerns and complaints received during 2014/15 in relation to revenues has not identified any equalities related issues.

### Corporate contact centre

- Throughout 2014/15 additional streetcare and waste online forms have been introduced to our website. This has increased the channels through which service requests and problem reports can be logged, thereby improving accessibility to services. The call back facility for environmental health and registration services has been particularly successful, leading to the same being rolled out for building control also. Initial results show this to be equally popular amongst customers
- The forthcoming Cisco upgrade and new functionality will allow for the prioritisation of telephone calls and emails. It will also create a potential for other online services such as web chat, which as well as improving accessibility will also support increased resolution at first point of contact
- Throughout 2014/15, 3000 surveys were issued by the contact centre, with 387 responses being returned. As a result of customer feedback further work is being undertaken in conjunction with service areas to review and improve the content, positioning and layout of web pages, with particular emphasis on promoting our self-serve functionality. Overall customer satisfaction with the CC is around 90%

### One stop shops (OSS)

- During 2014/15 the OSS reviewed the way in which its surveys were issued in a bid to increase response rates. As a result surveys are no longer sent to customers in the post but are undertaken at the point of customer contact. Customers are asked to complete a survey and provide their views on the service they have received directly following their visit to the OSS; Surveys are undertaken quarterly throughout one week of the month and across all four OSS sites, ensuring all customers are asked to participate. In 2014/15 508 responses to

surveys were captured

- Customer feedback has been positive around work with partner organisations such as Talking Money and North Bristol Advice. As a result of higher demand for these services the length of each session has been extended to ensure all customers have an opportunity to attend. We also work closely with the food banks
- Feedback has raised some issues with parking facilities at Kingswood and the accessibility of the toilet within the OSS due to the door being too heavy. Property services are working to overcome the issue with the toilet door, whereas the intention is that the parking issues will be reviewed/resolved as part of the community hubs project. The OSS continues to work with external organisations to ensure its facilities and staff are equipped to support customers, whilst addressing their needs and resolving enquiries. Overall customer satisfaction with the OSS is around 95%

### Strategic communications

- The new accessibility features on the council's website are being well used with a number of languages excluding English requested between 12 June 2014 – 31 March 2015:
  - 4,176 Polish, 1,113 Spanish, 984 Hungarian, 691 Chinese, 690 Portuguese, 617 French, 473 German, 457 Italian, 342 Russian, 214 Czech
- Between 1 December 2014 – 31 March 2015:
- Colour contrast
  - High contrast – 827 clicks
  - Low contrast – 803 clicks
  - Invert contrast – 662 clicks
- Font size
  - Large font – 316 clicks
  - Medium font – 279 clicks
- Browsealoud
  - 312 clicks

### Registration services

- The registration service continues to undertake customer satisfaction on a regular basis. Analysis of the 2014/15 results show that customers are satisfied and have not identified any areas of concern

## 4. Procurement

- Implemented the new European Union Public Contracts Regulations 2015 and updated all documentation to reflect the new regulations based on the five EU treaty principles including non-discrimination
- Approved the new commissioning and procurement strategy which includes equalities in procurement guidance to ensure our commitment to robust equalities recording and monitoring, and the advancement of equality opportunities for all
- Approved a Social Value Policy that ensures the council considers how it might improve the economic, social (including equality) and environmental wellbeing – the “social value” – of a

relevant area when buying and commissioning goods and services

#### The key actions proposed for 2015/16:

- Work with the VCSE organisations and other relevant organisations to further develop the social value process
- Roll out the skills matrix across all procurement/commission team to make sure procurement properly takes account of equality and social value
- Encourage the use of apprenticeships where relevant to the procurement (links with social value) thus helping younger residents

#### 5. Challenges

- The department will support the delivery of the council savings programme and ensure that equalities impact assessments are conducted for all projects where relevant, published on the council's intranet site and the actions identified are monitored
- We will continue to work to increase digital inclusion so that South Gloucestershire residents can fully participate in our increasingly digital society

# Department: Children, Adults and Health

Year April 2014 - March 2015

## 1. The departmental equalities action plan

### Key achievements

The council introduced the changes to meet the requirements of the Care Act which came into force on 1 April 2015; Care and support needs will be assessed against nationally agreed criteria to make it fairer and easier to plan for the future, wherever you live in the country; Support for carers who care for an adult friend or family member - there will be the same national eligibility threshold for support. All carers will have the right to ask for a carer's assessment which will look at the different ways that caring affects their life and work out how they carry on doing the things that are important to them and their family; Keeping vulnerable people safer - to ensure that we and our partners are clear on responsibilities for vulnerable adults. The criteria taken into account in providing services will not include protected characteristics although those assessed will include individuals with protected characteristics.

The requirements of the Children and Families Act 2014 in relation to people aged 0-25 with a disability and/or special educational need were implemented in September 2014. The 0-25 Disability Partnership Board has been ratified and will take forward the priorities for the development of our new 0-25 service. Participation and co-production with partner agencies, education settings and families and the development of our Local Offer continue to be key priorities.

South Gloucestershire's last joint strategic needs assessment (JSNA) was published in 2013 to cover the three-year period to 2016. It was the first JSNA to be produced in South Gloucestershire under the new requirements of the Health & Social Care Act 2012 with a focus on assets and hence gaps as well as needs. In 2014 -15 an adult mental health needs assessment has been completed with the children's planned for completion in May 2015. A public health and wellbeing survey was commissioned to generate relevant health data sets for future resource planning for a new health in schools programme which will be launched in 2015. Work commenced with the clinical commissioning group (CCG) to revise and develop the obesity care pathway for adults and children and commence a surveillance & mapping of food poverty in South Gloucestershire. A review and evaluation of the pathway that exists for alcohol clients with a focus on overall community and acute service provision, was undertaken and based on robust evaluation will support the development of joint commissioning arrangements with partners to enable whole system commissioning, for example via alcohol interface nurse, aiming to reduce alcohol related admissions (including reducing length of stay) and A&E attendances. This work will now feed into and contribute to the updating and refresh of the JSNA and joint health & wellbeing strategy (JHWS) process which commences in 2015. Equalities considerations and monitoring forms an integrated part of our JSNA and JHWS process to help promote equality and discharge our responsibilities under the public sector equality duty.

The South Gloucestershire Education Partnership was formed in June 2014; representative of all schools and other education and skills providers, the partnership has responsibility and accountability for the quality of education and learning outcomes for all children and young people in South Gloucestershire. The partnership aims to support a sustainable self-improving education system in a shared, collaborative culture of educational excellence that recognises those in schools and other providers as equal, trusted partners. It intends to build on existing networks, relationships and local partnerships to ensure that no school is isolated and will collectively support and challenge institutions to reach high standards and ensure continual improvement of all schools in South Gloucestershire. An overview of the standards achieved by vulnerable groups in the 2014 national tests and examinations was presented to the Children and Young People's Committee on the 4 March 2015 and can be found at <http://modern.gov/ieListDocuments.aspx?CId=420&MId=6780>

Following the final report from the South Gloucestershire Education Commission, a strategic review was commissioned to evaluate the current quality, efficiency, effectiveness and sufficiency of school provision for children and young people with special educational needs (SEN), in South Gloucestershire. Much work had already taken place to plan for the requirements of the Children's and Families Act and specifically to implement a 0-25 service for children and young people with special educational needs and disability from September 2014.

The strategic review can be found at <http://modern.gov/documents/s53317/SEN%20strategy.pdf>. It reported on four overarching themes which will now be taken forward via the implementation plan:

- Improving the quality of specialist provision and outcomes for children and young people with special educational needs
- Supporting the implementation of the Local Offer for children and young people who are disabled and/or have Special Educational Needs
- Ensuring sufficient and effective provision for children and young people aged 0 -25 is planned effectively based on current and forecast need
- Ensuring effective school funding arrangements for SEN are planned and implemented

The Commissioning of School Places Strategy sets out the need to add and remove primary and secondary school places in response to changing demographic trends in South Gloucestershire. For the first time this strategy includes an analysis of demand for future specialist placements. This follows the council's strategic review of special educational needs which was commissioned to consider four overarching themes which includes ensuring sufficient and effective provision for children and young people aged 0 -25 is planned effectively based on current and forecast need.

South Gloucestershire are in the top quartile for performance nationally in the implementation of the 2 year old free early education and childcare offer. The national criteria for eligibility includes those that have a current statement of special education needs (SEN) or an education health and care plan; those that get a disability living allowance (DLA); those looked after by a local council; those that have left care under a special guardianship order, child arrangements order or adoption order.

Voluntary sector support –implementing a new process for inviting and prioritising expressions of interest from community and voluntary organisation to support services/initiatives that support priority social care objectives with effect from April 2015. These include carer led peer support groups, including carers of people with mental health needs; Chinese and South Asian carers groups; workshops targeting older people to help them plan ahead; Age UK; Alzheimer’s Society; post-natal depression peer support; holistic peer lead support model for the Chinese community and Action for Blind People rehabilitation.

## Our priorities for change in 2015/16

### **1. Personalisation**

- Develop a new expandable Shared Lives service
- Contribute to the delivery of the Rehabilitation, Reablement and Recovery Strategy in partnership with the local NHS

### **2. Equitable access**

- Monitor and respond to the implementation of the Care Act Part 1
- Procurement of new care home framework jointly with South Gloucestershire Clinical Commissioning Group to include the care home reablement initiative
- Re-commission our framework of short breaks/respite care providers
- Commission new employment support services for people with learning difficulties

### **3. Value for money**

- Implement and support the delivery of the council savings programme while taking account of the equalities impact of changes

### **4. Skilled workforce**

Deliver the Connecting Care project to share key data across health and social care professionals. This will improve co-ordination of services, and hence outcomes, including for those with protected characteristics

### **5. Strong partnerships in a developing local market**

- Implementation of Better Care Fund including work with the NHS to develop integrated health and social care pathways and local ‘cluster’ co-ordination. This will improve co-ordination of services, and hence outcomes, including for those with protected characteristics
- Re-marketing of two council owned sites for potential new care homes
- Publish a new market position statement
- Further development of community capacity including via our Precious Time project. This will improve co-ordination of services, and hence outcomes, including for those with protected characteristics
- Work with the local NHS on effective patient flows, including supported discharges from

acute hospital trusts. This will improve co-ordination of services, and hence outcomes, including for those with protected characteristics

- Undertake market shaping and enabling activities to promote additional capacity in the residential and nursing home sector as well as extra care housing

## 2. Equality impact assessments

Equalities considerations and monitoring will be an integrated part of our joint strategic needs assessment (JSNA) and joint health & wellbeing strategy (JHWS) process to help promote equality and discharge our responsibilities under the public sector equality duty.

In 2014/15 the following EqlA were completed demonstrating that we have had “due regard” to equality considerations and evidences the stage the duty was considered; what considerations were made; and how we undertook the assessment and reached conclusions.

- 0 – 25 service
- Direct payments
- Early help vision and strategy
- Care Act
- Early years
- Home care
- Integrated children’s services
- Rapid response

The key improvement actions identified through these EqlAs:

### **Integrated services for young people**

- Conduct work to identify LGBT need & continue/develop provision where needed
- Ensure local provision is determined by comprehensive understanding/through assessment of local need, and provides flexible programme of support within the communities it serves. Include comprehensive understanding of needs of all protected characteristic groups
- Monitor impact of any implementation of the proposals, specifically on protected characteristic groups

### **Integrated services for early years & family support - early years:**

- Alternative providers of services for centres to be required to offer targeted support for mothers with post natal depression and disabled young people where there is an identified need
- Outreach services operated from council maintained centres to continue to run sessions for disabled young people in localities where there is an identified need. An identified need has already been highlighted via the analysis of data pertaining to Bradley Stoke, Mangotsfield and Winterbourne children’s centres
- Filton and Cadbury Heath centres to continue to provide sessions for disabled young people based on need
- All centres to assess needs on an on-going basis and introduce sessions to meet demand

- Ensure clear dissemination, including to external providers, of the equality and diversity communications toolkit
- Monitor the impact of any implementation of the proposals, specifically on protected characteristic groups

### **Family support & parenting:**

- Continue provision for key protected characteristic groups where need identified
- Ensure local provision is determined by comprehensive understanding/through assessment of local need, and provides flexible programme of support within the communities it serves. Include comprehensive understanding of needs of all protected characteristic groups
- Monitor impact of any implementation of the proposals, specifically on protected characteristic groups

### **CAH integration - strategic safeguarding**

- To improve equalities information when data gathering to allow equalities information to inform decision making and highlight issues
- The integrated strategic safeguarding team to conduct a full equalities impact assessment and regularly review it

### **Adult - What people do during the day**

- Ensure robust equalities focus within the service specification ensuring that approaches to equality and diversity are adequately assessed and tested through the commissioning process
- Develop robust and effective approaches to monitoring the effectiveness of healthwatch in promoting equality and diversity through the delivery of the contract once awarded

### **CAH integration - 0-25 disability**

- Ensure that mechanisms for monitoring outcomes in relation to: gender, ethnicity, impairment/disability type & age are in place in order that checks can be made in respect of success
- Parents and carers have indicated a range of support they will need to support them through the assessment process. The new service will ensure that mechanisms for monitoring satisfaction in relation to: gender, ethnicity, impairment/disability type & age are in place in order that checks can be made in respect of success
- A self-assessment form has already been developed as an initial first step in the EHC assessment process and information will also be developed to support parents and carers. The self-assessment form will be available from 1 September 2014 and will be published in our Local Offer. All referral into the service will be asked to complete this form
- Protocols between agencies will be developed as to who would have access to the information contained within the assessment, how it would be used and data security. As an authority we already have data sharing protocols with key partners and specific elements not covered by these protocols will be addressed working towards a September 2014 timeline
- Our ICT service will develop a robust ICT solution with all of the agencies involved in the

integrated EHC assessments and the single plan to ensure multi-agency data sharing and communication between professionals in the future. Our ICT solution will endeavour to allow previous assessments to be accessed by the lead professional who will be working directly with children, young people and their families

- Assessments will reduce from 26 weeks to 20 weeks and the new service will ensure that mechanisms for monitoring success in achieving this in relation to: gender, ethnicity, impairment/disability type & age are in place in order that checks can be made in respect of success
- Local Offer feedback will ensure that mechanisms for monitoring success in achieving this in relation to: gender, ethnicity, impairment/disability type & age are in place in order that checks can be made in respect of success
- Preparing for adulthood team will monitor how successful the service is by means of an annual service user satisfaction survey. The service will also run an annual event with service users and family carers where there will be an opportunity to consider how well the service is achieving its aims and objectives and to help identify where the service might make improvements
- We have worked very closely with SGPF to ensure the development of the EHC assessment documentation and single plan is person centred and does fully involve families. This will be tested with a small group of children and young people commencing in May 2014 and outcomes will influence equalities approaches where appropriate. An EqIAA will be conducted in respect of this trial and learning identified and used to inform changes as appropriate
- Develop needs descriptors for pre-school children

## **Homechoice**

- We will conduct monitoring of the impact of any options implemented on an on-going basis, which will allow us to identify and address any equalities issues that may emerge as a result. This will include monitoring of profile of bids, i.e. by age of applicant, ethnicity, transfer, homelessness

## **Care Act**

- Ensure ongoing engagement with equalities groups and use of equalities data to inform ongoing service development and commissioning
- Regularly review local policy for financial assessments to address any emerging equalities issues
- Monitor DoH progress with engagement activity re; faith/charging interest
- Monitor deferred payments scheme to ensure it is actioned appropriately for all
- Ensure equalities monitoring in place and continues as part of Safeguarding Adults Board remit
- Transitions - ensure training and employment strategy for CYP with SEN and disabilities in place & delivering effectively for all
- Prison care - Ensure staff have overarching knowledge of needs of diverse groups identified in data, and apply this knowledge appropriately with individuals so a good and appropriate service is delivered to all

## Early help vision and strategy

- Monitor each measure of success and disaggregate according to protected characteristic group as appropriate
- Liaise with partners to ensure equalities progress is well planned across the whole of South Gloucestershire

## Precious Time Strategy

- **Age (older people):** Work to date from the Precious Time strategy has focussed predominantly on older people. Promoting the positive impacts of volunteering, particularly for older people, is an important part of the strategy, and is seen as a tool in itself for reducing loneliness amongst older people. More work is needed to understand the areas that have higher levels of older people affected by loneliness and isolation and to work with the local community to address the issue; the Town and Parish Councils and Over 50s Forum will play a key part in this work.
- **Age (younger people):** These areas will be explored in the knowledge and mapping workstream of the strategy, so that an understanding develops of how loneliness impacts on these groups. Links to other strategy groups will also be established, to share learning and different approaches, and ensure work is joined up and co-ordinated.
- **Disability:** Southern Brooks Community Partnership are working towards making Patchway dementia friendly, and learning in relation to what makes a friendly community, and how to include people with dementia more in their communities will be taken forward through the project. The Disability Equality Network (DEN) for South Gloucestershire are invited to take part in the knowledge and mapping workstream, to gain a better understanding of issues for disabled people in relation to loneliness and isolation. The DEN will also be invited to take part in the environment workstream, to understand better the practical issues facing disabled people
- **Race:** Greater research is required at a local level to understand the picture in South Gloucestershire. This work will be undertaken through the knowledge and mapping group, and will call on the knowledge from key organisations and staff to understand this picture
- **Sex:** An initial monitoring framework is in place to identify and measure outcomes for people using Precious Time services, either as users of a service or as volunteers. This has the potential to identify if different interventions have different outcomes according to gender. Research has shown that men generally prefer activities that are focussed on doing or producing something, and this learning will be built in when developing services so as to encourage men to be involved
- **Sexual orientation:** This area will be explored further in the knowledge and mapping workstream
- **Religion/belief:** Faith communities have an important role to play in reducing isolation and loneliness, and in continuing to support members who become disabled to take part in their faith community. Faith groups will play an important part in understanding loneliness and isolation in specific communities
- **Gender reassignment; pregnancy & maternity; marriage and civil partnership** will all be explored further in the knowledge and mapping workstream

## **Housing strategy**

- Equalities monitoring will continue on an on-going basis in order that impacts in relation to protected characteristic groups are assessed and addressed in a timely fashion

## **Homelessness review**

- Arrangements will be put in place for the continuous monitoring of each of the priorities, including any unintended consequences that may be felt by any particular groups
- Development of specific actions to deliver against the stated priorities will take account of the issues emerging within this EqIAA and identify approaches to address the impacts identified
- To ensure that identified equalities issues are shared and are central within partnership working

## **Direct payments**

- Mandatory requirements for a card provider will include ensuring that cardholders who do not speak English and/or require information in various formats receive appropriate support
- We will conduct on-going equalities monitoring of satisfaction levels, compliments, concerns and complaints in relation to any card scheme introduced. This data would be analysed annually and any areas for improvement identified

## **Mental health strategy**

We will continue to assess and design services to ensure that they are reducing, not widening, health inequalities and that they meet the needs of disadvantaged and vulnerable groups. We will undertake Health Equity Audits and/or Equality Impact Assessments as a way of ensuring this

## **LifeShapes**

- Pilot men only sessions
- Assess feasibility of developing classes to cater for those with religious backgrounds
- Look at services available for patients who do not speak English as their first language

## **3. Equalities monitoring**

The key equalities monitoring that has taken place during the year, and the key improvement actions identified as a result of monitoring:

Monitoring of formal complaints show that overall BME background residents are five times more likely to feel a need to complain about the service received than those from other backgrounds. In response to this more detailed investigation was carried out. This shows high numbers of complaints from people from BME backgrounds primarily relates to the secure unit at Vinney Green. However 24% of service users at the secure unit are from BME backgrounds, and 22% of complaints are made by people from BME backgrounds. Excluding data from the secure unit, complaints from BME residents comprise 4% of the total number made – broadly comparable with the overall BME representation within our communities. This analysis shows there is no disproportionate response in this service area related to ethnicity.

As a result of complaints and feedback from users a number of changes have been made in order to improve services to those with protected characteristics. These include:

- Ensuring complaints processes are promoted and accessible to people with learning difficulties
- Make all SGC public toilets dementia friendly
- Providing a local 'Can't wait' card that can be shown to businesses with a request to use staff or non-public toilets or to use the toilet without purchasing anything
- Work to promote awareness / understanding of the access to work process, for the deaf and hard of hearing community
- Increased support and information about changes to the SEND process was provided to the parents of children with additional needs accessing rainbow group
- Work is being done to map and promote the availability of hearing loops for the deaf and hard of hearing community
- Providing a forum for people who have had experience of mental ill health and their carers to work with professional to make sure that they have a voice in developing services and support available to them
- Holding a Happy Memories event to share with the importance of diagnosis and to understand the issues in each different community in response to the reluctance of some BME communities to obtain a diagnosis and to seek help

#### 4. Procurement

##### **Was contractor/supplier performance in terms of equalities monitored and reviewed during the previous year?**

Equalities monitoring forms a core component of our contract monitoring. We are not simply interested in the raw numbers but in seeing evidence that suppliers have evaluated the impact of their own equalities monitoring and taken action as a result. Equally we gain a good insight into the broader level of provision by reviewing the monitoring information received.

During 2014-15, the council reviewed and updated its commissioning and contracting requirements in respect of equalities. As a result, the council implemented revised equalities content in its contract documentation along with accompanying guidance for commissioners and service providers in order to achieve a balanced and proportionate approach to equalities and associated information and data gathering requirements. This allowed the equalities content of contracts to be adjusted in each case to achieve the required balance of equalities requirements relevant to the service, its service users and the organisation providing the service.

This covered three key aspects:

1. what the council expects from providers in meeting their obligations under the Equality Act 2010 in undertaking any commissioned service
2. how providers should promote the council's public sector equality duty where they are carrying out work associated with the council's statutory duties
3. how providers should collect, monitor and analyse equalities data to ensure a fair and balanced approach to service delivery and development

## **Were any suppliers/contractors identified as not meeting equalities criteria and how was this managed by the department?**

Whilst some suppliers appear to have more robust systems in place than others in relation to reviewing equalities none are non-compliant.

### 5. Challenges

#### Key challenges to be faced in 2015/16

NHS integration and implementation of the Better Care Fund with NHS partners and other stakeholders.

Embedding and developing the changes as a result of the new legislation in the Children and Families Act.

Continued implementation of council's six year savings program while taking account of the equalities impact of changes.

# Department: Environment & Community Services

Year: April 2014 - March 2015

## 1. The departmental equalities action plan

### Key achievements:

- Improved public rights of way access programme continued to make more of the network available and accessible to users with mobility difficulties.
- Development of the handy van service included expanding the service to support the council's aim of keeping residents in their own home and out of residential care, by making simple adaptations to the homes of residents with disabilities
- Key highway junctions in the district were improved to tackle pinch points and facilities for pedestrians, public transport and cyclists. All new crossings either have tactile paving or audible crossing facilities to aid partially sighted users with lengthened red times help those less able to cross roads without the fear of them being stranded half way across the street
- Made significant improvements to access close to disabled homes, shopping areas, public facilities etc by installing 22 dropped kerbs, with majority featuring tactile paving; 75 more advisory disabled parking bays , and 12 advisory keep clear markings incorporating the word 'DISABLED' across driveways where a blue badge holder has had particular problems with exiting/accessing a driveway
- The local sustainable transport fund (LSTF) community fund provided £58,914 to Warmley Wheelers, a voluntary organisation supported by Milestones Trust. This was set up to support people with disabilities and learning difficulties to take up cycling. The funding enabled the purchase of 8 specially adapted bikes, and associated equipment including a storage facility. The bikes are loaned out by Milestones to local disability groups, schools and members of the public
- Non-motorised user audits were conducted on a number of sections of the North Fringe to Hengrove MetroBus route. This process has ensured that pedestrian, cyclist and disabled user accessibility is maximised. The audits have resulted in a number of changes to the North Fringe to Hengrove scheme, including the installation of an extra signal controlled pedestrian crossing at Hambrook
- In late summer 2014 the A38 Filton College signal controlled crossing on the A38 at the junction with Filton Avenue was upgraded to a puffin style with increased time for pedestrians to cross the road. This project came about as a result of a request from the Downend Day Centre who support young adults with learning difficulties to gain independence. The signalled crossing which allowed young people to access the college from the bus stop previously had a short crossing time, and this had impacted on the confidence of how these young people felt in walking or taking the bus to college
- The housing enabling service has continued to promote the wheelchair design guide to housing associations and developers. The Lyde Green Consortium has committed to build all wheelchair units at Lyde Green (Emersons Green East) in accordance with the design guide. The ExtraCare design guide has been reviewed and updated to take account of the latest

developments for tenants with disabilities

- Spatial planning & specialist advice refreshed the council's statement of community involvement (SCI) which sets out the procedures and standards for engaging and communicating with members of the public with regard to how decisions are made on planning applications and plan making, thus ensuring access the decision making process is available to all sections of the community as and when required (i.e. literature can be offered in different languages or formats upon request) and community groups can be involved during public consultations
- Training was carried out providing a holistic view of what makes an accessible environment with a practical approach to understanding how accessible design can make a real difference. The training specifically considered where Building Regulations Part M does not meet all of the regulations set out in The Equality Act 2010 and how this relates to the need for reasonable adjustments. The training provided building control staff greater awareness of the challenges faced by disabled and elderly people, and the considerations needed to understand what the legislation instructs us to do to do and how this translates into improved real life customer experiences
- Reading Well Books on Prescription schemes were introduced by the library service for people with dementia and experiencing mental health issues. Over 1,000 people accessed the mental health books
- Funding was secured from Arts Council England which will enable a library project to work with people experiencing mental health issues. One of the outcomes will be to help people understand mental health
- Sports development supported the development of a website connecting people and communities to inclusive sport and physical activity <http://www.sportsrush.org.uk/>
- Discover festival incorporated the celebrating age events
- Work continues at Patchway library with the Traveller community eliciting the following comment: "I wanted to write to say that the excellent support work from the Patchway library staff in facilitating active engagement by many in the Traveller community is, in my view, truly outstanding."
- All library staff were trained as Dementia Friends
- 292 disabled residents benefitted from disabled facilities grants which allow them to remain living at home, 29 more than were supported in this way the previous year
- The department has continued to support the development of equality groups including the disability equality network and the race equality network. ([See section 1 for more details](#))

### The key actions proposed for 2015/16:

- Complete application to Heritage Lottery Fund for funding to improve facilities at Page Park in Staple Hill. This will include improved physical access for users with physical disabilities
- Housing enabling will continue to promote the wheelchair and ExtraCare design guides to encourage housing providers to make their properties wheelchair accessible. The wheelchair guide will be superseded by national guidance from 1 October 2015
- Training on Human Rights Act for building control and planning enforcement team in order to ensure this are properly reflected in service delivery
- The new grants system will include equalities monitoring and future annual reports will be

able to reflect this

- The ASB and community safety team are implementing a monitoring and data collection / analysis project to monitor tensions in communities with an initial focus on the Gypsy and Traveller community
- Time4Reading campaign hopes to include promotion of books from the LGBT community and for Black History Month
- Reading Well Books on Prescription scheme to be launched for children experiencing mental health problems
- Develop library services to people with mental health issues and dementia, by delivering the Arts Council England library project to work with people experiencing mental health issues. One of the outcomes of this will be to help people understand mental health
- Explore ways to provide disabled customers who can't visit libraries with an improved service. This will include consideration of recruiting volunteers and looking at ways of using digital to help people access library services remotely
- We will explore the feasibility and impact of options for moving to a 100% wheelchair accessible taxi fleet
- SARI (Stand Against Racism and Inequality) have been allocated funding to provide support to victims of hate crime
- The Disability Equality Network has been allocated funding to represent and support residents with disabilities
- The local transport capital programme, led by the transport policy team, contains a budget for minor schemes aimed at improving mobility (dropped kerb crossings etc.)
- We will complete consultation on a new single equality plan for the council, and present a revised version of the plan for adoption by the council in September 2015

## 2. Equality impact assessments (EqIA)

### Key EqIA undertaken during 2014/15:

- Waste services review of kerbside provision including green bin charge
- Waste services
- Capital programme
- Page Park National Lottery Bid for renovation of the park
- Various traffic management improvement schemes
- Services affected by the 2015/16 public transport bus re-tendering exercise
- Community composting
- A403 and A4174 maintenance challenge fund bids
- Composite bridge and Total Transport Pilot Fund, West of England 2015/16 Local Sustainable Transport Fund bids
- North Fringe to Hengrove Package Traffic Regulation Order consultation, Sept/Oct 2014
- Community engagement
- Anti social behaviour and community safety
- Trading standards
- Building control
- Libraries

- Arts development
- Private sector housing
- Environmental protection
- Environmental health

### The key improvement actions identified through these EqIA:

- The EqIA for the council savings programme service review of private sector housing identified the essential service to those with disabilities provided through the home improvement agency. As a result the council introduced a number of mitigating factors mitigating factors to reduce the impact on residents as far as was practicable whilst still realising the required savings
- As a result of equality impact assessment work undertaken on libraries & arts the following actions are now in place:
  - Data showed that up until the age of 11, young people had a good level of library usage, however, this dropped during teenage years. As a result, focus groups were held with teenagers resulting in a cessation of late fines, installation of WiFi at libraries and an increased range of books relevant to this age group. In addition, a pilot was held with 3 schools to ensure all secondary age students had an Active Card, leading to increased usage of libraries by teenage age groups
- A books on prescription service has been implemented targeted at mental health and dementia and working in Yate, Staple Hill and Hanham. Extract from feedback received from a care home worker:
  - I was browsing in my local library and found a whole section relating to living with dementia and a huge range of resources that I could use for my role at work e.g. a wonderful insightful book, ideas to aid meaningful activity, a series of books with large expressive photographs relating to sporting life, pets, familiar proverbs and sayings.... For the past fortnight, I have put into practice these resources. I want to continue to use these resources and welcome any more that you may provide. As an activities leader, to me, these resources have been treasure trove. Thank you.

For more details on the scheme see [Reading Well](#)

- Bespoke newsletters are in use targeting pre-school age young people, primary age young people, teenagers, adults and older people and provide information on leisure and library services
- Work with Gypsy and Traveller communities has evolved, resulting in feedback including:
  - I wanted to write to say that the excellent support work from the Patchway library staff in facilitating active engagement by many in the Traveller Community is, in my view, truly outstanding... It is clear to me that the engagement in learning activities, the positive view about simply being in the library space and the active engagement by library staff has been exemplary in reaching out and supporting this often `hard to reach ` cohort. Many are now undertaking learning activities which in my view would not have happened at all were it not for the library staff, facilities and provisions. The families are also engaging with the One Stop Shop and other staff in a very positive way which bodes well for the future.... The individual positive comments from families regarding

the library are crystal clear

- As a result of the anti-social behaviour and community safety EqIA:
  - Work is underway to roll out a program of training on the new ASB legislation for Officers whose work stream will be impacted, this training will include equality and diversity issues
  - The design and implementation of the South Gloucestershire Hate Crime Database continues. The completion of the project will allow the central governance of hate crime data needed to better combat crime related to faith, race, homophobia, transphobia and disability
- The EIA in relation to community composting highlighted impacts and potential mitigating actions, and as result community groups have received financial support in order that community composting sites can be kept open on a sustainable basis. As indicated in the EqIA, this has a significant benefit for older people and disabled people in particular
- The ongoing work identified as a result of the waste management strategy EqIA has led to an enhanced level of communication of assisted collections, leading to an increase in assisted collections in South Gloucestershire – reaching the highest level of assisted collections to date. Assisted collections particularly ensure that people with disabilities have full parity of access to waste collection services.

### 3. Equalities monitoring

The key equalities monitoring that has taken place during the year:

- Customer feedback work continues to be undertaken on a regular basis by service areas such as libraries; community engagement, anti-social behaviour; building control; street care; and strategic economic development to seek users' views and understand where delivery may be falling short of providing the highest possible standard of services. The results are analysed by protected characteristic and are available from [consultation@southglos.gov.uk](mailto:consultation@southglos.gov.uk)
- Results from larger scale one-off surveys including waste service review, Sort it centre review, transport – bus services, service reviews, and the annual travel to work survey are analysed by protected characteristic and are available on the council's website at [www.consultations.southglos.gov.uk/consult.ti?](http://www.consultations.southglos.gov.uk/consult.ti?)
- Four Viewpoint surveys, covering a variety of topics, were carried out during the year. All results are analysed by protected characteristic and are available on the council's website at <https://www.southglos.gov.uk/council-and-democracy/customer-services/viewpoint-citizens-panel/>
- Public consultation on the draft of the policies sites and places DPD plan was undertaken in June 2014. Comments received to this plan were taken into consideration in preparing the proposed submission draft that was approved by council in March 2015
- Consultation, targeted in particular at equality groups and individuals, was initiated on a new single equality plan for the council
- Three surveys of the library service were carried out this year for young people, adult users and also a citizens panel survey. Equalities data gathered showed the service was meeting the needs of a cross section of the population. With library events women were significantly more likely to have participated in library events and activities in the previous 12 months than

men (37% and 23% respectively). Respondents aged under 65 were significantly more likely to have attended a library event in South Gloucestershire than those aged 65+.

- In satisfaction of their service male respondents were significantly more likely to be dissatisfied with public libraries in general (2%) than female respondents (0%). Respondents of non-working age were significantly more likely to be very satisfied with libraries than those aged under 65 whilst those of working age were significantly more likely to say they were satisfied
- In October 2014, officers met with representatives of the South Glos Disability Forum and the Bristol Disability Network to discuss the MetroWest Phase 2 project and to ensure that disability/equalities issues are fully considered throughout the project
- Consultation with staff, trade unions and appropriate stakeholders has been undertaken throughout service reviews to ensure the impact of any change on a protected characteristic group is thoroughly considered. All feedback received has been included in a consultation response summary presented to the communities committee when making their decision

#### The key improvement actions identified as a result of monitoring:

- As a result of focus group activities carried out with young people on behalf of the library service charges for young people were removed; multiple copies of popular titles introduced and wifi introduced in libraries. Young people were then involved in promoting the new offer to young people through designing a poster
- A number of the surveys have shown that women are less likely to cycle to work than men and that this can sometimes be due in part to a perception of a lack of safety, especially concerning lighting. To respond to this, the local sustainable transport fund (LSTF) project has improved/installed lighting on a number of strategic cycling routes to improve safety perception to encourage an increase in the number of female cyclists
- Equalities monitoring information from attendees to business support events showed there has been a greater proportion of female attendance over males and general underrepresentation from the BME community. In response to this promotion of events via [www.insouthglos.co.uk](http://www.insouthglos.co.uk) has been improved, and is being targeted at areas where more BME run businesses may be based. Female-led business networks are being highlighted in news and events circulars

#### 4. Procurement

- All invitations to tender for services include equalities questions at the pre qualification questionnaire stage, to ensure tenderers will work in line with the council's equality duties and policy
- Contracts issued contain equalities monitoring measures where appropriate

#### 5. Challenges

- To meet council savings programme targets whilst maintaining a level of service provision to meet the needs of all of the users of the services. Where changes or cuts to services are proposed a full equalities impact assessment will be carried out to help to inform the decision.

# The council as an employer

A full and detailed report on the equalities aspects of the council as an employer is available at <http://www.southglos.gov.uk/community-and-living/equality-and-diversity/monitoring-equalities-information-and-reports/>. Headlines from this analysis are presented below.

1. The overall number of employees reduced by 6.6% from 2011/12 to March 2014/15
2. 70.1% of employees are female and 29.9% are male – this has remained consistent over the last 4 years
3. 53.7% of employees work part time – this has remained consistent over the last 4 years. 66.6
4. % of females work part time and 23.6% males work part time – again, this has remained consistent over the last 4 years. In January 2013, the Equality and Human Rights Commission (EHRC) reported that 43% of women in employment work part-time, and 13% of males in employment work part-time (based on ONS Labour market Statistics in 2011. [www.ons.gov.uk](http://www.ons.gov.uk))
5. The number of employees aged 16-20 has increased by 50% since 2011/12. This age group still only forms 0.4% of the total workforce but this increase is likely to be due to our apprenticeship programme which commenced in September 2012. 15 apprentices were employed by the council as at 31/03/2015. 9.2% of the workforce is aged 29 or under. 70.9% of the workforce is aged 40+
6. 4% of the workforce has disclosed a disability which shows decrease of 24% over the last four years. The number of non-disabled staff has decreased by 15% over the last four years
7. Sexual orientation is known for 31.9% of the workforce. The council began collecting information on this group in 2007/08 and the number of employees prepared to disclose this information has increased each year since this date
8. Information about employee's religion/belief is known for 31.9% of the workforce which is a gradual but notable increase from 22.4% in 2011/12. This increase is primarily as a result of equal opportunities monitoring captured through recruitment
9. 5.4% of employees identify as being from a Black, Asian or Minority Ethnic (BAME) group which is consistent over the last four years. 79% of the workforce identified as being White British which is a decrease from 85.4% in 2011/12
10. There were 443 vacancies in 2014/15. This figure has increased over the last four years. The average number of applications per vacancy has decreased from 19 to 15 in the last year
11. The success rate of disabled applicants has reduced from 3% to 2.4% in the last year. There has been a consistent decrease over the last four years
12. There continues to be a consistently low volume of grievances, written warnings and dismissals across all groups
13. The council's turnover rate is highest for employees aged 29 and under but it generally remains low at 7.7%. (Permanent employees who voluntarily left employment)
14. Workforce data about religion/belief and sexual orientation remains low and so it is difficult to analyse this data in a meaningful way. HR could consider actions to encourage employees to update this information although this is not deemed to be an urgent piece of work in the immediate future in comparison to the other actions being carried out.

# Equality Impact Assessment and Analysis (EqIAA)

The council operates a comprehensive approach to Equality Impact Assessment and Analysis (EqIAA). The council has in place a comprehensive equality impact assessment toolkit which guides staff on the process of conducting these important reviews. [The toolkit is available via the public website.](#)

All changes in services, for example, changes as a result of transformation projects, are subject to EqIAA.

All councillors have undergone mandatory equalities training which included EqIAA and taking account of this information when making decisions over changes to services.

EqIAA is about finding out whether any of our activities have a differential impact on different groups of people. It is about analysing our actions/activities in relation to equality.

## Available equality impact assessments

The following EqIAA are available on the council's website

<http://www.southglos.gov.uk/jobs-and-careers/equal-opportunities-information/equality-impact-assessment-and-analysis/>. This list is continuously updated. Alternatively, all EqIAA are available upon request from [equalities@southglos.gov.uk](mailto:equalities@southglos.gov.uk)

## 2012

Department	Title
ECS	Building control and enforcement
CECR	Case management HR system
ECS	Core strategy - Ben
CAH	Establishment of a single department for children, adults and health
ECS	Highways management plan
CECR	HR - Driving on council business - HR
CECR	HR – Employee information booklet
CECR	HR - Flexible retirement policy and procedure
CECR	HR – Leavers policy and questionnaire
CECR	HR - Managing absence due to ill health policy, procedure and guidance
CECR	HR – Social media policy
CECR	HR – Staff survey
CECR	HR – Workplace relocation policy and procedure
CECR	Local council tax support scheme

<b>Department</b>	<b>Title</b>
ECS	Parking enforcement
CAH	CYP partnership strategy
CAH	Review of discretionary transport (CYP)
CAH	Review of family support and parenting
CAH	Review of integrated services for early years
CAH	Review of integrated services for young people
CAH	Review of strategic safeguarding
ECS	Street lighting
CECR	Transfer of public health to the local authority

## 2013

<b>Department</b>	<b>Title</b>
CAH	Administrative support review
ECS	Bus lane enforcement
CECR	Council budget
CECR	Council tax reduction scheme
CECR	Finance review
CAH	Health and well-being integration
CAH	Homelessness review
CAH	Housing strategy
CECR	HR – Adoption leave and pay handbook
CECR	HR - Flexi time scheme
CECR	HR – Homeworking policy
CECR	HR – Job share scheme
CECR	HR - Managing staff in a major emergency or business continuity event
CECR	HR - Maternity leave and pay handbook
CECR	HR - No smoking policy
CECR	HR – Paternity leave
CECR	HR – Probationary policy
CECR	HR – Protocol on time off for trade union representatives
CECR	HR – Time off to train policy
CECR	HR – Time off work and leave
CECR	HR – Whistle-blowing policy

Department	Title
CAH	Integrated commissioning and contracts unit
CECR	Internal audit and health & safety review
ECS	Local pinch point fund - planning
ECS	Metro West phase 2
ECS	Planning review
CAH	Precious Time strategy
CECR	Publications and communications review
ECS	Residents parking policy and procedure
CAH	Review of software systems
CECR	South Gloucestershire welfare grants scheme
CECR	Staff car parking policy review
ECS	Street lighting
ECS	Street-scene - localism
ECS	Waste management strategy

## 2014

Department	Title
ECS	Community composting
CAH	0 – 25 disability service
CECR	Council budget
CECR	Council tax reductions scheme
CAH	Direct payments - Payment cards
CAH	Early help vision and strategy EqIAA
ECS	Environmental health operational restructure
ECS	Environmental health service review
CECR	Establishment of a local authority trading company
CAH	Future commissioning of residential care home capacity and decommissioning of Woodleaze EPH
CAH	HomeChoice lettings policy and procedure
CECR	HR – Workforce change procedure
CAH	Information management
CAH	Integrated children's services review
ECS	Re-tender of supported bus service 622
ECS	Re-tender of supported bus services 680, 948, 963, 967

Department	Title
CECR	Strategic communications and emergency planning review
ECS	The South Gloucestershire Compact

## 2015

Department	Title
ECS	Anti-social behaviour and community safety
ECS	Arts development
ECS	Building control
CAH	Care Act
ECS	Community engagement
ECS	Community composting
ECS	Composite bridge and Total Transport Pilot Fund, West of England 2015/16 Local Sustainable Transport Fund bids
CECR	Council budget 2015/16
CECR	Council tax reduction scheme 2014
CECR	Council tax Section 13A(1)(c)
CECR	Customer services review (phase 1)
CAH	Early years provision
CAH	Home care
CECR	HR – workforce change procedure
ECS	Kerbside provision of waste collection including green bin charge
ECS	Libraries
ECS	North Fringe to Hengrove Package Traffic Regulation Order consultation, Sept/Oct 2014.
ECS	Page Park National Lottery Bid for renovation of the park
ECS	Private sector housing
ECS	Public transport bus re-tendering exercise
CAH	Rapid response service
CECR	Strategic communications and emergency planning review
ECS	Trading standards
ECS	Traffic maintenance challenge fund bids for A403 and A4174
ECS	Traffic management improvement schemes
ECS	Waste services

### Key:

CAH = Children, Adults and Health

CECR = Chief Executive & Corporate Resources  
ECS = Environment and Community Services

# Available Equality Impact Assessments

# Equality impact assessments and the council savings programme

The council has made significant reductions in its spending over the past three years, in line with the expectations of Government. The majority of these savings have come from support services and management costs rather than front-line service delivery.

Over the next few years the council will have to make further savings estimated at £41million in annual running costs. These will be achieved through a council savings programme which will include front line services. A full equality impact assessment and analysis (EqIAA) was carried out in setting the medium term budget for 2014/15, which established the service areas where savings will be made. We will be carrying out and publishing equality impact assessments for each of these projects and taking this information into account in determining how the savings are to be achieved.

The following table provides a list of areas where savings are proposed and an EqIAA will need to be conducted. The EqIAA themselves can be found at

<http://www.southglos.gov.uk/jobs-and-careers/equal-opportunities-information/equality-impact-assessment-and-analysis/>

Project name	Dept	Estimated decision date for project
Organisational ways of working	Cross cutting	2015/16
Adult social care charging policy	CAH	2015/16
CAH directorate	CAH	2017/18
EPH	CAH	tbc
Emergency planning	CECR	2015/16
Corporate finance, exchequer and payroll	CECR	2015/16
Change, performance and procurement	CECR	2016/17
Customer service efficiencies	CECR	2015/16
HR & employee relations	CECR	2016/17
Workforce development	CECR	2015/16
Trade unions representation	CECR	2016/17
Internal governance	CECR	2015/16
Cost of democracy	CECR	2015/16
Corporate property	CECR	2019/20
Business support	CECR	2016/17
CECR senior management savings	CECR	2015/16

Community hubs	ECS & CECR	2015/16
Library provision	ECS	2016/17
Grounds maintenance & playing fields	ECS	2015/16
ASB & community safety	ECS	2015/16
Strategic environment & climate change	ECS	2015/16
Concessionary travel	ECS	2015/16
Waste	ECS	2016/17
Housing enabling	ECS	2015/16
Highway design and maintenance	ECS	2015/16
Operational support services	ECS	2015/16

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