



Annual Equalities Report 2012 – 2013

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Introduction

This is the second Annual Equality Report published by South Gloucestershire Council. It brings together all our equalities data, and helps evaluate both the equality of our service provision, and also to consider whether that work is benefitting our local communities.

The first Annual Equalities Report 2011/12 was published in September 2012 and was a comprehensive effort to inform residents of our performance in relation to serving the diverse communities of South Gloucestershire. The Report was welcomed by the [South Gloucestershire Equalities Forum \(SGEF\)](#). The Report deliberately gathered as much information as possible, in order to create a solid reference tool to enable us to examine our services and improve them where appropriate. We asked residents to contact us if there was information they felt was not present in the Report so that the document itself could be refined this year. We received no requests for further information in relation to this, however, this Annual Report has nonetheless been actively developed since last year in the following key ways:-

- Information has been included in relation to several additional service areas;
- Information has been included to show what progress services have made in relation to the actions they said they would take in the last Annual Equalities Report – this feature will continue year-on-year;
- Information has been included in relation to population of South Gloucestershire – Census figures were released by the Office for National Statistics (ONS) during 2012.

Similarly to last year, if there is information that you are looking for in relation to equalities which you are unable to find in this Report, please contact us for details. Likewise, if you would like to see further information published in our next Annual Equalities report, please [contact us](#) 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 2012/13

This Annual Report presents information on the equality work of the Council and its services in 2012/13, and on key work that will be delivered during 2013/14. In many cases, 2011/12 information is included in order that comparisons of data and information can be made year-on-year. It is our intention, over time, to include four years' worth of performance information in this report in order that any trends can be highlighted, shared and tackled in positive ways.

Major equality developments in 2012/13 included a refresh of the South Gloucestershire Equality Forum was refreshed and organised a series of events around the topic of Employment Futures in June with a week-long set of 'pop up workshops' (short; sharp; taking place in community venues) around South Gloucestershire, followed by a summit held at the Science Park.

A Race Equality Network to represent and support residents from BME backgrounds was established in February 2013.

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 and implemented through 2012/13
Objective 2: To ensure fair treatment for all by Council services	✓	75% of service users felt they were treated according to their needs by any staff you they contact with.
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 full details of the performance of council service areas for 2012/13 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 forms Section 3 of this report. 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.

The Council operates a robust approach to the management and development of equalities. The council has in place a corporate Equality and Diversity Action Team (EDAT) which is made up of senior departmental equality and diversity representatives, a senior member of the audit team, the corporate equalities officers and other officers of the council. 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 which are tasked with ensuring that corporate equality commitments and objectives are translated into action. Therefore, each Departmental Equalities Working Group devises and delivers actions aimed at delivering corporate objectives. These actions are set out within this Annual Equalities Report. Departmental Equalities Working Groups also provide two-way communication of equalities issues between customer facing staff and EDAT

Ensuring fair treatment for all by Council services

In 2012 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 the services and asked to give their level of agreement or disagreement with each one

Figure 5: In your experience of using these services, to what extent do you agree or disagree that...? (Respondents who had used or experienced services in the last year)



Only 4% of respondents felt they had not been treated fairly by any staff they contact with, and just 5% felt they had not been treated according to their needs by the staff they had contact with.

These positive results set a strong baseline against which the Council can measure future progress.

Over the period 2012/13, the Council is aware of receiving one formal complaint in relation to equalities. However, a small number of concerns and queries were also raised both directly and indirectly in relation to a range of equalities issues. During 2013 a revised system for recording and reporting on both complaints and concerns will be introduced, and this will enable us to report more fully on equality based complaints in our next Annual Equalities Report for 2013/14.

The formal complaint received mirrored complaints that have been received during past years and related to the reasons why we ask people to disclose personal details (for example, their gender, age, ethnicity etc.) within our surveys and consultation activities. [The Equality Act 2010 \(Part 11, Section 149, the Public Sector Equality Duty\)](#) and [The Equality Act 2010 \(Specific Duties\) Regulations 2011](#) provide some clarity on this point. Overall, this monitoring allows the council to ascertain whether its activities and services impact on different people in different ways. The results of this monitoring are proactively analysed in order to ensure that all residents are afforded equal access to and enjoyment of the same level and quality of service – this Report goes a significant way towards demonstrating the importance of collecting, analysing and acting upon information received. The council considers our equalities monitoring work an essential part of ensuring that we offer inclusive services for all residents. It allows us to identify specific adjustments and ways of offering services which meet the needs of every South Gloucestershire resident.

Equality Impact Assessments and the Transformation Programme

The Council has made significant reductions in its spending over the past 3 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 further savings will be achieved from a series of 'Transformation Programme' projects which will include front line services. We will be carrying out and publishing full Equality Impact Assessments in relation to each of these projects in order to take this information into account in making decisions over changes to services.

The Council has in place a comprehensive Equality Impact Assessment Toolkit which guides staff on the process of conducting these important reviews. Equality Impact Assessment and Analysis (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. The council is proactive in conducting EqIAAs and a full schedule of the Transformation Projects that have been conducted and the EqIAAs completed is shown in [Section 4](#) of this Report. All councillors have undergone mandatory equalities training which included EqIAAs and taking account of this information when making decisions over changes to services.

In addition, this report presents actions taken by services to assess whether any differential impacts are experienced by different groups of people along with what the service area will do to continuously develop their approaches to delivering real equality of opportunity for all. Use the [contents page](#) to skip directly to the information you are interested in viewing.

Population and their Perceptions of Equality in South Gloucestershire

In order to place the council's equality work into context, it is useful 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	Percentage of Population
Asian/Asian British – Bangladeshi	238	0.1%
Asian/Asian British – Indian	2,699	1%
Asian/Asian British – Pakistani	698	0.3%
Asian/Asian British – Chinese	1,312	0.5%
Asian/Asian British – Other	1,493	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%
Mixed/Multiple Ethnic Groups – White & Asian	1,016	0.4%
Mixed/Multiple Ethnic Groups – White & Black African	396	0.2%
Mixed/Multiple Ethnic Groups – White & Black Caribbean	1,516	0.6%
Mixed/Multiple Ethnic Groups – Other	739	0.3%
White – English/Welsh/Scottish/Northern Irish/British	241,611	91.9%
White – Irish	1,223	0.5%
White - Gypsy or Irish Traveller	271	0.1%
White – Other	6,469	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
Age 0 to 4	6.1%	6.2%
Age 5 to 9	5.6%	5.6%
Age 10 to 14	6.1%	5.8%
Age 15 to 19	6.7%	6.3%
Age 20 to 24	5.9%	6.8%
Age 25 to 29	5.9%	6.8%
Age 30 to 34	6.1%	6.6%
Age 35 to 39	6.6%	6.7%
Age 40 to 44	7.9%	7.3%
Age 45 to 49	8.1%	7.3%
Age 50 to 54	6.6%	6.4%
Age 55 to 59	5.7%	5.7%
Age 60 to 64	6.0%	6.0%
Age 65 to 69	5.1%	4.8%
Age 70 to 74	4.0%	3.9%
Age 75 to 79	3.3%	3.2%
Age 80 to 84	2.3%	2.4%
Age 85 and over	2.1%	2.2%

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	Percentage of Population
Christian	156,504	59.6%
Buddhist	708	0.3%
Hindu	1,681	0.6%
Jewish	145	0.1%
Muslim	2,176	0.8%
Sikh	623	0.2%
Other religion	888	0.3%
No religion	80,607	30.7%
Religion not stated	19,435	7.4%

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 five years is as follows:

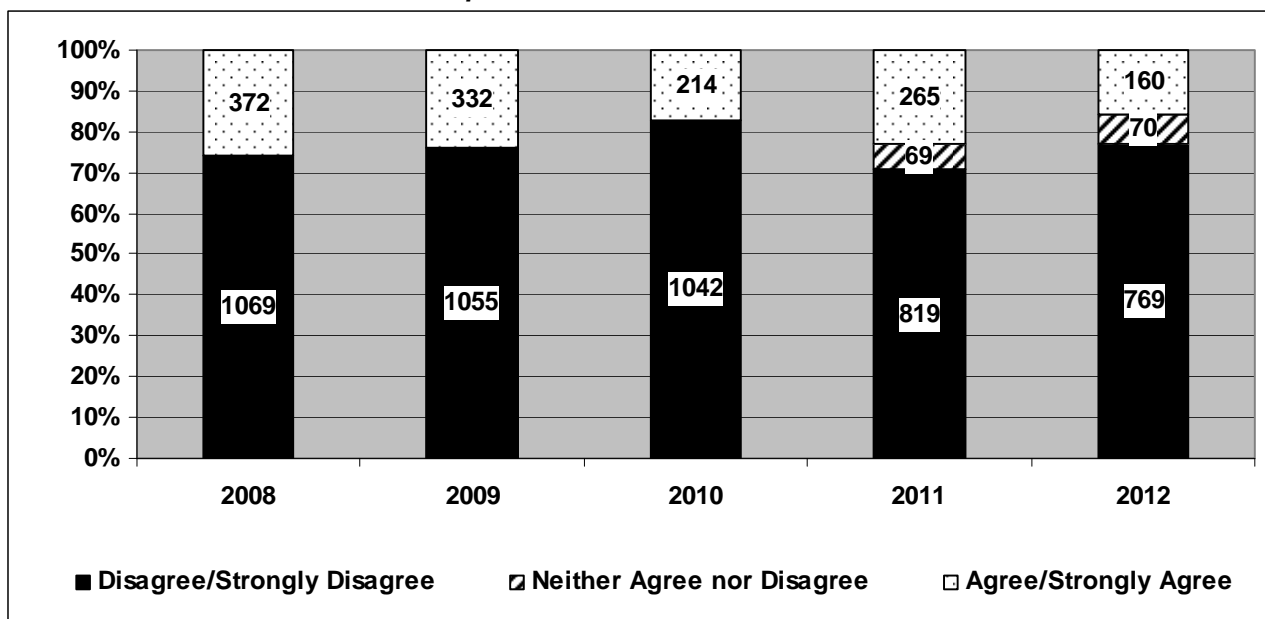
- 2008 1,441
- 2009 1,387
- 2010 1,256
- 2011 1,154
- 2012 999

Even the smallest of these response levels provides a 3.1% margin of error for the results across South Gloucestershire as a whole, with a 95% confidence interval.

New Government guidance on perception measures includes giving respondents a neutral option whereas previous surveys have only given them positive and negative options. This change makes year on year comparison impossible but will help comparison with other areas.

There is little evidence to suggest that residents perceive a lack of respect and consideration to be a problem in the district. Only 16% of residents surveyed in 2012 feel that people not treating each other with respect and consideration is a problem in their local area, while 78% feel this is either not a very big problem or not a problem at all.

Figure A: % residents who think there is a problem with people not treating each other with respect and consideration in their local area.



Further analysis shows that when these results are broken down by Planning Area, residents in Kingswood are significantly more likely to describe a lack of respect and consideration a problem locally than those living elsewhere (22%).

When asked about how well people from different backgrounds get on in their local area just over half (55%) of residents agreed that people from different backgrounds get on well together, whilst 12% disagreed. A third of respondents chose a neutral position.

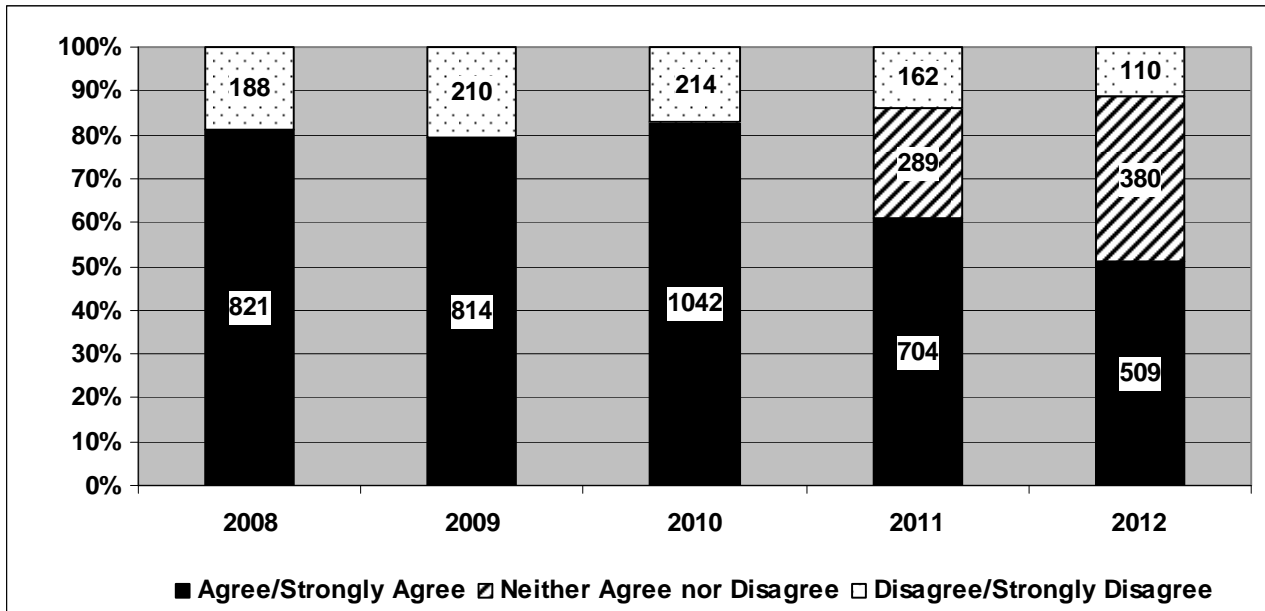
The reduction from 84% of respondents who agreed that their local area is a place where people from different backgrounds get on well together in 2010 to 54% in 2012 is a concern. However the inclusion of the neutral option gives this a different dimension.

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Figure B: % residents who agree that their local area is a place where people from different backgrounds get on well together



Looking at responses in more detail shows disagreement with the statement that people of different backgrounds get on well together is highest among Kingswood residents at 14%. This proportion is significantly higher than the 8% of Yate residents holding the same opinion.

It is also notable that residents living within priority neighbourhoods are significantly more likely to disagree that people of different backgrounds get on well locally compared to those living in the rest of the district (21% cf. 10%). No significant variations are evident on this issue by ethnicity.

SECTION 1

ANNUAL DEPARTMENTAL EQUALITIES FEEDBACK REPORTS



SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN

Key achievements:

- The public website has been redesigned updated web pages to easy-read for people with learning difficulties
- Leading on the broadband project to improve speed and access to broadband for our residents, including work relating to digital inclusion
- Conducted the annual employee survey including employee monitoring information and work with departments to develop improvement action plans
- Revamped PDPRs to include a question in the 'my development' section for 'any equality and diversity related training needs'
- Equalities and transformation programme Member training undertaken
- Established a four year apprenticeship programme to create career opportunities for young people in local government
- One Stop Shops have updated their customer satisfaction surveys
- Promoted and co-ordinated access to community leadership programme for councillors which places an emphasis on inclusion and equality issues
- Worked on a number of communications and promotions of press releases, flyers, videos, web pages and social media for
- All staff within Communications Team have undergone easy read training
- Produced various documents in easy read including LDPB annual report, Olympic torch relay fact sheet and a number of consultation documents

The key actions proposed for 2013/14:

- Improve technology to support equalities by upgrading the website so that it is fully accessible and mobile compliant
- Support community sites development foundation for key groups and connectivity etc. (participation, influence and voice)
- Complete equal pay audit
- Implement the Living Wage
- Promote the council's equality and diversity e-module across CECR to demonstrate an expectation that all staff complete this learning programme
- Provide digital and communications support on a number of marketing campaigns

SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAs)

Equality impact assessments have been undertaken in line with the departments EIA schedule. New EIAs have been undertaken where there a new policy or change is required e.g. welfare and housing benefit changes.

SECTION 3 - EQUALITIES MONITORING

Each Department and service conducts regular equalities monitoring (in addition to regularly monitoring action plans and conducting EqlAs). This monitoring covers a wide range of equalities 'categories/strands' and monitoring activity which a department proposes is consulted upon internally and externally.

Equalities monitoring is undertaken for housing and council tax benefit, council tax, corporate contact centre, one stop shops and the registration service. There are a number of actions identified as a result of monitoring:

- Liaise with members of the South Gloucestershire equalities Forum with respect to approaches for enhancing customer experiences and ultimately increasing customer satisfaction levels amongst identified groups.
- To continue to treat our customers fairly and with respect within the confines of the Council Tax Legislation and continue to monitor this according to 'equalities categories'.
- To identify areas where we can improve our service. Extensive improvements have been made for the provision of information on our website within the last few months and this will continue for 2013/2014.
- To consider any improvements to our service suggested by our customers either via the satisfaction surveys or otherwise.
- Refine our customer monitoring approaches to include Sexual Orientation and an enhanced ability to assess satisfaction levels across all groups.

SECTION 4 – PROCUREMENT

A review of the corporate procurement guidance has been undertaken with the guidance now updated and published. The PQQs have also been reviewed but require final sign off of the legal clauses; once this is approved the clauses will need to be added to documentation.

SECTION 5 – CHALLENGES

The CECR department will continue to support the delivery of the council's transformation programme and ensure that equalities impact assessments are conducted where relevant.

SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN

Key Achievements 2012/2013

- Approval and implementation of Partnership Strategy for Children & Young People 2012-2016 across 4 key strands
 - *Our Place – high quality/sufficient places 0-19; suitable leisure facilities; infrastructure well managed*
 - *Our Economy - targeted support to 'narrow the gap' for vulnerable groups and more able pupils*
 - *Our Health – safeguarding of children, improving physical and mental health, targeted support*
 - *Our Community – participation, reduced anti-social behaviour, targeting support for troubled families*
- Implementation of First Point as a single front door for young people requiring services and to identify the appropriate intervention.
- Introduction and effective operation of a single business process for all integrated services to ensure services are fair and focussed on the vulnerable and disadvantaged.
- Transformation review of Preventative Services (*3 strands of Family Intervention and Support, Youth Intervention and Support and Children's Centres*) completed. This included full consultation with staff, the public and council representatives.
- Significant increase in the number of CAF's involving Traveller families in last 12 months. Families now much more aware of processes and trust EMTAS workers to lead and chair CAF.
- Multi-agency working to share good practice and training carried out by EMTAS has enabled other professionals to improve their work with hard to reach families.
- Approval of the Special Educational Needs and Disability (SEND) Strategy and Annual Implementation Plan.
- Consultation, including EqlAs, decision making and significant implementation progress of the departmental transformation programme reviews.
- On-going monitoring and implementation of the effectiveness of safeguarding strategies – *South Gloucestershire Safeguarding Children Board – Annual Report 2012/13*

Key Actions for 2013/14

- Implementation of the SEND Strategy annual action plan for 2013/14 in particular
 - *Provision of recruitment training for parents*
 - *Engagement and consultation with parents regarding participation*
 - *Making information more accessible.*
- Approval and implementation of the Strategy for Disadvantaged 2 year olds (A2YO) including the need to expand places for 2 years olds in Sept 2013 and 2014.
- Priorities for action identified and included in Partnership Implementation Plan for Early Years; KS1; KS2; KS3; KS4 and Post 16 in support of narrowing the gap in achievement.
- Development and implementation of new Education Commission.
- Developing protocols for the effective assessment of children referred to social care in alignment with latest statutory guidance.
- Review the impact of multi-agency work in relation to Child Sexual Exploitation and children who are missing and further embed good practice in this area.
- As part of a general review of policy guidance on behaviour management in schools, the Fair Access Protocol and the associated processes are currently the subject of consultation with headteachers. It is planned that the new Protocol will be operational in September 2013.

- Provision of departmental staff training to deliver CYP equalities outcomes.
- Further progress and delivery of the departmental transformation programme reviews, particularly focused on the roll out of the single business process across integrated services and the review of children's high cost placements.
- Information regarding the Equality Act is included in training to agencies and schools.
- Integration of new CAH Department policies and processes as they relate to equalities work and reporting and representation on equalities related Partnership groups and organisations.

SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAs)

The 4 year EqIA schedule 2012 – 2016

- CYP schedule of completed and new EqIAs for 2012-2016 – schedule and record held on departmental website
- Further review required to assimilate into new CAH Dept. organisation

Departmental progress in terms of delivering the EqIA Schedule 2012/2013

- SEND Strategy EqIA completed
- Strategy for Disadvantaged 2 Year olds EqIA completed
- Transformational review service area EqIAs completed
- EqIAs for CYP service planning areas being progressed in line with proposed timetable 2012-16
- Existing departmental strategies and policies kept under review

The key actions that have been/will be implemented as identified via EqIAs

- Individual EqIA reports contain recommendations to be progressed in order to mitigate and reduce possible adverse impacts for children and young people.

SECTION 3 - EQUALITIES MONITORING

Each Department and service conducts regular equalities monitoring (in addition to regularly monitoring action plans and conducting EqlAs). This monitoring covers a wide range of equalities 'categories/strands' and monitoring activity which a department proposes is consulted upon internally and externally. Please provide an overview of the following:

Monitoring that has taken place during 2012/13

Equalities monitoring is undertaken as part of the overall monitoring and evaluation of CYP service delivery and the implementation of approved strategies, plans and policies.

A sample of the range of regular monitoring (including data and information) undertaken in 2012/13 is identified in the plans below:

- Partnership Strategy 2012-2016 Implementation Plan
- Children's Safeguarding Board Annual Report 2012/13
- Commissioning of Places Strategy 2011-2016 Annual Implementation Plan
- CYP Transformation Review Programme – quarterly monitoring
- CYP Capital Programme – quarterly monitoring
- Social Care Improvement Plan
- Common Assessment Framework
- Youth Service User Information
- SG Safeguarding Board Business Plan
- Corporate Parenting Strategy
- Anti-Bullying and Hate Crime Reportable Incidents
- Annual Admissions to Schools Report
- Scheme for Financing of Schools

The key improvement actions identified:

- Priorities for action identified and included in Partnership Implementation Plan for Early Years; KS1; KS2; KS3; KS4 and Post 16 in support of narrowing the gap in achievement.
- To challenge weak outcomes and to support headteachers of specific schools to improve.
- Ensure that targeted support is available for schools with vulnerable BME groups.
- Building on work with Gypsy and Traveller community to develop links with other harder to reach communities.
- Better capturing and use of the experience of the child or young person and their family to underpin work with individual children.
- Better targeting and access to youth services and activities for BME groups.
- Continuing to improve the identification and recording of diversity related issues affecting children and their families accessing the service.
- On-going partnership work with schools to improve the management and reporting of 'reportable incidents'.
- Consolidation and presentation of key equalities data and information to be published in a central CAH Department web location.

SECTION 4 – PROCUREMENT

Each Department should provide any relevant information regarding the success of procurement activity in terms of equalities as follows:

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

- Effective procurement and monitoring processes are in place regarding a range of commissioned services for children and young people from the private, voluntary and independent sector. Regular six monthly reporting and monitoring is undertaken to ensure service providers are meeting agreed equalities related targets and achieving desired outcomes.
- Any tendering process includes equalities related standards and providers are assessed and monitored against these, to ensure compliance.

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

- No providers were identified as not meeting equalities criteria in 2012/13.

SECTION 5 – CHALLENGES

This section should cover an overview of:

Key challenges faced in 2012/13

- On-going planning and implementation of transformation reviews of key service areas to facilitate changing role of the Local Authority (LA) and to achieve necessary budgetary savings.
- Creation of the new Children, Adults and Health (CAH) Department and the on-going restructuring of services to support future need.
- Maintaining safeguarding strategies and support for children and young people in an environment of reducing resources.
- Changing roles and relationship between LA and schools and changing status of schools to academies and foundation trusts.
- Increasing the supply of early years places to support disadvantaged 2 year olds.
- Increasing demand for school places and ensuring sufficient high quality local provision.

Challenges for 2013/14 and how these will be addressed in the Departmental Equalities Action Plan for 2013/14.

- On-going reductions in resources and the impact of transformation review changes may impact on the Department's ability to maintain the level of monitoring and reporting currently undertaken. A review will need to be undertaken across combined CAH service areas to identify priorities for future reporting and monitoring to ensure most effective use of resources.
- Introduction and effective operation of a new Education Commission to provide leadership and challenge.
- Integration of Public Health service equalities data and information following their move to LA.

- Transforming services to facilitate the changing role of the local authority whilst ensuring services are fair and focused on the most vulnerable and disadvantaged.
- Increasing the supply of early years places to support disadvantaged 2 year olds as outlined in the A2YO Strategy.
- Meeting the demand for additional primary school places in areas of high population growth, as highlighted in the Commissioning of Places Strategy.

SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN

Key Achievements 2012/2013

- The new Fairer Contributions Policy was implemented from 1st June 2012. The Finance and Benefits (FAB) team have been financially assessing new and existing clients using the new policy since this date.
- Continued delivery of the Better Support for Older People programme
- Engaging with people who use services, carers and providers to review opportunities to support employment, volunteering and social activity.
- Established the Precious Time initiative, a partnership working to tackle loneliness and isolation across South Gloucestershire, including the identification of particular issues within minority communities.
- Established project jointly with PCT to engage with care home providers to improve quality of care with a focus on dignity and respect
- External special advisers 'Community Catalysts' undertook an appraisal of the current and future potential of the Shared Lives services, making recommendations for the future development of the scheme
- Implemented a new West of England Home Improvement Service / Centre for independent living
- Further developed the Reablement scheme to increase capacity to support more people prior to full scale rollout in 2014.
- Established a second dementia café and secure dementia challenge funding to develop dementia friendly community and post diagnosis information
- Consultation, including EqlAs, decision making and significant implementation progress of the departmental transformation programme reviews.
- Improving our safeguarding services including strengthened governance, revise team structure, quality assurance and risk management
- Developed new Joint Strategic Needs Assessment
- Prepared draft Health & Wellbeing Strategy for consultation Developed and launched toolkit to support community groups become more welcoming
- Active engagement with the BSL forum has resulted in their inclusion on the Deaf, deafened and hard of hearing group, with an improved dialogue about the needs of deaf people, introduction of loop testing and the development of plans to get BSL info available on the website.
- Worked with South Gloucestershire PCT to Funding enable carers from the South Asian community to be supported to attend and be involved in the Carers Strategy work People with learning difficulties were asked to tell the council how they could improve the way people contact them if they have any problems or concerns. In response to their recommendations fridge magnets were produced with one central contact number for the council. 'Contact the Council' meetings are now being planned to show people with learning difficulties a DVD on how to make a complaint if they have any issues or concerns

Key Actions for 2013/14

- Further Review and improve our front-end access to give as clear and fulsome information on eligibility and options services as is possible, directing enquiries to the most appropriate information or response in as lean a way as possible.
- Implement new Carers assessment process – quicker, easier and more accessible for all carers.
- Development of Self Directed Support, introduction of revised resource allocation system
- Reviewing the occupational therapy service aligned to the development of reablement
- Reviewing how we meet the needs of people with mental health problems Rationalising roles to further develop lead professional responsibility for the co-ordination of the social care response to an individual – investing in broader skill sets to enable lead professionals to maximise what they can deal with – with specialist input sought in fewer cases.
- Consult on and implement changes to Home Choice Policy in response to the new Statutory Code of Guidance for the Allocation of Social Housing
- Progress and delivery of the departmental transformation programme reviews, including reviewing high cost placements.
- Launch a new Service Delivery Forum for Home Care/Community Services – and consider read-across for Care Home market.
- Adoption of Health and Wellbeing Strategy, development of Action Plans beneath it and Development of a revised and more consistent planning and engagement framework beneath Health and Wellbeing Board.
- Developing a new Service Quality Framework.
- Developing the independent and voluntary sector market alongside the vision for self-directed support – opportunities for people to pursue community-based alternatives rather than accessing council services
- Developing local services including the commissioning of two Care Homes, commission further Extra Care Housing for Older People, start on site of project for Extra Care Housing for People with Learning Difficulties of Working Age and continue reduction in the number of households in temporary accommodation.
- Together with partners to undertake a review into the effectiveness and identify gaps in meeting the health, social care and wellbeing needs of LGBT community
- Integration of new CAH Department policies and processes as they relate to equalities work and reporting and representation on equalities related Partnership groups and organisations

SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAs)

The 4 year EqIA schedule 2012 – 2016

- CCH schedule of completed and new EqIAs for 2012-2016 – schedule and record held on departmental website
- Further review required to assimilate into new CAH Dept. organisation

Departmental progress in terms of delivering the EqIA Schedule 2012/2013

- Completion of EqIA in relation to transformation reviews, Draft Health & Wellbeing Strategy and Draft Housing Strategy

The key actions that have been/will be implemented as identified via EqIAs

- Individual EqIA reports contain recommendations to be progressed in order to mitigate and reduce possible adverse impacts for people supported by the activity of the department.

SECTION 3 - EQUALITIES MONITORING

Each Department and service conducts regular equalities monitoring (in addition to regularly monitoring action plans and conducting EqIAs). This monitoring covers a wide range of equalities 'categories/strands' and monitoring activity which a department proposes is consulted upon internally and externally. Please provide an overview of the following:

Monitoring that has taken place during 2012/13

Equalities monitoring is undertaken as part of the overall monitoring and evaluation of CCH service delivery and the implementation of approved strategies, plans and policies.

SECTION 4 – PROCUREMENT

Each Department should provide any relevant information regarding the success of procurement activity in terms of equalities as follows:

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

- Effective procurement and monitoring processes are in place regarding a range of commissioned services from the private, voluntary and independent sector. Regular six monthly reporting and monitoring is undertaken to ensure service providers are meeting agreed equalities related targets and achieving desired outcomes.
- Any tendering process includes equalities related standards and providers are assessed and monitored against these, to ensure compliance.

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

- No providers were identified as not meeting equalities criteria in 2012/13.

SECTION 5 – CHALLENGES

This section should cover an overview of:

Key challenges faced in 2012/13

- On-going planning and implementation of transformation reviews of key service areas to facilitate changing role of the Local Authority (LA) and to achieve necessary budgetary savings.
- Creation of the new Children, Adults and Health (CAH) Department and the on-going restructuring of services to support future need.
- Maintaining safeguarding strategies and support for children and young people in an environment of reducing resources.
- Changing roles and relationship between LA and provider organisations and community groups with the further development of self-directed support
- Working with provider organisations to focus on addressing equalities, human rights, dignity and respect as well as ensuring a vibrant market exists to meet the needs of all in South Gloucester including people who arrange their own support.

Challenges for 2013/14 and how these will be addressed in the Departmental Equalities Action Plan for 2013/14.

- On-going reductions in resources and the impact of transformation review changes may impact on the Department's ability to maintain the level of monitoring and reporting currently undertaken. A review will need to be undertaken across combined CAH service areas to identify priorities for future reporting and monitoring to ensure most effective use of resources.
- Integration of Public Health service equalities data and information following their move to LA.
- Transforming services to facilitate the changing role of the local authority whilst ensuring services are fair and focused on the most vulnerable and disadvantaged.

SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN

Key Achievements

- The department co-ordinated development and publication of the Council's first comprehensive Equalities Annual Report.
- We supported the establishment of an independent Race Equality Network for South Gloucestershire.
- Working with the South Gloucestershire Equality Forum to organise a series of events in June 2012 to examine the disproportionate effect that unemployment has on our diverse communities. Equalities Live! brought together representatives from our BME groups, women and people with disabilities in a series of pop-up workshops on the theme of 'Employment Futures'. The workshops examined barriers to employment and identified areas of good practice. A final conference brought together representatives from local industry, trades unions and strategic planning groups to meet delegates from the workshops to discuss their findings.
- Circadian Trust reviewed the concessionary policy to better address health inequality and ensure that concessions are given to those in most need, in particular those in receipt of benefit, or with special health needs.
- Public Rights of Way - Public path orders proposed are assessed under the Good Practise Guidelines issued by Defra in 2010 on Compliance with the Equality Act 2010. Any structures proposed within the path order are specified, where possible to be BS compliant and compliant with the Equality Act 2010. Over 100 stiles were replaced in 2012/13 with gates and kissing gates which provide better physical accessibility.
- The Strategic Planning Policy and Specialist Advice Team ensured progress with the emerging Core Strategy and Local Plan Delivery Programme (formally the Local Development Framework) were undertaken consistent with the Equalities Action Plan and good practice.
- We are also piloting a scheme under the heading of access to skills and work, to support people wishing to take up job opportunities or training with free tickets for public transport or the loan of cycles and scooters, along with travel planning advice. This will help to address financial exclusion and reduce the skills gap.

The key actions proposed for 2013/14

- Implementing Street Care Localism and Part Night Streetlight Illumination together with numerous committee decisions with regard to highway capital improvements – impacting to varying degrees on all users of the infrastructure
- Further opportunities for improving existing structures on Public Rights of Way to ensure easier access are to be identified across the District,
- The Strategic Planning Policy and Specialist Advice Team will complete the Core Strategy and progress other planning policy framework documents consistent with the Directorates and Council's equalities objectives..
- Following an Equalities Impact Assessment and Analysis of our community grants we will target promotion of future grants at groups currently underserved by grants in order to reduce the gap between service provision and take-up.
- An employer's guide to equality and diversity in recruitment will be launched across South Gloucestershire in summer 2013.
- Continue to analyse emerging census 2011 results in order to provide

comprehensive understanding of equalities dimensions within our resident population.

- We will work closely with SARI to ensure implementation of an efficient and effective hate crime report service.
- Working in partnership with other agencies we will strengthen support for victims of crime including victims of hate crime.

SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAAs)

- Two major pieces of EqIAA work undertaken – StreetCare Localism, Part Night Streetlight Illumination – both major police changes implemented by the Team impacting on all sections of the community
- The Strategic Planning Policy and Specialist Advice Team over the last 12 months has undertaken Equality Impact Assessments for emerging planning policy framework documents as identified as part of the Local Plan Delivery Programme. Examples include updates to the emerging Core Strategy and also for the council's Supplementary Planning Documents programme relating to car parking standards and conservation area appraisals. Every time a planning document is produced, an equalities impact assessment is prepared as part of the sustainability appraisal process.
- Within the Strategic Transport Policy Team, Equality Impact Assessments have been undertaken for the following funding bids and policy: Local Pinch Point Funding (M5 Junctions 16 and 17); Cycle Ambition Fund (cycle improvements at Hambrook Junction on the A4174 and at M32 Junction 1).
- An Equality Impact Assessment is in preparation for the following major scheme: Bristol Metro Phase 2 (re-opening of Henbury Railway Line for passenger traffic)
- In January 2013, PTSE Committee approved the new scheme assessment process for the prioritising of local transport schemes for inclusion in the capital programme. This places a priority upon schemes that promote accessibility and the prioritisation matrix specifically includes equality and disability as key priorities to be considered when assessing schemes. In May 2013, the PTSE Committee approved the transport capital programme for 2013/14. All schemes within the programme have been subject to some form of Equalities Impact Assessment as part of the scheme prioritisation process prior to inclusion within the programme.
- Safe and Strong Communities carried out full EqIAAs in the development of new policies for Planning Enforcement and for Parking Enforcement. These led to a number of changes in the Parking Enforcement Policy adopted by the Council to reflect the views of disabled motorists.

SECTION 3 - EQUALITIES MONITORING

- The Street Care Customer survey undertaken biannually the results of which used to inform EqIAAs mentioned above and help decision makers in policy changes.
- The team better understand the users of the service, the issues each section of the community and users, have with the services provided and helps the management team plan improvements required.
- Street Care action plan produced to address issues raised through the survey in an effort to address shortcomings identified.
- We will continue to analyse emerging census 2011 results in order to provide comprehensive understanding of equalities dimensions within our resident population.
- Resident's perceptions will be monitored and analysis by equalities domain carried out.
- Service based equalities monitoring data within this Annual Report will be updated in order to establish trends and identify the extent to which our service to those from equality domains is improving.

SECTION 4 – PROCUREMENT

Each Department should provide any relevant information regarding the success of procurement activity in terms of equalities as follows:

- Performance of contractor/suppliers in relation to equalities was monitored during the year.
- No suppliers/contractors were identified as not meeting equalities criteria during 2012/13.
- As a result of considering the equality aspects of domestic violence refuge provision, the Council took steps to procure access where needed for male victims of high-risk male victims of domestic violence in addition to the service currently available for female victims.

SECTION 5 – CHALLENGES

The major challenge during 2012/13 was the impact of additional service requirements and reduced managements levels on our capacity to complete all the equality work planned. This will continue to be our major challenge during the next year.

Following a restructure of the Council and its services at the beginning of the 2013/14 financial year managers will need to become familiar with a range of new services and their equality issues.

SECTION 2

SERVICES



A) Chief Executive and Corporate Resources Department

Corporate Contact Centre and One Stop Shops

Introduction

Customer and Transactional Services are responsible for most of the council's frontline and transactional services such as processing Housing & Council Tax Benefit and providing access channels such as our Contact Centre and One Stop Shops. Our frontline services deal with a large number of enquiries on a daily basis through a range of methods such as face to face contact, telephone contact, email and web based contact. The types of enquires that we deal with range from street care & waste enquiries, housing and council tax benefit enquiries to registration enquiries.

Customer satisfaction is important to the services we offer as it allows us to not only monitor levels of satisfaction but it allows us to identify service improvements. The target for satisfaction across the division is 90%. Collecting customer data such as ethnicity, age etc. means we can identify more specific service improvements to allow everyone to receive an equal service and equal access.

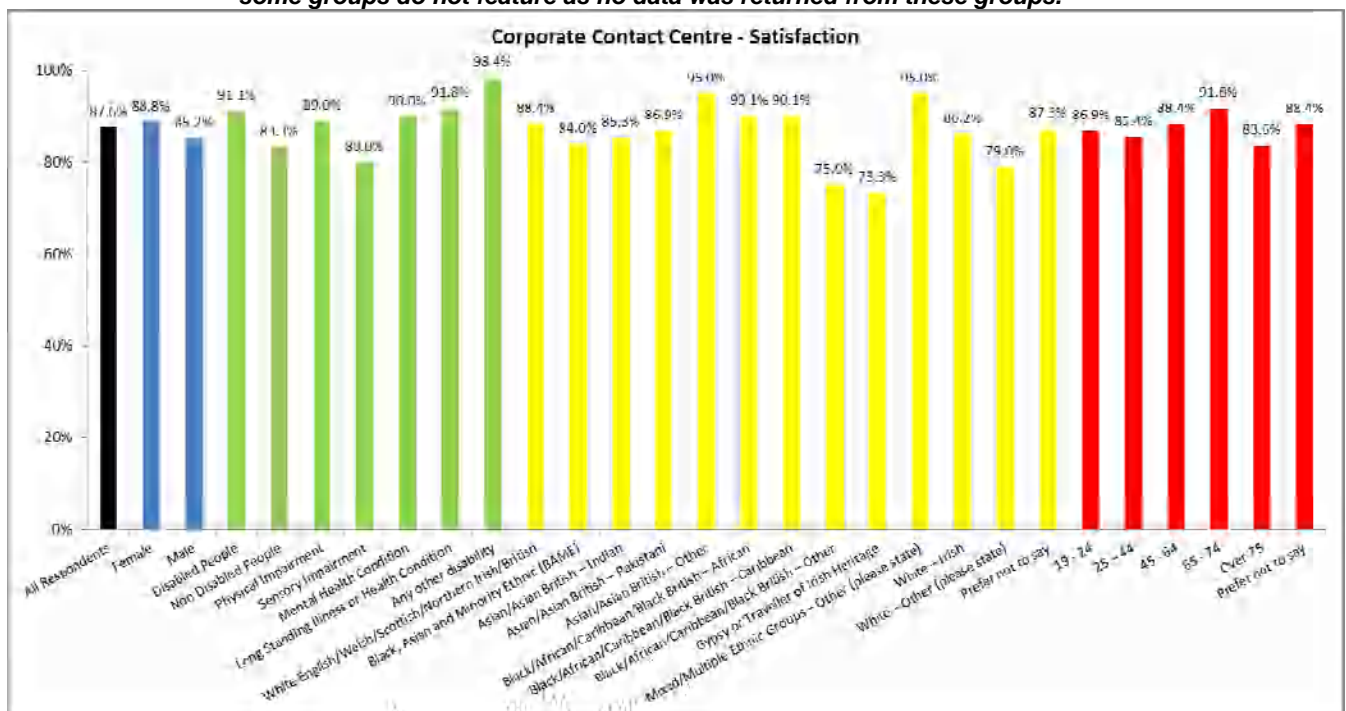
Monitoring Information

Corporate Contact Centre

The Corporate Contact Centre issued 3,000 customer satisfaction surveys during 2012/13 with a total of 390 being completed and returned – a response rate of 13%.

The information received from all customers shows an overall satisfaction level of 87.6%. The following graph displays a disaggregation of this information according to a variety of groups.

Chart to show satisfaction levels of customers using the Corporate Contact Centre during 2012/2013. Note: some groups do not feature as no data was returned from these groups.

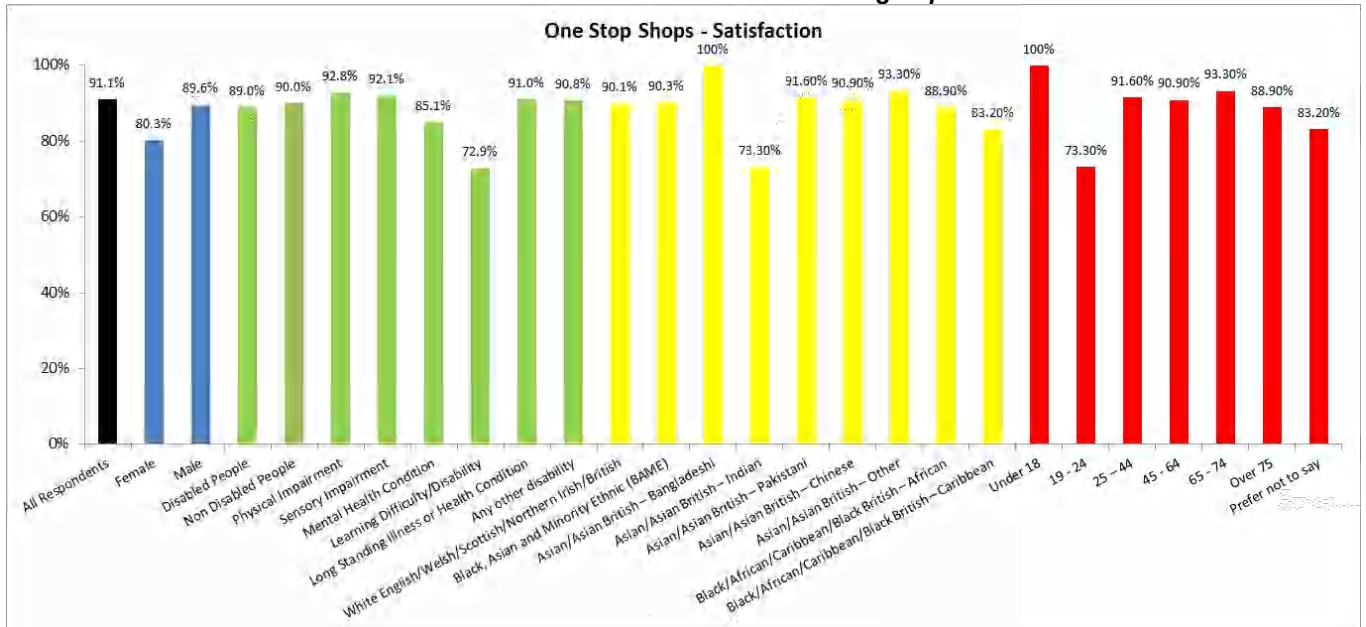


One Stop Shops

One Stop Shops issued 1,853 customer satisfaction surveys during 2012/13 with a total of 293 being completed and returned – a response rate of 15.8%.

The information received from all customers shows an overall satisfaction level of 91.1%. The following graph displays a disaggregation of this information according to a variety of groups.

Chart to show satisfaction levels of customers using One Stop Shops during 2012/2013. Note: some groups do not feature as no data was returned from these groups.



Assessment of Monitoring Information

Overall, the data shows that:-

In relation to the Corporate Contact Centre, the following groups have reported a lower level of satisfaction:-

- People with a Sensory Impairment
- People stating an ethnicity of Black/African/Caribbean/Black British – Other
- People stating an ethnicity of Gypsy or Traveller of Irish Heritage
- People stating an ethnicity of White – Other

In relation to One Stop Shops, the following groups reported a lower level of satisfaction:-

- Females
- People with a Mental Health Condition
- People with a Learning Disability/Difficulty
- People stating an ethnicity of Asian/Asian British – Indian
- People stating an ethnicity of Black/African/Caribbean/Black British – Caribbean
- People aged 19-24 years

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none">In the forthcoming year, a review of equalities monitoring approaches will be conducted and a comprehensive system to capture this data will be implemented. This data will be reported in our next annual equalities report.	As shown above, our equalities monitoring approaches have been reviewed and an enhanced system is now in place allowing us to capture information in relation to a wide range of 'groups'. In turn, this allows us to identify specific service developments in order to ensure we meet the needs of all customers.

Actions as a Result of Current Information

As a result of this information, we plan to do the following in the forthcoming year:-

- Liaise with members of the South Gloucestershire Equalities Forum with respect to approaches for enhancing customer experiences and ultimately increasing customer satisfaction levels amongst identified groups.

Council Tax

Introduction

The Council Tax team are responsible for the administration of Council Tax in respect of 111,000 domestic properties in the South Gloucestershire area in accordance with the provisions of the Local Government Finance Act 1992.

Legislation states that we bill the liable persons (irrespective of 'equalities group' such as age ethnicity, gender etc.). Council Tax payers can be entitled to receive discounts, exemptions and disabled person's reductions if the qualifying criteria are met. Details of these are held on the Council's website which has recently been updated to provide more information on these and other topics. We are also involved in the collection and recovery of any unpaid Council Tax. This involves the issuing of reminder notices, final notices and summonses.

We deal with customer's enquiries mainly by written correspondence, e-mail, personal visits to the office and by making telephone calls. Incoming telephone calls are taken by the Council's Corporate Contact Centre. Customer satisfaction surveys and equalities surveys are sent out at a rate of 10 per day with outgoing bills to ensure a random selection of customers are surveyed.

We aim to treat our customers fairly and respond promptly to their enquiries whilst also considering the confines of the Council Tax legislation.

Monitoring information

The following provides information regarding customer responses in relation to whether they felt they were treated fairly and with respect.

Graph to show whether customers felt they were treated fairly and with respect according to Gender.

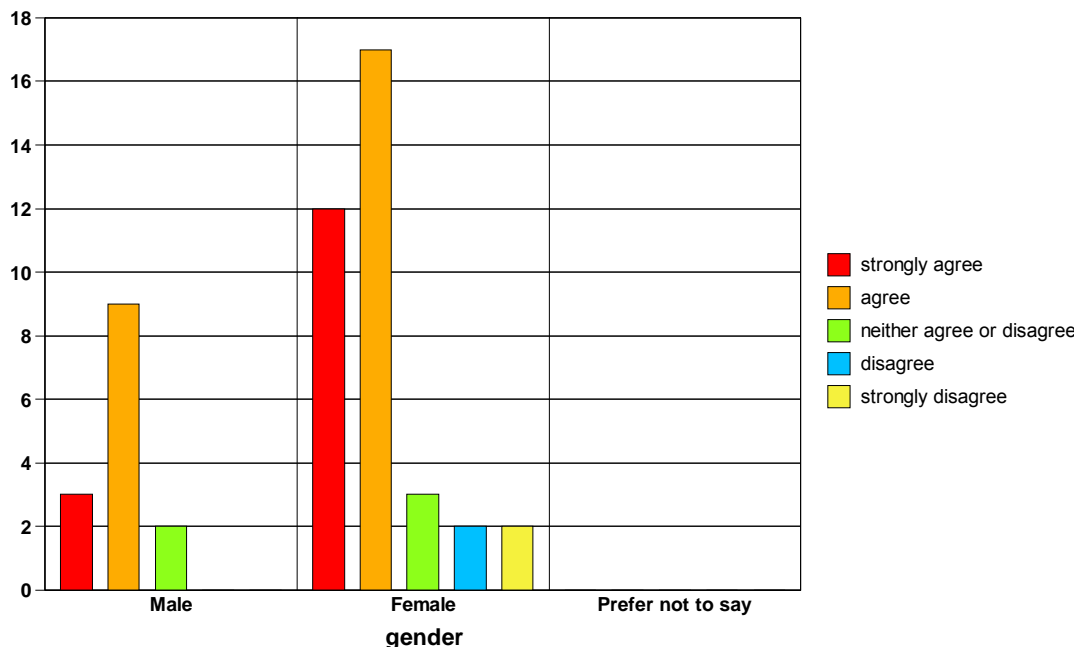
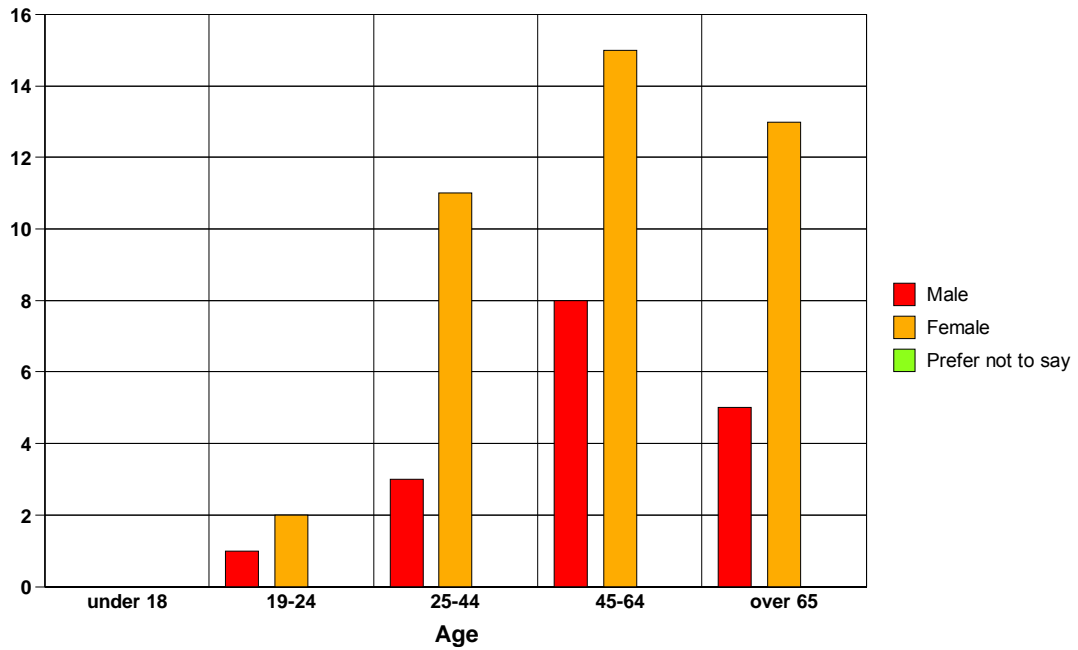
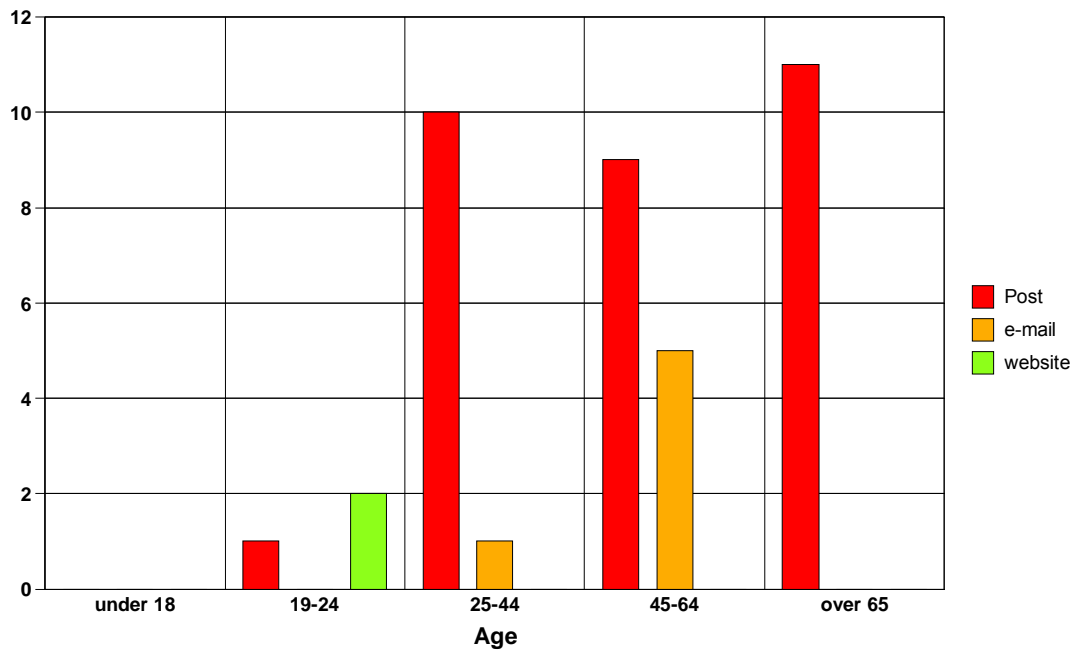


Chart showing the age groups of the respondents and their gender.

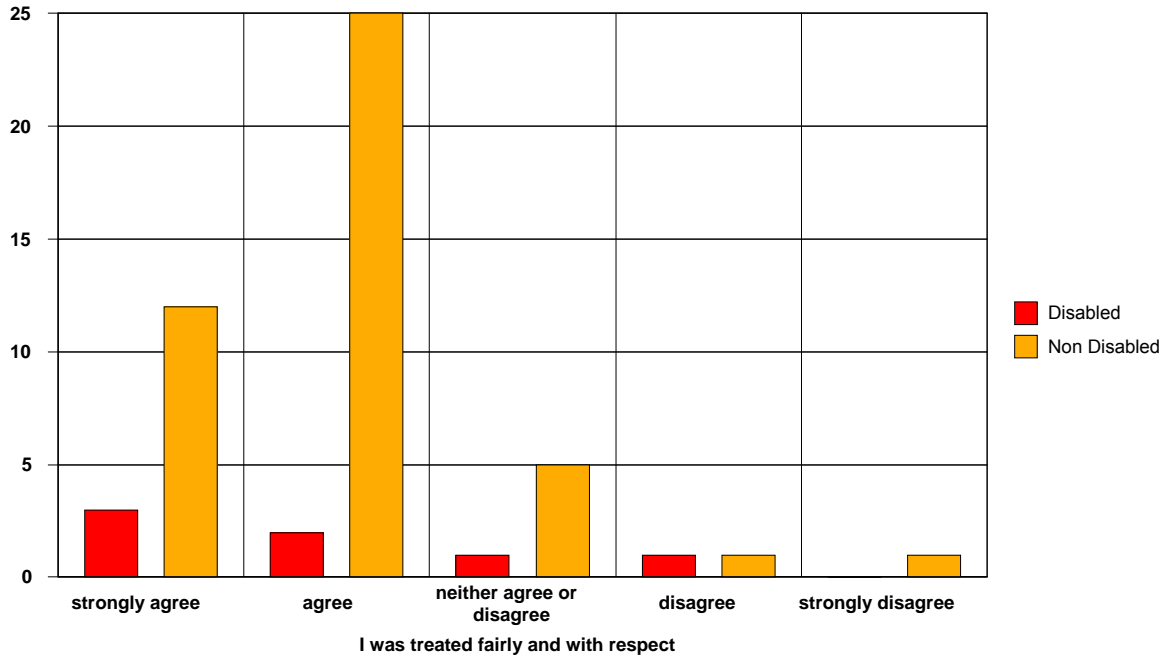


Customers contact us by various methods, many contact us via the Corporate Contact Centre which reports its findings separately. The chart below shows the age of the customer compared to the other methods used to contact us.

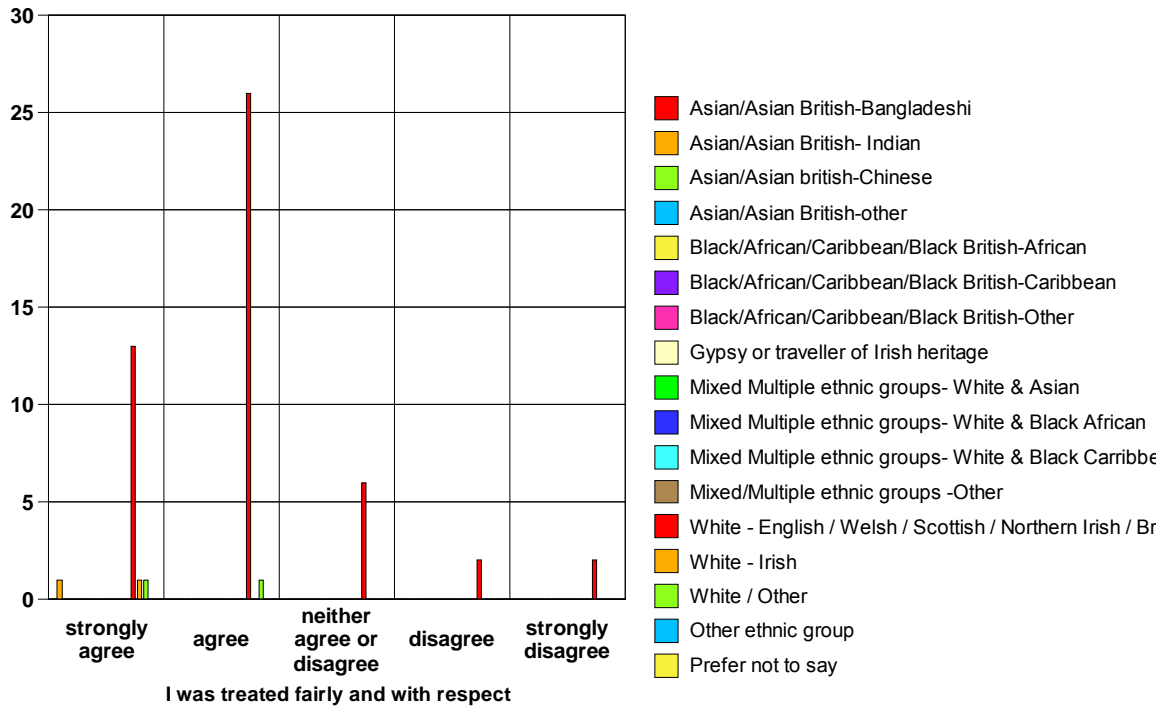
Graph to show methods used to contact the Council according to Age.



Graph to show whether customers felt they were treated fairly and with respect according to Gender.



Graph to show whether customers felt they were treated fairly and with respect according to Ethnicity.



Assessment of monitoring information

Overall the data shows that:-

- 70% of those responding were Female and 30% were Male with the majority of both genders stating that they have been treated fairly and with respect. Of those that disagreed that they were treated fairly and with respect, no indication was reported on the form as to the reason why. From the data, Females reported that they were slightly less likely to feel they had been treated fairly and with respect.
- 95% of persons returning their forms were over the age of 25. More respondents were Female than Male in each age group (Normally persons under the age of 18 are not liable for payment of Council Tax although there are some exceptions which would explain the absence of responses).
- The majority of persons that responded contacted us initially by post in all age groups.
- In general persons who considered themselves to be Disabled also considered they were treated fairly and with respect.
- 93.5% of the persons that responded were from the group "White - English/Welsh/Scottish/Northern Irish/British". There were no respondents from any of the other groups who felt that they had been treated unfairly.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none">• In the forthcoming year, a review of equalities monitoring approaches will be conducted and a comprehensive system to capture this data will be implemented. This data will be reported in our next annual equalities report.	As shown above, our equalities monitoring approaches have been reviewed and an enhanced system is now in place allowing us to capture information in relation to a wide range of 'groups'. In turn, this allows us to identify specific service developments in order to ensure we meet the needs of all customers.

Actions as a Result of Current Information

As a result of this data, the Council Tax Team plans to take the following action in the current financial year:-

- To continue to treat our customers fairly and with respect within the confines of the Council Tax Legislation and continue to monitor this according to 'equalities categories'.
- To identify areas where we can improve our service. Extensive improvements have been made for the provision of information on our website within the last few months and this will continue for 2013/2014.
- To consider any improvements to our service suggested by our customers either via the satisfaction surveys or otherwise.

Democratic Services

Introduction

The Democratic Services section is responsible for providing a comprehensive corporate and impartial service to support and develop the council's decision making process, electoral process and members support, training and advice. The service is also responsible for coordinating the school appeals process for community and controlled schools within South Gloucestershire.

The Electoral Services team are responsible for two main service areas – to prepare, publish and maintain an accurate Register of Electors and to co-ordinate and administer all types of elections within South Gloucestershire.

Monitoring Information

- Electoral Register itself currently contains 208,678 electors
- Household registration forms are sent out to around 111,000 properties in the area as part of the annual canvass
- The current annual canvass response rate is 99% which is higher than most other neighbouring local authorities in the area
- European Union Citizens are also entitled to register; however, they have limited voting rights
- Currently 2612 attainers on the Electoral Register

Key Actions Undertaken in 2012/13

- We employ the services of Electoral Reform Services who provide us with an automated response service that electors can use to re-confirm their registration details if they have not changed from the previous year.
- Electors can register 24 hours a day, 7 days a week, via the internet, telephone or they can send a text message to confirm their registration details.
- The telephone registration service is also offered in 9 different languages – Polish, Portuguese, Gujarati, Romanian, Slovak, Lithuanian, Arabic, Cantonese and Somali.
- A Large scale version of the household registration form is available on request and a telephone helpline is available for electors if they have any questions or queries.
- Proxy voting is offered for one election and on a permanent basis for blind voters or those receiving the higher rate of disability living allowance or due to physical incapacity.
- Waiver voting is offered for postal voters who are not able to reproduce their signature, so as not to prevent them from having a valid postal vote arrangement in place.
- All polling stations are accessible with some polling stations having temporary ramps that are fitted prior to an election taking place to ensure that the polling station is accessible for all voters.
- Polling station reviews are carried out every few years and relevant disability groups are consulted for feedback on the accessibility of polling stations within South Gloucestershire.
- A blind voter device is supplied to all polling stations and a magnifying glass is supplied to all Presiding Officers in polling stations. A large scale copy of the ballot paper is also displayed.
- Statutory Notices including the Declaration of Results are displayed in all Council Offices and published on the internet as the election process progresses.
- A local publicity campaign is carried out to publicise the annual canvass and to promote awareness of the importance of registration and how to register, including fully trained canvassers are sent out 'door knocking' to those householders where there has been no response to an initial form or a reminder form.
- Publicity articles about registering to vote and any forthcoming elections are published in the council's magazine South Gloucestershire News.
- Liaison with relevant contacts within residential homes, traveller community and students is undertaken to ensure that all eligible to vote are registered and able to vote.
- Electoral registration services are also available for homelessness, army, royal navy and royal air force, crown servant registration, overseas and anonymous.
- Welcome letters are sent to 'attainers' when they become 18 advising them that they are eligible to vote in any future elections.

- As part of local democracy week, letters are usually sent out to local schools offering to do visits / workshops etc.
- Work is currently taking place, in conjunction with Corporate Communications to produce a poster that is specifically aimed at promoting registration and voting for young people.
- The Electoral Service was represented at a local University during freshers fair in September / October 2012, to raise awareness about Electoral Registration and the Police & Crime Commissioner Elections that took place on 15th November 2012.

Actions as a Result of Current Information

As a result of this information, we plan to do the following in the forthcoming year:-

- Ensure that all services remain accessible as the transition to a new system of Individual Electoral Registration is made over the next two years.

Gypsy, Roma and Traveller Communities

Introduction

The Corporate Traveller Unit ensures there is a coordinated and effective approach to Traveller issues within South Gloucestershire including management of the council owned sites, direct management of unauthorised encampments on council land and acting as the first point of contact for all council services. The Unit works in partnership with the Ethnic Minority and Traveller Achievement Service (EMTAS) and other partner agencies to support engagement with and access to services for Gypsy, Roma and Traveller children, young people and families.

Monitoring Information

There are:

- 2 permanent Traveller sites within South Gloucestershire
- 30-40 families in private rented housing
- 13 Fairground winter quarters
- Approximately 34 privately owned sites
- 229 families within South Gloucestershire
- 110 families South Gloucestershire Council work with
- 162 pupils at primary school
- 46 pupils at secondary school
- 29 pre-school children
- 14 post-16 placements

Assessment of monitoring information

Overall the data shows that:-

- The number of Traveller families going into Local Authority housing is increasing
- Education is making a difference to the Gypsy and Traveller communities.

Key Actions Undertaken in 2012/13

- Joint working with various agencies and families to support access to services and safeguarding as for all children.
- Supporting families through the planning/welfare process, interviews and housing needs assessment.
- Workers Group meeting set up to include a range of professionals attending, including Health, Education, Housing, Public Health, Playbus, Health Visitors.
- Supporting the day to day running on council run sites and deal with any issues or concerns.
- Offering a drop-in facility at local libraries.
- Corporate Traveller Unit and EMTAS representatives attendance at site/home visits, Workers Group meetings, Gypsy and Traveller Forum and site meetings, to encourage consultation and engagement with the community.

Actions as a Result of Current Information

As a result of this information, we plan to do the following in the forthcoming year:-

- Continue to engage, support and promote council services within the Gypsy and Traveller community.
- SGC representative attendance at meetings to ensure the Gypsy and Traveller community are involved in consultation.
- Investigate the possibility of establishing a Community Champion role within the authority.

Housing and Council Tax Benefit

Introduction

The Housing and Council Tax benefit service is responsible for the administration of these benefits for the residents of South Gloucestershire in accordance with national regulations. Caseload is currently over 17,000. Customers range from young persons leaving home to elderly residents. Caseload includes owner occupiers (council tax benefit only), tenants of Registered Social Landlords and Private Landlords.

Monitoring Information

The following shows satisfaction data for 2012/13 as compared to 2011/12.

Table to show customer satisfaction levels for 2012/13 as compared to 2011/12

Respondents	Satisfaction Level 2011/12	Satisfaction 2012/13
All respondents	88.2%	83%
Gender		
Males	89.6%	87%
Females	87.5%	81%
Disability		
Disabled People	82.4%	89%
Non-Disabled People	90.7%	80%
People with Physical Impairment	67.3%	88%
People with a Sensory Impairment	68.9%	93%
People with a Mental Health Condition	80.8%	95%
People with a Learning Disability/Difficulty	88.2%	88%
People with a Long-Standing Illness or Health Condition	87.6%	92%
Ethnicity		
White English/Welsh/Scottish/Northern Irish/British	88.5%	83%
BAME	100.0%	N/A
Age		
19 - 24	77.0%	89%
25 – 44	90.1%	74%
45 - 64	92.3%	82%
65 - 74	66.1%	93%
75 - 84	N/A	88%
Over 85	N/A	93%
Over 75	99.1%	N/A
Sexual Orientation		
Bisexual	N/A	100%
Gay woman / lesbian	74.2%	N/A
Heterosexual	87.3%	84%
Other	73.0%	82%
Prefer not to say	93.7%	66%
Religion or Belief		
Buddhist	N/A	81%
Christian	90.0%	88%
Jewish	N/A	86%
Muslim	80.1%	94%
Sikh	N/A	46%
Any other religion	N/A	85%
No religion	85.5%	77%
Prefer not to say	98.0%	66%

Assessment of Monitoring Information

- The satisfaction level of Disabled People has increased significantly this year.
- The satisfaction level of people falling into the 19 – 24 and 65 – 74 years categories has significantly increased since last year.
- The satisfaction level of people identifying their religion as 'Muslim' has significantly increased since last year.
- The satisfaction level of people identifying their religion as 'Sikh' appears to be low, although this data is based on a very small number of respondents.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none">• The customer monitoring survey will be reviewed and updated.	As shown above, our equalities monitoring approaches have been reviewed and an enhanced system is now in place allowing us to capture information in relation to a wide range of 'groups'. In turn, this allows us to identify specific service developments in order to ensure we meet the needs of all customers.
<ul style="list-style-type: none">• Customer monitoring will continue to be analysed.	As shown above, our equalities monitoring approaches have continued throughout the year.

Actions as a Result of Current Information

As a result of this information, we plan to do the following in the forthcoming year:-

- Liaise with members of the South Gloucestershire equalities Forum with respect to approaches for enhancing customer experiences and ultimately increasing customer satisfaction levels amongst identified groups.

Registrars Service

Introduction

The Registrars Service is responsible for the registration of births, deaths, marriages and civil partnerships. The service also conducts marriage and civil partnership ceremonies, citizenship ceremonies and non-statutory celebratory services. A service to assist those applying for British Citizenship is also offered.

Monitoring Information

The following information shows data concerning customers accessing the Registrars service.

Table to show customers accessing the Registrars Service - Age

Under 18	0%
18 to 24	6.90%
25 to 44	41.70%
45 to 64	32.60%
65 to 74	11.00%
Over 75	6.90%
Prefer not to say	0.90%

Table to show customers accessing the Registrars Service - Gender

Female	71.60%
Male	28.00%
Prefer not to say	0.50%

Table to show customers accessing the Registrars Service - Disability

Disabled	4.60%
Non Disabled	95.40%
Prefer not to say	0.00%
Physical Impairment	41.66%
Sensory Impairment	16.66%
Mental health condition	8.33%
Learning disability/difficulty	0.00%
Longstanding illness or health condition	33.33%
Other	0%

Table to show customers accessing the Registrars Service - Ethnicity

Arab	Not Known
Asian/Asian British – Bangladeshi	0.90%
Asian/Asian British – Indian	0.90%
Asian/Asian British – Pakistani	0.40%
Asian/Asian British – Chinese	1.30%
Asian/Asian British – Other (please state)	0.40%
Black/African/Caribbean/Black British – African	1.30%
Black/African/Caribbean/Black British – Caribbean	0%
Black/African/Caribbean/Black British – Other (please state)	0%
Gypsy or Traveller of Irish Heritage	0%
Mixed/Multiple Ethnic Groups – White & Asian	0%
Mixed/Multiple Ethnic Groups – White & Black African	0%
Mixed/Multiple Ethnic Groups – White & Black Caribbean	0%
Mixed/Multiple Ethnic Groups – Other (please state)	0%
White – English/Welsh/Scottish/Northern Irish/British	88%
White – Irish	0%
White – Other (please state)	4.50%
Other ethnic group (please state)	1.30%
Prefer not to say	0.40%

Table to show customers accessing the Registrars Service – Religion/Belief

No Religion	33.80%
Christian	57.80%
Buddhist	1.80%
Hindu	0.90%
Jewish	0%
Muslim	1.30%
Sikh	0%
Other Religion	0.90%
Prefer not to say	3.60%

Assessment of monitoring information

Overall the data shows that:-

- More Females than Males are likely to respond to the satisfaction survey presented.
- People from the Black and Mixed groups appear to have a lower level of survey return.
- A higher number of people from the 'White Other' group have accessed the service than is the population in South Gloucestershire (4.5% / 2.5%).
- Fewer Disabled People have accessed the service than is the population in South Gloucestershire (4.6% / 15.6%).

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none">Investigate the responses received from the 'White Other' group in order to identify any trends according to ethnicity.	A higher number of people from the 'White Other' group have accessed the service than is the population in South Gloucestershire (4.5% / 2.5%). This year satisfaction levels remain high across all groups, including the 'White Other' group.

Actions as a Result of Current Information

As a result of this information, we plan to do the following in the forthcoming year:-

- Refine our customer monitoring approaches to include Sexual Orientation and an enhanced ability to assess satisfaction levels across all groups.

Strategic Communications and Emergency Planning

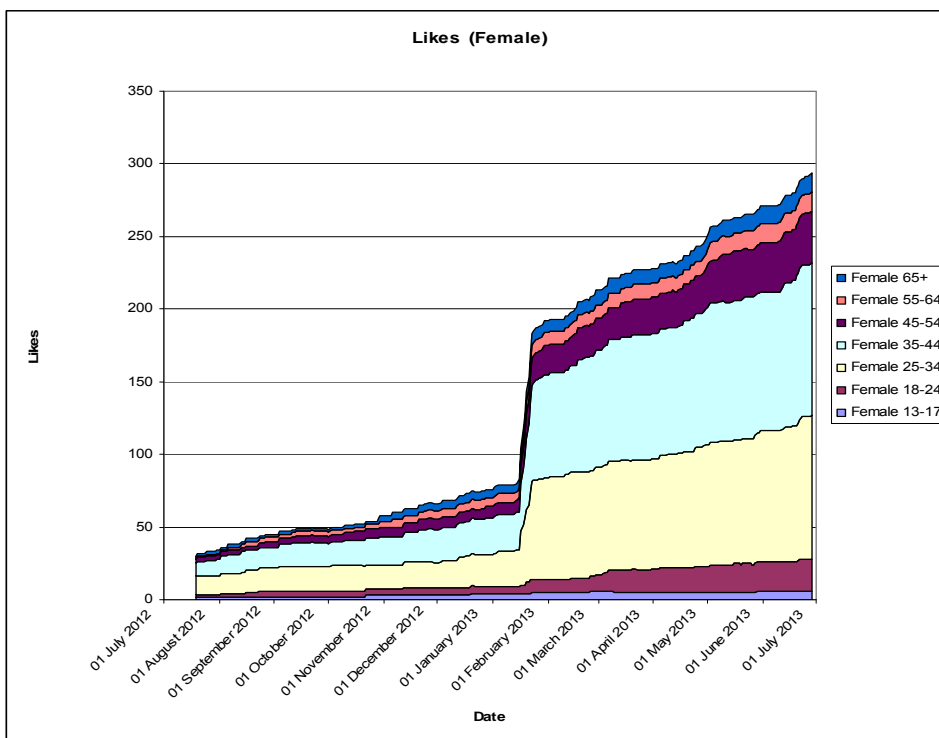
Introduction

The Strategic Communications team ensure that residents, staff and the media have accurate information about the council and are aware of the wide-range of services the council provides. The team are responsible for all external and internal communications including managing the council's website and social media access channels, providing a full graphic design service, developing and implementing marketing strategies and campaigns and the production and maintenance of a range of emergency plans.

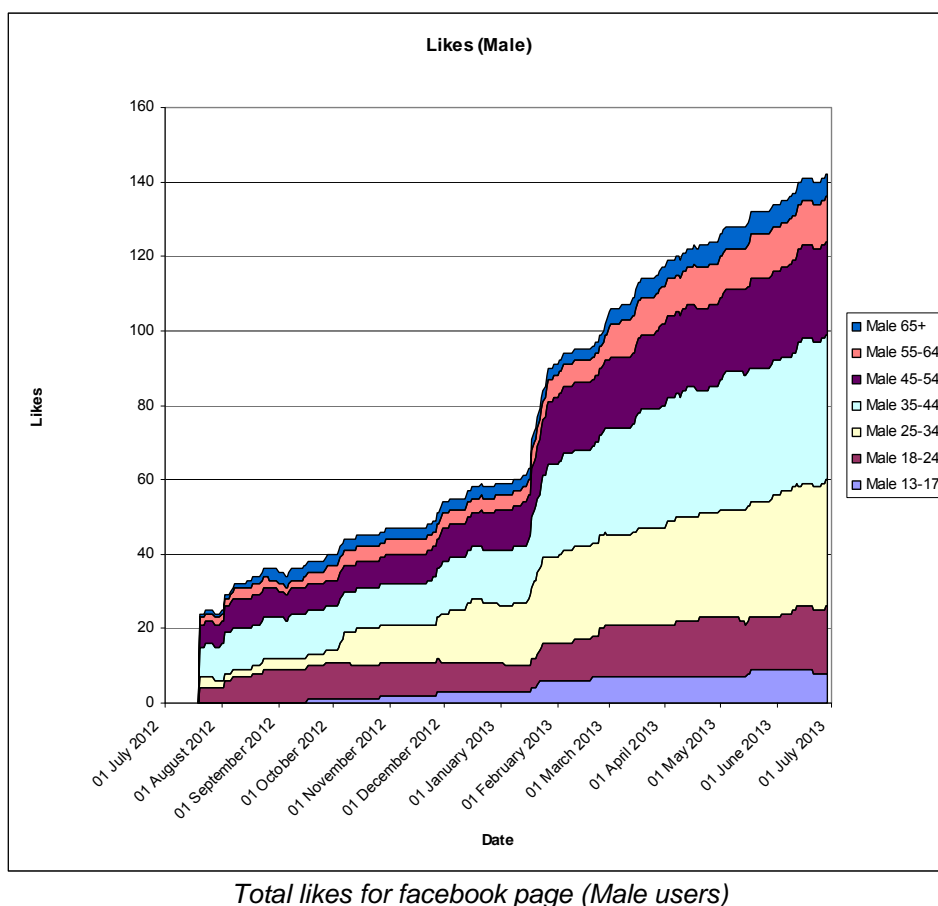
Monitoring Information

Social Media

- We have increasingly focused on engaging residents across all age groups through social media, especially facebook and twitter.



Total likes for facebook page (Female users)



Assessment of monitoring information

Overall the data shows that:-

- Demographic data from our facebook page illustrates that whilst our primary audience on facebook is currently 25 to 44 year old Female, both older and younger users are increasingly engaging with our page.

Key Actions Undertaken in 2012/13

- The public website has recently been redesigned to allow for improved accessibility on mobile devices. Using responsive design, the pages now automatically render themselves in a mobile friendly format when viewed on smartphones and smaller screen devices.
- Working closely with the library service, carer groups, community learning, customer services and our partners to bring together the work already being done in South Gloucestershire around assisted digital, services and facilities available including training.
- A first communities video animation was created in house to help residents and businesses understand the rollout of superfast broadband in South Gloucestershire which included an interview with the managing director of next generation networks for BT Group, an apprentice working with Openreach and Cllr John Goddard.
- Working together with colleagues in Children, Adults and Health department and the Learning Difficulties Partnership Board (LDPB), a project is underway to develop a section of our public website (portal) to provide key service information in easy-read format for persons with learning difficulties and/or disabilities (LDD).
- All staff within the team have undergone easy-read training and will work with clients to improve the amount of service information available in easy-read format.
- Produced various documents in easy read including LDPB annual report, Olympic torch relay fact sheet, Choices 4 U annual report, council tax reduction scheme, youth services and housing priorities consultations.

- Produced the council tax booklet as a web page so that they work with read aloud technology.
- Worked on communications and promotion of the following via a combination of press releases, flyers, videos, web pages and social media:-
 - Choices 4 U service for adults with learning difficulties enabling users to take part in sport, fitness classes and social activities
 - Walk A Day festival for older people with mobility issues
 - Family Wildwalk as part of Wild4life – encouraging people with disabilities to join in.
 - 2013 Union cup – Cllr Ian Boulton kicked off the match with members of Bristol's gay and inclusive rugby club
 - Celestine Home – Launch of the home adaptation centre in Yate which was opened by Karen Butler, Paralympian
 - Accessibility of transport – promoting raised kerbs, low floor buses and RNIB key fobs for real time displays
 - Shopmobility service, international women's day, come and try event, disability equalities network
 - Hand bike – the St Paul's adventure playground based scheme
 - Celebrating Carers April 2013 – accessible event attended for carers and the people they care for (fully accessible venue/event, transport etc.)
 - On-going carers communications indirectly supporting service users with disabilities
 - On-going Safeguarding Adults Board work – including adult abuse posters and web pages
 - Specialist mental health carers' support and Reading Well books on prescription

Actions as a Result of Current Information

As a result of this information, we plan to do the following in the forthcoming year:-

- We will continue to provide information in accessible formats
- As part of the digital inclusion agenda, communications and marketing campaigns will ensure that residents and businesses are aware of the benefits of getting online, understand where to get help and support and can access information on what facilities and services are available. We aim to fully engage voluntary agencies, charities and local businesses in this work to ensure a diverse audience reach
- We are increasingly focused on engaging residents across all age groups through social media especially facebook and twitter
- Publish the first communities announcement video animation on social media channels and website
- Further video animation work is planned including its use in sign language videos
- Test the new easy-read portal with the Learning Difficulties Partnership Board (LDPB) and incorporate any feedback before launching the portal. The portal will then continue to be developed as more content is available in easy-read, audio and video format
- Produce a video to promote employment opportunities for people with learning difficulties
- Work with our departments and partners on a number of communications and campaigns including Bristol pride and hate crime week
- Provide digital support as part of Low Vision campaign including audio to communicate with blind and sight impaired residents to tie in with national eye care week in September
- Provide digital and communications support to engage, network and support people with mental health issues. Raising the profile of the 24 projects we've funded through the Everybody's Business Grant Scheme

B) Children and Young People's Department

Admissions to School

Introduction

The Admission Authority for all community and voluntary controlled schools is the Local Authority (LA); for voluntary aided schools, foundation schools (including trust schools) and academies it is the individual school's governing body. In South Gloucestershire, currently, there are ten aided primary schools, no aided or foundation secondary schools and 8 academies (a further five secondary schools are working towards academy status for conversion in 2013).

The DfE Codes of Practice on Admissions and Admission Appeals are specific in requiring LAs, Admission Authorities, schools, appeal panels and Schools Adjudicators to comply with relevant legislation in establishing admission policies and consulting stakeholders, operating admission arrangements, conducting appeals and dealing with applications from children from overseas. The main legislative requirements are now found in the Human Rights Act 1998 and the Equality Act 2010.

The LA's proposed over-subscription criteria and admission arrangements comply with the DfE School Admissions Code. The LA's admission arrangements and over-subscription criteria potentially affect all school age pupils, including those from minority ethnic backgrounds and apply equally to all applicants for places at community and controlled schools.

Proposed admission policies of governing bodies of voluntary aided schools and academies are monitored by the LA for compliance with legislation and the School Admissions Code and to assist governors and trustees in evaluating access implications.

Monitoring Information

- LA Annual Report to the Schools Adjudicator June 2012. This includes a LA assessment of how the admission arrangements serve the interests of Looked After Children, children with Special Educational Needs, children with Disabilities and children admitted to school under the Fair Access Protocol. Note: From 2013/2014 'Previously Looked After Children' will be included in the admissions criteria as a statutory requirement. It also includes details of the number of parental Appeals Lodged and Upheld.
- South Gloucestershire Council annual report on admissions data. The Council monitors the impact of admission arrangements in meeting parental preference and local need, considers the number of referrals and appeals and carries out scrutiny of admission arrangements and their effectiveness.
- Referrals to Office for School Adjudicator (none for 2011/2012 and none for 2012/2013)
- Referrals to Ombudsman (none for 2011/2012 and none for 2012/2013)

Assessment of Monitoring Information

- Children in care are the highest priority in the criteria for admission to school. Wherever possible, a child in care will be admitted to the preferred school even where the school is full in the relevant year group.
- Children with Statements of Special Educational Needs are placed in schools through the arrangements set out in the SEN Code of Practice and not through the general admission arrangements. All children with a Statement of Special Educational Needs for whom placement in a mainstream school has been agreed have been allocated a place at the school preferred by the parent/carer in the current admission round.
- All South Gloucestershire secondary schools have been involved in the Fair Access Protocol; this includes taking their fair share of pupils, attending Pupil Referral and Reintegration Panel meetings and reviewing related processes. Headteachers and Principals from 11 maintained schools and 4 Academies attend a monthly Panel meeting in order to share out pupils across secondary schools in the area. Schools provide pupil and school information for each Panel in order to reach a decision which will give the best chance of success. 34 children were admitted to school under the Protocol in 2011/12. In 2012/13, 37 children were admitted to school under the current arrangements. As part of a general review of policy guidance on behaviour management in schools, the Fair Access Protocol and the associated processes are currently the subject of consultation with headteachers. It is planned that the new Protocol will be operational in September 2013.
- The Council seeks to maximise the achievement of parental preference. Admissions data show that the number of parents receiving an offer of their first preference school is marginally down in 2011 (compared with 2010). In 2012 (compared with 2011) the percentage of first preferences met was the same at 88%.
- The LA's admission arrangements apply equally to all applications for places at Community and Controlled schools and as such the equalities and racial impact assessments are neutral.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none"> • Continue with an annual review of Admission Arrangements in line with the requirements of the School Admissions Code. • Continue to submit a Local Authority report on admissions to the Schools Adjudicator. • Continue to monitor the impact of admission arrangements and their effectiveness in a report to the CYP Committee. • Publish a revised Fair Access Protocol. 	<ul style="list-style-type: none"> • The arrangements comply with the requirements set out in the School Admissions Code • A report is submitted in June of each year. A report was completed in June 2012 and raised no areas of concern. • The CYP Committee received the 2012 admissions data report in an Appendix to the report setting out the proposed admission arrangements for 2014/15. • The focus for a revised Fair Access Protocol has been on the process and the arrangements for a new panel to meet and determine admissions. It is anticipated that a new panel will meet for the first time in the autumn 2013.

Actions as a Result of Current Information

- Continue with an annual review of Admission Arrangements in line with the requirements of the School Admissions Code.
- Continue to submit a Local Authority report on admissions to the Schools Adjudicator.
- Continue to monitor the impact of admission arrangements and their effectiveness in a report to the CYP Committee.
- It is planned that the new Fair Access Protocol will be operational in September 2013.

Adult Community Learning

Introduction

Community Learning works with adults aged 19 and over who have no or few formal qualifications and is funded directly by the Skills Funding Agency. Local residents are engaged back into learning with the specific aim of improving their skills for personal development, to find and succeed in work and to participate in family and community life.

The following types of courses are offered:

Maths and English

In a variety of community venues, these courses are for those who did not achieve a GCSE at grades A-C (or equivalent qualification) upon leaving school and provides the opportunity to take a nationally recognised test.

IT

Short courses in libraries and other community venues to enable people to improve their computer skills and to learn about Internet safety.

Family Learning

In partnership with schools and Sure Start Children's Centres work is conducted to help parents discover how their children learn and how they will be taught during their school life. Parents are actively encouraged to develop their own skills and possibly work towards a qualification. These courses are of benefit to the achievement of both the child and parent.

Healthy Living

Includes a range of courses to develop Healthier Lifestyles: Managing Stress, Boosting Confidence, Physical Wellbeing, etc.

English for Speakers of Other Languages (ESOL)

We sometimes offer courses to residents of South Gloucestershire who do not speak English as their first language but would like to improve their spoken English in order to integrate into community life. Certain eligibility conditions apply to ESOL courses.

Community Learning also works in partnership with many community and voluntary organisations to offer a wide range of courses to local residents to strengthen community capacity and help people to lead more fulfilled lives.

All courses are free and are offered at venues throughout South Gloucestershire.

Monitoring Information

All learners enrolling on courses are asked for details including:-

- Ethnicity
- Disability
- Gender
- Age
- Qualifications
- Employment

The following table shows details of the percentages of people from a variety of groups attending courses during 2012/13.

Group	Take-Up
Disability affecting mobility	0.1%
Hearing impairment	0.3%
Mental ill health difficulty	9.9%
Other medical condition (e.g. epilepsy, asthma, diabetes)	0.3%
Visual impairment	0.2%
Other physical disability	3.1%
Other	3.2%
All Disabled People	25.6%
All Non-Disabled People	72.9%
Under 25 years	8.0%
25-34 Years	21.9%
35-44 years	34.3%
45-54 years	21.1%
55-64 years	10.8%
65+ years	3.9%
Asian or Asian British - Bangladeshi	0.5%
Asian or Asian British - Indian	1.8%
Asian or Asian British - Pakistani	0.6%
Asian or Asian British - Any other Asian background	2.5%
Black / African / Caribbean / Black British - African	0.6%
Black / African / Caribbean / Black British - Caribbean	0.9%
Asian or Asian British - Chinese	1.9%
Mixed / multiple ethnic Group - White and Asian	0.4%
Mixed / multiple ethnic Group - White and Black African	0.2%
Mixed / multiple ethnic Group - White and Black Caribbean	0.6%
Mixed / multiple ethnic Group - Any other Mixed / multiple ethnic background	0.2%
Other ethnic group - Any other ethnic group	0.8%
Other ethnic group - Not provided	0.5%
White - English / Welsh / Scottish / Northern Irish / British	75.4%
White - Irish	0.5%
White - Turkish	0.6%
White - Any other white background	1.9%
All BAME	11.7%

Assessment of Monitoring Information

- A significantly higher percentage of Disabled People attend courses (25.6%) when compared to the total disabled population of 15.6% for the whole of South Gloucestershire. In comparison to 2012, there has been an increase of 8.62% Disabled People attending courses.
- Since 2012, there has been an increase in the 25-34 year old and the 35-44 year old age group taking up learning opportunities by +6.3% and +12.84% respectively. Conversely, there has been a significant decline in 65+ age group (-16.32%) and 55-64 year old age group (-6.18%) taking up learning opportunities.
- People from a BAME background are highly likely to access learning opportunities, 11.7% as compared to a 5.0% total BAME population in South Gloucestershire. The BAME groups most likely to access learning opportunities are “White - other”, “Chinese”, “Indian” and people of an “Asian” background.

Actions as a Result of this Information

- The service is continuing to work with the West of England Learning consortium on supporting people with mental health illnesses (as stated within last years' Annual Equalities Report).
- The service will continue to target younger Male learners (as stated within last years' Annual Equalities Report).
- The service will target young mothers who are work ready.

Children's Centres

Introduction

During the period 2012 -2013 Sure Start Children's Centres provided a range of services at neighbourhood level supporting all parents and carers. The local range of services depends on local need and parental choice with the greatest concentration on those children most in need.

Each Children's Centre provided a base for meetings, advice, consultation and information. The services available in children's centres were open to all and include:-

- Drop-in sessions and other toddler groups for children and parents and carers
- Support and outreach services to parents and carers and children in need
- Information and advice to parents and carers including parenting support, local childcare provision, local early years provision and early education services
- Support to childminders, for example training and advice
- Links to Job Centre Plus services to support and advise about return to work
- Advice about benefits and adult learning courses
- Access to healthcare and support services, including midwifery, health visitors and child health
- Support and advice on healthy living and prevention of health problems
- Links to local schools and out-of-school and holiday schemes
- Targeted support for children with disabilities or special or additional needs
- Advice and referral to more specialised support services.

In the period 2012 -2013 Children's Centres were available in the following locations in South Gloucestershire:

Bradley Stoke, Cadbury Heath, Filton, Hanham, Kingswood, Mangotsfield, Patchway, Severn Beach, Staple Hill, The Stokes, Thornbury, Winterbourne, Yate Cranleigh Court, Yate West Gate. There is also a Mobile rural children centre. Many of these locations offer 'Stay and Play' sessions for parents and children under 5.

All Sure Start Centres within South Gloucestershire offered families with young children an information, advice and guidance service. Family Information Advisers can help with finding out about local services and community provision, such as library services, toddler and pre-school groups, local childminders etc. There are information kiosks in every Children's Centre to help people find out about health services, training and jobs, debt advice, benefit entitlements and much more.

Monitoring Information

Children's Centres Users	CHILDREN'S CENTRE SERVICE	BRAD STOKE CC	CADBURY HEATH CC	FILTON CC	HANHAM CC	KINGSWOOD CC	MANGOTSFIELD CC	PATCHWAY CC	RURAL CC	SEV BEACH CC	STAPLE HILL CC	THE STOKES CC	THORNBURY CC	WINTERBOURNE CC	YATE CRANLEIGH CC	YATE WESTGATE CC
Gender																
Female	59.9%	57.8%	59.3%	58.7%	59.3%	58.6%	59.3%	63.3%	60.8%	62.1%	60.7%	59.1%	59.8%	59.6%	63.4%	59.5%
Male	39.8%	42.2%	40.7%	41.3%	40.7%	41.4%	40.7%	36.7%	39.2%	37.9%	39.3%	40.9%	40.2%	40.4%	36.6%	40.5%
Ethnicity																
White British	61.6%	54.8%	68.6%	58.7%	65.2%	60.2%	58.3%	58.8%	65.9%	66.7%	58.4%	56.3%	61.8%	62.5%	67.0%	63.1%
BAME	15.8%	27.7%	8.9%	25.9%	13.9%	12.4%	16.5%	21.6%	11.1%	8.5%	14.4%	22.5%	7.5%	12.3%	13.8%	13.3%
Disabilities																
Disabled People	1.4%	1.8%	1.7%	1.7%	0.7%	1.9%	2.6%	1.9%	0.8%	1.1%	1.7%	0.8%	1.1%	1.4%	1.6%	1.5%
Age Groups																
0 - 4 years	43.5%	39.7%	42.0%	41.7%	42.2%	39.5%	40.2%	41.4%	41.8%	41.8%	36.2%	38.7%	40.7%	39.3%	42.8%	41.1%
5 - 9 Years	6.3%	5.5%	6.0%	4.9%	4.1%	7.7%	5.8%	7.1%	5.8%	6.4%	4.6%	3.5%	4.2%	8.8%	7.3%	5.2%
10 - 19 Years	2.1%	0.7%	2.1%	1.6%	1.7%	1.9%	2.9%	2.8%	1.3%	1.8%	3.7%	1.7%	0.8%	2.2%	1.9%	2.6%
20 - 25 Years	6.5%	4.9%	4.5%	5.4%	4.3%	7.9%	2.4%	8.3%	4.2%	3.9%	6.1%	5.0%	5.3%	5.4%	9.5%	9.1%
26 - 44 Years	39.0%	43.2%	30.7%	40.4%	37.0%	32.5%	37.8%	33.4%	37.3%	35.1%	35.2%	42.2%	36.5%	33.0%	29.2%	34.3%
45 - 64 Years	2.3%	0.9%	2.2%	2.1%	1.9%	1.7%	2.6%	2.4%	1.6%	2.8%	2.4%	2.1%	3.9%	3.2%	1.7%	1.5%
65+ Years	0.3%	0.2%	0.0%	0.0%	0.7%	0.0%	0.3%	0.4%	0.3%	0.7%	0.5%	0.0%	0.3%	0.3%	0.3%	0.0%

Notes on Data: Data covers 8,164 individuals seen at a South Gloucestershire Children's Centre between 01st April 2012 and 31st March 2013. 795 (8.5%) individuals were excluded from analysis because of an invalid postcode or missing Date of Birth.

As a result of restructure from 1st April 2013 there are only 6 enlarged Children's Centres covering South Gloucestershire. In the next Annual Equalities Report data for Children's Centres will be set in this new context and will not be comparable to previous years.

Assessment of Monitoring Information

- Females are more like to access Children's Centre than Males.
- People from a BME background have a relatively high usage of Children's Centres, with approximately a quarter of all centre users in Bradley Stoke, Filton, Patchway and Little Stoke coming from a BME group.
- People with disabilities have a relatively high usage across the Children's Centre Service.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
Children's Centres and Youth Centres have recently been the subject of a comprehensive review. As a result of this, the services will be preparing for the implementation of Committee decisions. It should be noted that parity of usage, equality of opportunity and satisfaction amongst user groups remain key objectives during the transition period.	The provision from Youth Centres and Children's Centres from April 2013 is part of the Preventative Services delivered through 3 strands Children's Centres, Youth Intervention and Support Service and Family Interventions and Support Service. This provides a targeted service for children and young people.

Actions as a Result of Current Information

As a result of this information, we plan to do the following in the forthcoming year:-

- Develop the new service providing targeted and time limited interventions to ensure that young people from vulnerable and disadvantaged groups are able to access the service.

Children subject of Child Protection Plans, Children in Care and Children in Need

Introduction

The Council's North and South locality teams have a duty team and a long term team within them and are responsible for all referral and assessment work, for children subject of a Child Protection plan, as well as all Children in Need. The Throughcare team is a centralised team which caseholds all Looked after Children and Care proceedings work as well as Private Fostering and Care leavers. The Child Health and Disability (CHAD) team work with disabled children.

The majority of the analysis in this section is based on the year ending March 2013 and largely provides performance information in relation to children subject to a CAF, a child protection plan and children in need who are living in the community, as well as children looked after by the Local Authority.

Key issues/findings for 2012/13 are as follows:

- On the 31st March 2013, there were 193 children subject to a protection plan, a decrease of 32 (16%) compared to the same point in 2012.
- The number of children looked after during the year has significantly decreased from 208 in April 2012 to 167 in March 2013.

Children Subject to Protection Plans

On the 31st March 2013, there were 193 children subject to a protection plan, a decrease of 32 (16%) compared to the same point in 2012. This reduction in numbers of children subject of a CP plan is largely explained by the de-planning of 2 very large sibling groups in this period. This year's figure of 193 children reflects a rate of 33.9 children subject to protection plans per 10,000 in the population which is very similar to that of comparator authorities (33.2 per 10,000 in 2011/12). The table below shows how the number of children subject to a plan decreased over the course of the year and the numbers of such children in each of the locality teams.

	North	South	CHAD	Total	Per 10,000 in population
Apr-12	118	105	3	228	40.7
May-12	113	93	3	212	37.9
Jun-12	100	91	3	195	34.8
Jul-12	96	86	3	187	33.4
Aug-12	98	90	3	192	34.3
Sep-12	97	88	2	188	33.0
Oct-12	106	87	2	195	34.3
Nov-12	93	95	3	193	33.9
Dec-12	85	95	3	185	32.5
Jan-13	91	86	3	181	31.8
Feb-13	102	83	3	190	33.4
Mar-13	105	83	3	193	33.9

In March 2012, there were 224 children subject to a protection plan. Over the course of the year, 237 children ceased to be the subject of a plan and 206 became subject of a plan; the end of year total was therefore 193 (March 2013).

Some children will have been made subject to a protection plan and the need for that plan ceased within the year (i.e. because the risk identified had been alleviated or because the children became subject to care proceedings). A measure of the effectiveness of the implementation of protection plans is the percentage of children who have been removed from plans who had been subject to a plan for 2 years or longer. In 2012/13, 16 children (6.8%) ceased to be the subject of a plan after 2 years or longer, and although not meeting the aspirational 2% target, the figure is only slightly above the statistical neighbour's average of 5.5%. Over the same period, 36 children (17.4%) became subject of a protection plan for a second or subsequent time; this is also a measure of the effectiveness of the implementation of protection plans and is higher than the target of 8%.

100% of children with protection plans were allocated to a qualified social worker throughout the course of the year. 98% of child protection cases were reviewed within the required timescales (after 3 months and then every six months).

There have been no major differences noted regarding the age groups of children currently subject to protection plans. However, the largest group are in the 10-15 year old age group who now make up 30% of the total. The number of unborn children subject to plans is a reflection of concerns identified in respect of the parent(s) to be or a concern based upon previous parenting experience.

All child protection categories have decreased since last year except for the category of sexual abuse which has increased from 3% to 7% at the end of March 2013. The percentage of children for whom emotional abuse was identified as being the primary concern has also increased from 55% to 59% at the end of March 2013.

The ethnicity of children subject to a protection plan broadly reflects the population living in South Gloucestershire; however, with such small numbers, minor changes can have a significant impact. Currently, the breakdown is as follows: White 91%, Mixed Ethnicity 3%, Black or Black British 1.5%, Asian or Asian British 1%, Other Ethnic Origin 0.5% and cases with no ethnicity recorded, 2% (unborn children). There are slightly more boys subject to plans than girls but the difference is not statistically significant.

Children and Young People Looked After

The following chart shows that, as well as having been a decrease in the number of children subject to protection plans, the number of looked after children has also significantly decreased throughout the last year. The headline figure of children in Care to South Gloucestershire Council has shown a significant decrease from 208 in April 2012 to 167 in March 2013. This represents a reverse trend which had previously seen looked after numbers gradually increase from a figure of 178 in March 2009 to a peak of 213 in March 2012.

In 2012/13, 98 children and young people (104 episodes) became looked after and 144 (150 episodes) ceased to be looked after. The underlying factors behind this reduction reflect the increased numbers of children leaving the care system in South Gloucestershire as a result of an increase in Adoption, Special Guardianship or Residence Orders being obtained for children previously in care alongside other permanency options being secured including children and young people returning to their parents care where it has been safe and appropriate to do so. (within the reporting year of 2012-13 25 children were adopted, 63 returned home to family/family members, 11 were made subject to residence orders, 12 special guardianship orders, and 42 young people secured independent living arrangements).

The Level of "churn" within the care system has varied from the previous year and reflects the significant increase in the numbers of children and young people leaving care in 2012/13. The numbers of new accommodations into care has remained steady with 104 new admissions to care compared to 102 for 2011/12. There were, however, 150 children and young people leaving care in 2012/13 which is a significant increase on previous years (103 children and young people left care in 11/12 and 108 in 10/11) and reflects the impact of increased use of permanency orders for children and young people previously accommodated.

The age profile of children in care has changed slightly within 2012/13. The greatest proportion of children in care are still those below the age of 10. This is an indication of continued vigilance in early identification and intervention where there are safeguarding concerns. All ages other than children under 1 year have seen a decrease in the number of children accommodated, with this being most significant for children aged 1-4 and those between 10-15 years. This is a reflection of both the increase in Adoption and Special Guardianship orders for children in the younger age group alongside return to parents or securing alternative permanency provision for children ten years and over. These trends are demonstrated in the following tables, the first of which shows the changes in the age profile and the second to legal status:

Age of Looked After Children	Mar-08	Mar-09	Mar-10	Mar-11	Mar-12	Mar-13
Under 1	6	4	8	10	9	9
1-4yrs	28	28	28	38	46	29
5-9yrs	20	22	23	35	38	32
10-15yrs	74	77	70	75	72	58
16+yrs	45	47	56	53	48	39
Total LAC	173	178	185	211	213	167

There is a more significant change in the legal status of children in care, with a marked reduction in the numbers of children in voluntary section 20 accommodation. This is a reflection of improved good practice in relation to the use of section 20 placements. In a number of instances long standing care proceedings have completed with the interim orders being converted to placement orders to permit placement for adoption.

Legal Status of LAC	Mar-08	Mar-09	Mar-10	Mar-11	Mar-12	Mar-13
Accommodated S20	66	75	74	85	89	56
Interim Care Order	38	31	35	53	51	35
Care Order	61	71	71	65	57	59

The following chart, which sets out the “need codes” underlying the reasons why children became looked after, shows that abuse or neglect is the primary factor for children becoming looked after.

The following table shows that the North and South locality teams generally accommodated very similar numbers of children in 2012/13. The table also shows the number of looked after children allocated within each team at the end of March 2013.

	North	South	CHAD	Through Care	Total
Begin looked after	49 (47%)	47 (45%)	1 (1%)	7(7%)	104
Ceased to be looked after	27 (18%)	27 (18%)	1 (1%)	95 (63%)	150
No of LAC Mar-13	8	4	1	154	167

Most looked after children live with foster carers: 43% with local authority foster carers, 17% with foster carers provided by an independent agency; 14% reside with members of their extended family and 10% in residential accommodation. Placement stability is one of the most significant factors impacting upon looked after children: the percentage of looked after children with 3 or more placements increased from 9.9% in 2011/12 to 10.1% in 2012/13. Long term placement stability decreased from 70% to 57%. Monitoring the stability of placements will be a focus for the service over the course of the next year.

85.5% of reviews of Looked after children took place at the required intervals for 2012/13, an increase on the previous year. Most children contributed to their reviews (91%) and all Looked after children had an allocated social worker throughout the course of the year.

The ethnicity of children within the care system is unchanged with the majority being of white British extraction. At present nineteen of our looked after children (10%) are from other ethnic backgrounds roughly half of these being of dual heritage. South Gloucestershire presently has one unaccompanied asylum seeking minor (UASC) within the care system.

Children in Need

Overall the two Locality social work teams have 613 Child in Need cases open and these cases are held within the North and South teams with the North holding 320 and the South, 293 open cases. Additionally, the Chad team have 284 open CIN cases. These CIN cases can be cases that are currently open at the contact, referral or assessment stage or where the case is open for longer term CIN intervention.

Care Leavers

There are currently 146 cases currently open to the leaving care team (which is part of the through care team) as of the 06/05/12. Of these 3 are Eligible young people, 5 are qualifiers, 13 are Relevant and 125 Former Relevant young people. There are 3 Eligible children of which have a LAC status and are reflected in the LAC list.

Actions as a Result of this Information

- A review of service structure and capacity is being undertaken and is due to be completed in September 13. This is to ensure that service remains timely and responsive and continues to promote best practice for care leavers
- A part time temporary practice manager is being recruited to increase capacity and strengthen the management of the service prior to the service review being completed in September 13.
- A supported lodgings scheme is continuing to be implemented to broaden the range of suitable accommodation available to care leavers. A staff member to lead on this scheme is being recruited.
- Social Care will continue to work closely with housing colleagues to ensure that appropriate housing provision continues to be commissioned and provided for care leavers.
- The education subgroup of the Corporate Parenting Steering Group continues to monitor and progress opportunities to address the needs of care leavers not in education training and employment.
- The education strategy for children in care and care leavers will continue to be progressed and implemented.

Connexions

Introduction

The Connexions Service for South Gloucestershire for 2012-13 was provided through Learning Partnership West which is a Community Interest Company owned by the four West of England local authorities through their delivery arm Connexions West.

During 2012 -13 Connexions West provided a range of integrated and targeted support services for vulnerable young people aged 13-19 (up to 25 for those with learning difficulties and disabilities) in South Gloucestershire through the Connexions Service. As well as helping young people make informed choices about their futures, Connexions also supported them to address and remove barriers that are preventing them from moving their lives forward. They encouraged young people to enter and stay in education, training or employment and mentor and engage young people by:

- Providing information, advice and guidance
- Working closely with schools, academies and colleges
- Encouraging and supporting vulnerable young people
- Working with employers and training and education providers to increase opportunities
- Working in partnership with other similar organisations
- Assessing their needs and brokering the best possible specialist support for young people

Learning Partnership West worked with South Gloucestershire Council, to enable the effective delivery of the Council's statutory duties and requirements under statutory guidance:

- To make available such services as it considers appropriate to encourage, enable or assist the effective participation of young people, aged 19 and below and relevant young adults in education or training.
- To make arrangements for assessments of learning difficulties to be conducted, as required under section 139A of the Learning & Skills Act 2000.
- To assist the most vulnerable young people, and those at risk of becoming not engaged with education, employment or training (NEET).
- To ensure that 16 and 17 year olds have received an offer of a suitable place in post-16 education or training, and that they are assisted to take up a place – delivering the "September Guarantee".
- To track young people's progress in order to identify those who need support.
- To safeguard and promote the welfare of children within their area.

NB. From April 2013 Learning Partnership West will cease to deliver this work for South Gloucestershire Council.
From 1st April 2013 the statutory duties scheduled above will be undertaken within South Gloucestershire Council by the Youth Intervention and Support Service, as part of the Preventative Services section of the Integrated Children's Services, in the Department of Children, Adults and Health.

The following tables show a range of monitoring information:-

Table to show Young People in NEET or Jobs Without Training (JWT) with comparisons against other Local Authority areas.

	March 2013		March 2012	
	NEET+JWT		NEET+JWT	
	Number	%	Number	%
B&NES	641	12.7%	366	8.7%
Bristol	1522	13.1%	1034	10.8%
N. Somerset	613	9.2%	410	7.5%
S. Glos	764	8.2%	594	7.8%
West of England	3540	10.8%	2404	9.0%

Table to show Young People in NEET according to ethnicity with comparisons against other Local Authority areas.

	NEET - March 2013				NEET - March 2012			
	White British		BME and other groups		White British		BME and other groups	
	Number	%	Number	%	Number	%	Number	%
B&NES	227	5.2%	13	4.6%	245	4.7%	43	3.9%
Bristol	789	9.3%	181	7.6%	687	6.4%	146	4.2%
N. Somerset	209	3.4%	2	0.1%	260	3.5%	3	0.6%
S. Glos	407	4.8%	9	2.1%	437	4.3%	29	3.2%
WOE	1632	5.7%	205	6.2%	1629	4.8%	221	3.8%

Table to show the number of 16-19 year olds in NEET according to ethnicity across England (March 2013)

White	6.0%
Mixed race	
White and Black Caribbean	8.2%
White and Black African	4.8%
White and Asian	4.4%
Other Mixed Background	5.3%
Black or Black British	
Black Caribbean	5.7%
Black African	2.6%
Other Black Background	4.4%
Asian or Asian British	
Indian	1.9%
Pakistani	4.2%
Bangladeshi	3.6%
Other Asian Background	2.2%
Chinese	1.0%
Other	4.4%

Table to show 16-19 year olds in Education, Employment or Training (EET) with comparisons against other Local Authority areas.

	% 16-19 year olds in EET	
	March 2013	March 2012
B&NES	92%	83.9%
Bristol	77%	76.2%
N. Somerset	95%	87.5%
S. Glos	85%	85.2%
WOE	85.8%	82.2%

Table to show Teenage mothers in Education, Employment or Training (EET) with comparisons against other Local Authority areas.

	Teenage mothers in EET			
	March 2013		March 2012	
	Number	%	Number	%
B&NES	12%	24%	28	45.9%
Bristol	28%	26%	72	32.1%
N. Somerset	18%	32%	32	35.6%
S. Glos	10%	20%	35	31.25%
WOE	68%	26%	167	34.3%

Table to show 16-19 year olds with Learning Difficulties and Disabilities (LDD) in Education, Employment or Training (EET) with comparisons against other Local Authority areas.

	% 16-19 with LDD in EET			
	March 2013		March 2012	
	Number	%	Number	%
B&NES	161	79.7%	180	84.1%
Bristol	474	73.0%	568	73.7%
N. Somerset	137	91.9%	207	92.0%
S. Glos	249	82.7%	290	85.0%
WOE	1021	85.0%	1245	80.3%

19 year old care leavers in in Education, Employment or Training (EET) with comparisons against other Local Authority areas.

	19 year old care leavers in EET			
	March 2013		March 2012	
	Number	%	Number	%
B&NES	3	60%	8	57.1%
Bristol	6	17%	28	49.1%
N. Somerset	17	59%	7	53.8%
S. Glos	12	60%	12	54.5%
WOE	38	42.2%	55	51.9%

Data sourced from NCCIS website

Assessment of Monitoring Information

- There has been a 0.4% increase in young people who are NEET or in jobs without training, but this still remains lower than all other West of England areas.
- There has been a decrease in the percentage of teenage mothers in Education, Employment or Training (EET).
- There has been an increase in the % of Care Leavers in Education Employment and Training (EET).
- There has been a 2.3% decrease in 16-19 year olds with Learning Difficulties and Disabilities (LDD) in Education, Employment or Training (EET).
- Black, Asian and Minority Ethnic groups continue to have lower NEET rates than the White British cohort, and a lower rate than last year.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none"> • Continue to monitor data and performance and report to the South Gloucestershire RPA Working Group and 14-19 Strategic Partnership Board. • Continue to submit monthly data to the Department for Education. • South Gloucestershire to work with schools, colleges and training providers to reduce the total of not in education, employment or training (NEET) young people, including looked after children, children leaving care, teenage parents, young parents and young people with a disability or learning difficulty who are over-represented in the NEET group. • 	<ul style="list-style-type: none"> • LPW sent monitoring information as required to South Glos Council and other relevant groups in order to plan future actions. • Monthly data was submitted as required. Discussion and analysis of the data was undertaken as part of the contract meetings between LPW and SGC. • Information from this data was used to set up the Risk of NEET indicators (RONI) to support vulnerable young people prior to leaving school. LDD support was given through the S139a Assessment process.

Actions as a Result of this Information

- From 1st April 2013 the statutory duties will be undertaken within South Gloucestershire Council by the Youth Intervention and Support Service, as part of the Preventative Services section of the Integrated Children's Services, in the Department of Children, Adults and Health.
- Continue to monitor data and performance in CAH department.
- Continue to submit monthly data to the Department for Education.
- South Gloucestershire Council to work with partners to look at strategies to reduce the total of not in education, employment or training (NEET) young people, including looked after children, children leaving care, teenage parents, young parents and young people with a disability or learning difficulty who are over-represented in the NEET group.

SOUTH GLOUCESTERSHIRE SAFEGUARDING CHILDREN BOARD ANNUAL REPORT 2012/13

1. Introductory Comments from the SGSCB Independent Chair

I am very pleased, once again, to introduce the South Gloucestershire Safeguarding Children Board Annual Report 2012/13. The task of safeguarding children and young people continues in a challenging climate of complex abuse scenarios, organisational change and pressure on resources. In these circumstances there is a continuing challenge for us all to ensure that the essential work of Local Safeguarding Children Boards is maintained and is effective.

During the past year the safeguarding children arrangements in South Gloucestershire have been subject to inspection by Ofsted and were judged to be adequate. The inspectors noted many strengths in the local arrangements as well as areas for development which are the focus of on-going work in South Gloucestershire.

The expectations on parents, carers and professionals to ensure a safe environment for children and young people are increasingly challenging. Nationally we have heard about complex and organised abuse situations in different parts of the country. South Gloucestershire, in keeping with new national guidance, is working to increase the awareness and training for everyone involved with children and young people to help them understand how best to respond if they are concerned about potential risks.

The publication of revised national guidance 'Working Together to Safeguard Children' 2013 reinforces the expectations of the LSCB in terms of co-ordinating safeguarding arrangements and evaluating the impact of those arrangements in each local area. The importance of effective joint working by partner agencies will require us to have clear priorities, hold one another to account and ensure we continue to learn from serious case reviews, audits of practice and the quality assurance of what we do.

These challenges re-emphasise the continuing important task for South Gloucestershire Safeguarding Children Board in supporting that work. This Annual Report provides an account of the work of our Board during 2012/13 and I commend it to you for your consideration.

During the year, South Gloucestershire Council has undertaken a review of departmental structures. Therese Gillespie, Director of Children's Services and Chair of SGSCB until 2010 retired from the Council at the end of 2012. It was her leadership in establishing the LSCB which ensured a firm foundation and structure which underpins our current partnership.

I would also like to take this opportunity to acknowledge the on-going hard work and commitment that all members of South Gloucestershire Safeguarding Children Board and its Sub-groups have demonstrated during the past year and to acknowledge their contribution with thanks.



Jimmy Doyle

Independent Chair, South Gloucestershire Safeguarding Children Board

2. Role and Function of South Gloucestershire Safeguarding Children Board

The Local Safeguarding Children Board (LSCB) is the statutory process for agreeing how the relevant organisations will co-operate to safeguard and promote the welfare of children in South Gloucestershire.

2.1 Scope of South Gloucestershire Safeguarding Children Board

The scope of the LSCB role falls into three categories:

- To engage in activities that safeguard all children and aim to identify and prevent abuse and ensure that children grow up in circumstances consistent with safe care.
- To lead and co-ordinate pro-active work that aims to target particular groups.
- To lead and co-ordinate responsive work to protect children who are suffering or likely to suffer significant harm.

2.2 Function of South Gloucestershire Safeguarding Children Board Thresholds, Policies and Procedures

Developing policies and procedures for safeguarding and promoting the welfare of children, including policies and procedures in relation to:

- the action to be taken where there are concerns about a child's safety or welfare, including thresholds for intervention
- working with the Children's Trust Board to ensure that local arrangements for undertaking the Common Assessment Framework (CAF) are clear and when it is appropriate to refer a possible child in need to Children's Services.

Training

Training people who work with children or services affecting the safety and welfare of children:

- LSCB has a responsibility to ensure that single-agency and inter-agency training on safeguarding and promoting welfare is provided in order to meet local needs
- LSCBs are required to evaluate the quality of training, and ensure that relevant training is provided. This covers both the training provided by single-agencies to their own staff and multi-agency training organisation.
- South Gloucestershire Council Safeguarding Children Board develops, organises and delivers multi-agency training although this is not a core requirement for LSCBs

Safer Workforce

Safe recruitment, management and supervision of people who work with children:

- Establishing effective safe workforce policies and procedures based on national guidance.
- Ensuring that robust quality assurance processes are in place to monitor compliance.
- Investigation of allegations concerning people working with children:
- Production of policies and procedures to ensure that allegations are dealt with properly and quickly.

Safety and welfare of children who are Privately Fostered

- Ensuring the co-ordination and effective implementation of measures designed to strengthen private fostering notification arrangements

Communication and Raising Awareness

- Communicating the need to safeguard and promote the welfare of children, raising their awareness of how this can be best done, and encouraging individuals and partners to do so. This should involve listening to and consulting children and young people and ensuring their views are taken into account in planning and delivering services.

Monitoring and Evaluation

- Monitoring and evaluating the effectiveness of what is done by the Local Authority and Board partners (individually and collectively) to safeguard and promote the welfare of children and advise them on ways to improve.

Participating in Planning and Commissioning

The LSCB must participate in local planning and commissioning of children's services to ensure that they take safeguarding and promoting the welfare of children into account:

- This is achieved to a large extent by contributing to the Children and Young People's Plan, and ensuring in discussion with The Children's Trust and agency leaders that planning and commissioning of services for children takes account of their responsibility to safeguard and promote the welfare of children.
- The LSCB is the responsible authority for matters relating to the protection of children from harm.

Child Death Review Function

From 1 April 2008 the LSCB acquired the compulsory functions regarding all child deaths. These, which includes collecting and analysing information about the deaths of all children, normally resident in South Gloucestershire with a view to:

- identifying any matters of concern including any case giving rise to the need for a Serious Case Review.
- identifying any general public health or safety concerns arising from the deaths of children.

3. Purpose of the Report

This report is required to:

- analyse the effectiveness of safeguarding in South Gloucestershire
- demonstrate the effectiveness of SGSCB in fulfilling its functions as set out in Working Together to Safeguard Children 2010
- describe examples of good practice
- set out challenges faced during the year
- report on progress in implementing recommendations arising from Serious Case Reviews
- set out the challenges to the Children's Trust Board in driving improvements

In giving an overview of safeguarding activity in South Gloucestershire, the report will provide a baseline for continuing improvement in safeguarding in South Gloucestershire in 2013/14.

4. The Effectiveness of SGSCB in fulfilling its functions as set out in Working Together to Safeguard Children 2010

4.1 Outcome of External Inspections

- i. In June/July 2012 safeguarding services in South Gloucestershire were inspected by Ofsted. The overall effectiveness of safeguarding services was judged as adequate. Ofsted recognised the council and partners have a clear strategic direction as set out in the Partnership Strategy for Children and Young People 2012-2016 and that the retained Children's Trust and Local Safeguarding Children Board have successfully addressed weaknesses in relation to the understanding and implementation of thresholds, the use and impact of the common assessment framework (CAF) and the effectiveness of early intervention.

No cases seen by the inspectors during the inspection were considered to be unsafe however the quality of assessment and planning was found to be variable and, in some cases poor, and arrangements for quality assurance particularly by front line social care managers and child protection chairs were judged to require strengthening.

The inspection report noted the majority of children's services that are inspected are graded adequate or above for staying safe. Where there are identified shortfalls, for example with child minders, effective work is undertaken by the council to improve standards.

The contribution of health agencies to keeping children and young people safe was judged as adequate. Safeguarding standards are embedded in health provider contracts, strengthening accountability for safeguarding service delivery and subject to effective governance through the PCT and LSCB.

“The LSCB was found to function effectively and to have secured the active engagement of most members and has appropriate senior manager representation from relevant agencies. It has recently appointed lay members who are beginning to have an impact, for example by evaluating the accessibility of the website. The report noted SGSCB uses performance data and results from audits well to drive improvements, such as the timeliness of health assessments and the increase in GPs submitting conference reports.”

The report also noted; **“The Children’s Trust and LSCB have had a positive impact upon addressing some of the other known areas of weakness and improving safeguarding outcomes. “**

An action plan derived from the recommendations made in the Ofsted report has been developed to address the identified weaknesses and progress has been reported to the Board.

- ii. HMP/YOI Eastwood Park’s Mary Carpenter Unit was inspected by HMIP in August 2012 the inspection found “The unit was a safe place. There was little bullying, supported by the good supervision that came from effective staff engagement and the confidence that young women and staff had in being able to report and challenge any incidents. Formal child protection structures had improved, and behaviour management arrangements seemed to work and were understood by all.” The report also recognised the strong links between the establishment and the LSCB.
- iii. An inspection of Vinney Green Secure Unit undertaken by Ofsted in February 2013 judged safeguarding as good. The inspection report commented **“the registered manager is a member of the LSCB. He ensures that the profile of secure settings is raised amongst fellow professionals. This contributes to their understanding of secure settings and allows the sharing of ideas about developing practice to further protect young people”.**
- iv. The outcome of three inspections of children’s centres undertaken by Ofsted were reported during 2012/13 although one of the inspections took place toward the end of 2011/12. Two of the centres were judged satisfactory and in both cases Ofsted noted **“Good multi-agency working ensures effective arrangements for safeguarding and child protection are effective and are given high priority.”**

The third centre was judged to be good and the inspection report noted **“The injury prevention course run in partnership with ‘Avon Safe’ (a sub group of the LSCB) covers home and fire safety, first aid, online safety and road safety, and improves parents’ knowledge and understanding so they take responsibility for their own and their children’s safety and well-being.”**

- v. Ofsted inspections of schools no longer include a separate judgement in respect of safeguarding however no inspection of schools in South Gloucestershire undertaken during this reporting period identified any concerns in relation to safeguarding

Performance Management and Quality Assurance

SGSCB has a robust performance management framework to assist in understanding the manner in which agencies work both individually and together to safeguard the welfare of children and young people in South Gloucestershire Council. Quantitative and qualitative Information is obtained from a variety of sources including:

- Multi-agency safeguarding data set
- Audits
- Serious Case Reviews/Management Reviews
- Inspection
- Appeals from parents, and dissent from professionals, in relation to decisions made at child protection case conferences

The performance management and quality assurance sub group of SGSCB meets on a quarterly basis to undertake multi agency case audits additional meetings of this sub group are convened as required to hear parental appeals or professional dissent from decisions of child protection case conferences. During 2012/13 the sub group conducted multi agency audits of common assessment framework, services to disabled children and the quality of care planning for looked after children. The audits were commissioned in response to local and national drivers including the themed inspection Protecting Disabled Children conducted by Ofsted in August 2012. Of the cases audited no child was found to be unsafe however the audits identified practice varying from good to inadequate in each of the areas audited. Individual feedback was provided to practitioners and managers in each of the cases reviewed and wider actions were incorporated into agency improvement plans.

SGSCB receives a quarterly multi agency data report which includes social care activity, this performance is scrutinised by the Board and where required further information, reports or audits are requested. Performance in relation to national and local indicators is reported in detail in appendix 3 below.

Summary of Social Care Activity

Contacts and Referrals

The number of contacts received during 2012/13 is not recorded as in October 2012 contacts were replaced with First Point forms following the establishment of First Point as an initial single point of contact team. Combining the number of contacts and First Point forms received would not provide a comparison with contacts received in 2012/12 as First Point deals with requests for services and information, in addition to children's social care.

Initial and Core Assessments

Number completed	2010/11	2011/12	2012/13	Statistical Neighbours 2011/12
Initial Assessments	1833 (328.5)	1929 (338.5)	1575 (278.3)	(360.6)
Core assessments	615 (110.2)	745 (130.7)	1083 (190.7)	(223.1)

The number in brackets represents the number of assessments per 10,000 population. The number of initial assessments completed in 2012/13 decreased in comparison with the previous two years. It is anticipated that the number of initial assessments completed will reduce as a result of the development of the First Point team, as less referrals are made to Social care and more contacts are dealt with by preventative services.

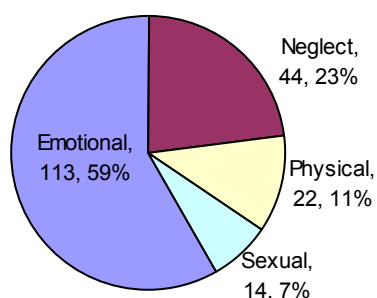
The number of core assessments completed has increased year on year since 2010/11 in response to work completed with social care teams to ensure children are assessed appropriately to identify and address their needs. In 2012/13, 67.1% of core assessments undertaken were completed within timescales, slightly below the target of 70% set for this year however this performance should be considered in the context of the significant increase in assessments completed. In addition, monthly departmental reports demonstrate continual improved performance in relation to timeliness over the last 4 months of the year culminating in 82.6% of core assessments undertaken in March 2013 being completed within timescales.

Child Protection

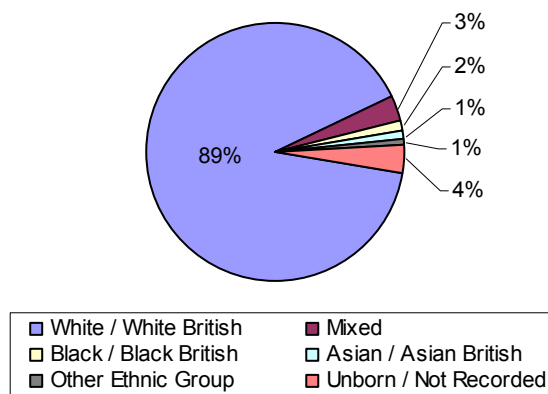
	2010/11	2011/12	2012/13	Statistical Neighbours 2011/12
Children Subject to a CP plan on 31 March	181 (32.4)	225 (40.2)	193 (33.9)	(33.2)

The table above shows the number of children on a CP plan at the end of 2012/13 has reduced in comparison to the previous year but has not fallen to the figure recorded in 2010/11. There have been two very large sibling groups who have been removed from a CP plan in 2012/13, which largely accounts for the difference here. The number in brackets represents the number of children on a plan per 10,000 population. All children and young people subject to a child protection plan have an allocated qualified social worker. Children aged over 10 have access to the support of an independent child protection advocate to explain and support them through the child protection process. Good performance has been maintained in relation to review case conferences with 98% reviewed within timescales.

Child Protection Plans March 2013 - Category



Child Protection Plans March 2013 - Ethnicity



The number of children on a plan under the category of sexual abuse has increased this year to 14 from 8 in 2011/12. Historically concerns have focussed on the low, at times zero, number of children subject to a plan under the category of sexual abuse. This upward trend is likely to be a result of the work undertaken to increase professional awareness and response to sexual abuse. Ethnicity of children subject to a plan at the end of March 2013 is similar, in ratio, to last year. White / White British children remain the majority although children of mixed heritage have decreased from 8% to 2% this year.

Looked After Children

	2010/11	2011/12	2012/13	Statistical Neighbours 2011/12
Looked after Children	211 (37.8)	212 (37.9)	167 (29.4)	(44)

The number of children looked after increased nationally in the period following the publicity in relation to the death of Baby Peter Connolly. However this year has seen a reduction of the number of children looked after. Approximately the same number of children were accommodated in 2012/13 as in 2011/12, so the reduction in LAC numbers is explained by the following table which shows the end reasons for LAC. There has been a significant increase in children adopted, children who have returned home to parents and in Special Guardianship orders.

End Reason	2011/12	2012/13
Adopted	6	25
Care taken over by another LA	1	1
Home to parents/relatives or other with Parental Responsibility	50	63
Residence Order	8	11
Special Guardianship Order Former Foster Carers	2	11
Special Guardianship Order Other than Former Foster Carers	0	1
Independent Living	31	34
Transferred to adult social services	1	3
Sentenced to custody	1	1
Other	3	0
	103	150

All looked after children have a statutory review at least every six months children and young people are encouraged to participate in their review and this year 91.1% of children and young people participated in the exceeding the target of 90%.

Performance

This year 91.1% of children and young people participated in their reviews exceeding our target of 90%. This represents good performance.

How do we compare with others?

No comparative data

There has been a significant increase in the number of children adopted during the year 2012-13. There appears to be a direct correlation between this figure and the age profile of the children and young people entering care, as the vast majority of the children adopted 2012-13 came into care during 2010-11, when we had the highest number of children aged 0-5 coming into care. The reduction in the overall number of children aged 0-5 coming into care over the last two years could indicate that the peak in the number of children being adopted is likely to have peaked in 2012-13.

Year	0-5	6-11	12-17
10/11	41 (32%)	21 (17%)	65 (51%)
11/12	35 (35%)	14 (14%)	52 (51%)
12/13	30 (31%)	19 (19%)	49 (50%)

In the year 2012/13 a lower percentage of children have been placed for adoption within 12 months of the Agency Decision. This performance should be considered in the context of a fourfold increase from previous years in the number of children adopted. Five of the 11 children placed more than 12 months after the Agency Decision were adopted by their foster carers, which means that they did not experience any delay in actually being placed with adopters (in these cases the delay was in the main related to our capacity to undertake the assessments of the foster carers).

Out of Hours Activity

No performance data is reported on the activity of the out of hours social work team. This has been identified as an area for development in the coming year.

4.2 SGSCB's work in relation to Vulnerable Children**Sexual Exploitation**

Over the last year the Safeguarding Board has led a lot of work to tackle the sexual exploitation of children and young people in South Gloucestershire. Child sexual exploitation has had a growing national profile, with the terrible court cases involving young people in Rochdale and Oxford helping to make it a priority for the Safeguarding Board. The Board recognised that we did not have good information on how many young people were being sexually exploited in South Gloucestershire, where this was happening and who were the perpetrators. Though there is a lot more to be done, the last year has seen some good progress in tackling this form of abuse in South Gloucestershire.

There were four aims behind the Board's work:

Aim 1 – to understand where and how young people are being sexually exploited in South Gloucestershire. What has been done?

The police, social care and other professionals have worked closely to identify young people who are most at risk of sexual exploitation. Many of these young people have regularly been missing from home or care. As a result a growing number of young people, mainly girls but some boys too, have been identified as at high risk. In a number of cases it has been known that they are being sexually exploited. Though we do not have a clear picture of the number of young people affected by sexual exploitation in South Gloucestershire., agencies that work with young people are now identifying more young people for whom this is a high risk.

Aim 2 – for people working with children and young people in South Gloucestershire to know what sexual exploitation looks like and to respond quickly when they see young people at risk. What has been done?

The SGSCB ran a conference on sexual exploitation and has commissioned Barnardo's Bristol BASE (Barnardo's Against Sexual Exploitation) project to run training courses on the issue. A South Gloucestershire Social Worker has helped deliver these training days and has also given advice and guidance to a range of staff on cases involving young people being exploited. This course is now a standard part of SGSCB's training programme.

Aim 3 – to improve the way we support young people who are sexually exploited. What has been done?

The Council has bought in the support of Barnardo's Bristol BASE project to help a small number of young people who were already being exploited. Other young people have been supported by staff who already knew them. The Board recognises that it needs to keep monitoring and improving the support arrangements to young people who are being exploited. This is a priority for next year.

Aim 4 – to improve the way we tackle perpetrators of sexual exploitation. What has been done?

The Avon and Somerset Constabulary have created a new role of a Missing Person's Co-ordinator. This has helped our understanding of risky addresses to which young people go when they are missing from home and care. Social Workers and the Police are working more closely to share information about risky adults. Getting prosecutions for crimes of sexual exploitation is very difficult as the young people are often portrayed as unreliable witnesses and may be too scared of their abusers to give information to adults. The Police are using disruption tactics with some risky adults and the SGSCB knows it needs to continue to monitor and improve the way that perpetrators are dealt with.

Private Fostering

SGSCB receives an annual report in relation to children who are privately fostered in South Gloucestershire. Over recent years there has been a focus on raising awareness of private fostering arrangements across partner agencies numbers of arrangements recorded remain low at fourteen during 2012/13 however this is a sizeable increase on 2010/11 where only three arrangements were recorded. This work will continue in 2013/14.

Children in the Secure Estate

SGSCB maintains strong links with all of the secure establishments in the local authority area; representatives of each the establishments sit on the SGSCB and a Board representative attends regular safeguarding meetings at Vinney Green Secure Unit, HMP Eastwood Park/YOI and Ashfield YOI. SGSCB receives an annual report from the secure estate and produces an annual report for the Youth Justice Board on control and restraint in the secure estate.

4.3 Allegations Management

The Local Authority Designated Officer (LADO) has the responsibility to coordinate, in conjunction with the police, health colleagues and the employing agency, the response to any allegation made against a volunteer or member of staff working with children or young people in South Gloucestershire. SGSCB receives an annual report on this work.

Work to increase consistent knowledge and application of the allegations management process has continued this year. In addition to information on the LADO role being included in all interagency child protection training, this year the Safeguarding Children Strategy Manager attended the launch of the Safe Network website in South Gloucestershire and gave a presentation on agencies responsibilities and the work of the LADO, jointly with safeguarding adult services ran two workshops for the voluntary sector on safeguarding which included the role of the LADO and provided a safeguarding briefing at meetings with head teachers of primary and secondary schools in the local authority. The role of the LADO is also included in training provided for schools and other partner agencies on safer recruitment.

During the year referrals have been received from a wide range of agencies including the secure estate, independent fostering agencies, schools and Churches.

The numbers of allegations received this year have remained broadly in line with last year on those received last year with a total of 51 in 2012/13 in comparison with 53 in 2011/12. Outcomes of the referrals have ranged from no further action to internal disciplinary proceedings or in the most serious cases criminal prosecutions.

Promoting knowledge of the procedures across agencies will continue to be a focus of work in 2013/14.

4.4 Serious and Other Case Reviews

In 2012/13 South Gloucestershire completed one serious case review into the death of two children which was commissioned by the Independent Chair in 2011/12. This review was not evaluated by Ofsted as this process had been discontinued by the time of publication of the Serious Case Review. The overview author concluded the deaths of the children occurred in a way that could not have been predicted however there were a number of missed opportunities for interventions with the family and particularly improved information sharing and collaborative interagency working that may have an impact on the outcomes for children within the family. However none of these changes would necessarily have prevented a tragedy that was not predictable.

Action plans in relation to the issues identified in the individual management reports and the overview report have been developed and their implementation has been monitored by the Serious Case Review sub group of the Board. After serious consideration SGSCB decided not to publish the executive summary or overview report of the review as it considered there was a real risk of the surviving children being identified and negatively affected by any publicity arising from the publication of the report. Lessons learned from the review have been shared with professionals across the partnership and nationally via an anonymised summary of the outcomes being circulated via the Independent Safeguarding Chairs Network.

The recommendations from Serious Case Reviews in two neighbouring authorities have also been considered. One related to parental drug misuse and the other to sexual abuse of children in a school setting. Both have resulted in reviews of practice within South Gloucestershire and remedial action was taken where indicated.

The Serious Case Review sub group of the Board has introduced a system for reviewing all nationally published serious case reviews to maximise learning across the authority.

4.5 Child Death Overview Panel (CDOP)

Since 1 April 2008, Local Safeguarding Children Boards (LSCB) have had a statutory responsibility to review all deaths of children resident in their area. The overall purpose of the child death review process is to understand how and why children die, to put in place interventions to protect other children and to prevent future deaths. South Gloucestershire joins with the other local authorities of the ex-Avon area to make up the West of England CDOP. The role of Chair of the panel rotates across the member LSCBs and during 2012/13 Jimmy Doyle, the independent chair of SGSCB has been undertaking this role.

The West of England CDOP reviews information on every child who has died whose post code of residence is within its geographical boundary. Some of these deaths may occur outside the West of England. The West of England CDOP additionally reviews the deaths of non-resident children who may be under the care of a specialist paediatric medical or surgical team in Bristol.

Analysis of Notifications by Year

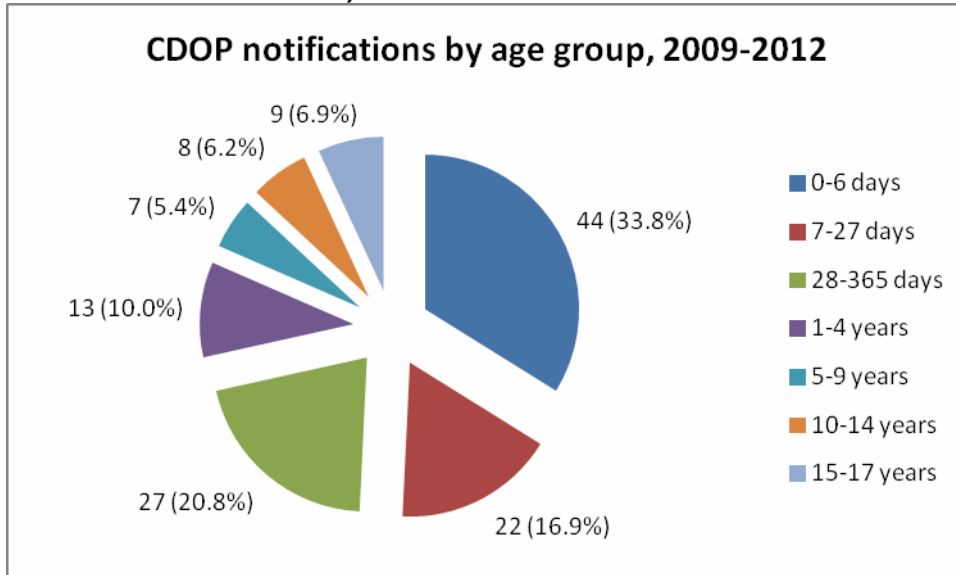
PCT	2009/10 Deaths	2010/11 Deaths	2011/12 Deaths
BANES	7	9	8
Bristol	30	23	30
North Somerset	12	16	18
South Gloucestershire	14	19	11
Other South West	62	43	50
Out of Region	18	10	14
Total	143	120	129

The CDOP annual report for 2011/12 notes the numbers of notifications for any one area of residence are so small that the most likely explanation for any patterns is random year-on-year variation. Analysis of category of death shows that there is no single category of death that appears to account for the patterns seen over the three-year period. It is therefore most unlikely that these variations in notifications within PCTs reflect any particular underlying cause and as such they should not be over-interpreted. The number of children reviewed by the panel whose home address is out of region is the result of Bristol being the tertiary health care centre for the wider region.

Age at Death

Using averaged 3 year data, the greatest proportion of notifications (33.8%) was received for babies dying in the early neonatal period (less than seven days of life) (see diagram below). Considering the neonatal period as a whole (0-28 days) 50.7% of deaths occurred during this time. The figure shows that the first year of life is the most risky period of childhood with 71.5% of deaths occurring during this period.

The figures in this diagram represent the West of England CDOP Area (South Gloucestershire, Bristol, BANES and North Somerset)

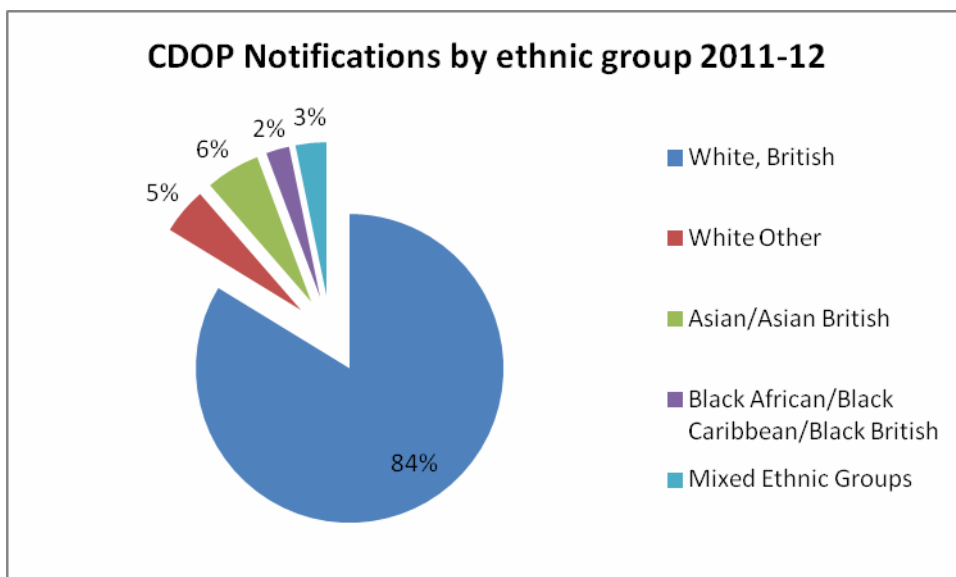


Gender

There have been more notifications of deaths in boys (61%) than girls (39%). This mirrors national data from the child death review process, with 54% of deaths occurring in boys nationally. The data shows that boys are more likely to die from all causes. This is particularly evident for sudden and unexpected deaths, and trauma.

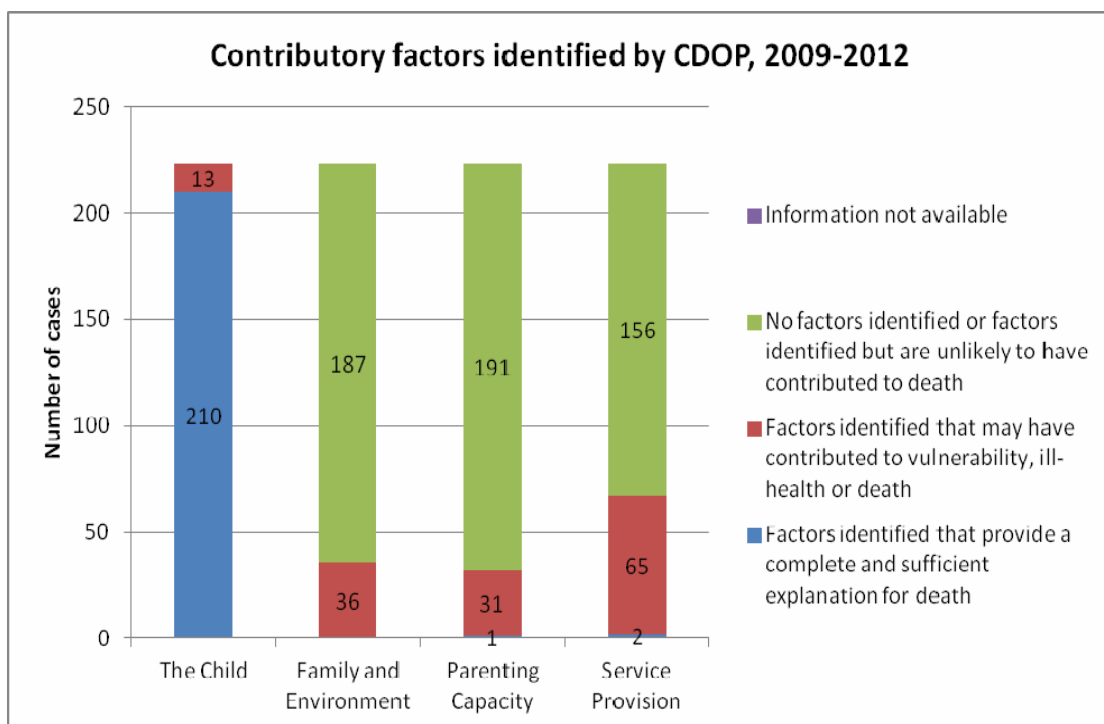
Ethnicity

There has been significant improvement made in completion of ethnicity data in the last year, for 2011-2012 we had completed ethnicity data for 93% of notifications. In previous years this has been difficult to capture accurately so the data presented in the diagram below is for a one year period only from 1 April 2011 to 31 March 2012.



The diagram above shows that 84% of notifications received by the Child Death Enquiries office in 2011-12 were for children of White, British origin. The number of notifications for children whose ethnicity was recorded as Asian or Asian, British was 6% and for children of White, Other origin 5%. This includes children of European ethnicity. The number of notifications received for children whose ethnicity was recorded as mixed was 3% and notifications received for children of Black African, Black Caribbean or Black British ethnic origin were 2%.

The diagram below shows that in 94% of cases reviewed between 1 April 2009 and 31 March 2012, factors intrinsic to the child (i.e. the underlying medical or surgical problem) provided a complete explanation for the death. In 16% of cases, factors in the family and environment were identified that may have contributed to the vulnerability, ill health or death of the child, and in 14% of cases factors in the parenting capacity were identified that may have contributed to the vulnerability, ill health or death of the child. In 29% cases factors related to service delivery were identified that may have contributed to the vulnerability, ill health or death of the child. These included delay in recognising the severity of illness; lack of timely senior medical review; poor co-ordination of care and delay in transfer of the child for surgery. In 0.9% cases factors related to service provision provided a complete explanation for the death of the child. In 18 cases, good care by various agencies (ambulance service and tertiary hospitals) was recognised. These included seeking appropriate second opinions and in providing end of life care.



94% of cases reviewed between 1st April 2009 and 31st March 2012, factors intrinsic to the child (i.e. the underlying medical or surgical problem) provided a complete explanation for the death. In 16% of cases, factors in the family and environment were identified that may have contributed to the vulnerability, ill health or death of the child, and in 14% of cases factors in the parenting capacity were identified that may have contributed to the vulnerability, ill health or death of the child. In 29% cases factors related to service delivery were identified that may have contributed to the vulnerability, ill health or death of the child. These included delay in recognising the severity of illness; lack of timely senior medical review; poor co-ordination of care and delay in transfer of the child for surgery. In 0.9% cases factors related to service provision provided a complete explanation for the death of the child. In 18 cases, good care by various agencies (ambulance service and tertiary hospitals) was recognised. These included seeking appropriate second opinions and in providing end of life care.

Social factors relating to parental mental health issues, drug abuse and other factors are routinely collected. Of the 223 cases reviewed by CDOP between 1 April 2009 and 31 March 2012, parental smoking was noted in 32.2% of cases. Mental health issues in one or both parents were noted in 19.7% of cases and domestic violence was noted in 13.9% of cases. However it should be noted that these are not determined as modifiable factors in the death of every child.

The full CDOP annual report can be found on the SGSCB website.

4.8 Training

During 2012/13 SGSCB has continued to offer a wide ranging selection of interagency safeguarding training, in addition to this, additional training and events have been arranged in response to national and local priorities. Interagency safeguarding training has continued to be provided free to partner agencies and voluntary organisations in South Gloucestershire.

New initiatives for 2012/13 included; training run jointly by Barnados and children's social care to promote recognition and response to those children and young people at risk of sexual exploitation, training run jointly with Next Link on Forced Marriage and workshops for practitioners and managers across agencies on protecting their professional identity in social media.

In response to recommendations arising from the Ofsted Safeguarding and Looked after Children inspection a review of the Achieving Best Evidence (ABE) training has been completed and a pool of appropriately trained social workers have been identified to participate in a rota to support children and young people before, during and after police interviews. This rota will be launched early in 2013/14.

A successful conference was held on 8 May 2012 attended by 180 practitioners and managers from a wide range of agencies. Keynote speakers from the Lucy Faithfull Foundation and Barnardos made presentations to the conference and together with workshops hosted by local practitioners, raised challenging questions in relation to sexual abuse and exploitation.

In March 2013 Avon and Somerset Constabulary hosted an Enough Abuse conference attended by professionals from across the force area the event focussed on raising awareness of sexual offending and grooming behaviour raising participants' awareness and ability to recognise signs of abuse.

5. The Impact of the Effectiveness of the Work of the Board on Practice and Outcomes for Children and Young People.

SGSCB is committed to measuring and monitoring the impact of its activity on improving outcomes for children and young people. During 2012/13 the work of the Board has led to changes in policy and practice which can be demonstrated to have had a direct impact on outcomes for children and young people. SGSCB recognises the difficulty of measuring impact and uses a variety of sources to measure this including service user and partner and feedback, data reporting and changes to policies or procedures.

- As a result of scrutiny of training data, team and settings not compliant with SGSCB training requirements were identified. Plans were put in place by managers to improve compliance and, in one instance SGSCB provided two specific bespoke training events. This resulted in the numbers of staff compliant with training requirements being substantially increased.
- Schools report children and young people experiencing domestic abuse are better supported in schools as a result of the introduction of a system to provide schools directly with police notifications of incidents of domestic abuse. Ofsted inspectors noted strong partnerships arrangements in place in relation to domestic abuse.
- Practice in A&E (in NBT) in relation to sharing information with GPs, health visitors and school health nurses has changed as a result of an audit which identified process and system issues which were exacerbated by the introduction of a new IT system. Subsequent audits (three monthly) identified improvements in information sharing. The use of paper systems will continue until the IT systems are further developed to enable electronic information sharing.
- SGSCB Avonsafe South Gloucestershire sub group piloted an injury prevention programme for vulnerable parents. Parents reported improved understanding of safety messages and all received a home safety visit from Avon Fire and Rescue Service. The programme is now being rolled out to other priority neighbourhood children's centres

- As a result of the SGSCB newsletter reporting the issues arising from the recent serious case review in Bristol social care managers are reviewing the attention given to drug abuse in assessment where there is consideration of children returning home from foster care.
- A new service for children who display sexually harmful behaviour Be Safe, is being rolled out in South Gloucestershire in 2013. SGSCB amongst other partner agencies supported an application to the National Lottery for funding to develop this service recognising a gap in services for younger children displaying sexually harmful behaviours.
- Children and young people attending activities in local groups are better protected as the result of a joint project to promote safeguarding in small voluntary organisations in South Gloucestershire. In November SGSCB, Safe Network and CVS launched an accessible website providing safeguarding resources including a self-assessment tool for local organisations. In March representatives from local voluntary organisations attended, two workshops run jointly with safeguarding adult services, and evaluated them as useful in developing their knowledge of safeguarding issues. Further joint training events are planned for the coming year.
- Children and young people are better protected online as a result of the co-ordination of work in partner agencies through the E-Safety sub group. The group has continued support partner agencies in developing into safer online environments through the development of policies and procedure templates, training, advice, guidance and the promotion of the SWGFL online audit tools. The group is represented on the SWGFL e-safety group and the UK Safer Internet steering group, and has provided expertise and support in the development of a toolkit and training for the assessment of children in the context of the digital world. This has been published with the support of EU funding.
- The engagement of Primary Care in the safeguarding agenda has been enhanced. An audit of nineteen standards for GP practices was undertaken in January demonstrating that nine practices out of 26 were fully compliant, eight reported further work is required to fully meet one standard, two practices reported further work is required to fully meet two standards. Four reported further work is required to fully meet four or more standards; however for these surgeries this was related to development work being required to their internal intranet to enable guidance to be available electronically. The nine surgeries that were fully compliant were recognised with certificates from the Board and Primary Care Trust.
- The engagement of other primary care professionals such as pharmacists, dentists and optometrists has been supported by the development of practice guidance and bespoke training.
- The supervision of professionals within health has been enhanced by the implementation of regular supervision sessions for additional groups of staff.
- GP engagement with the MARAC process has been increased and the IRIS project to support GP's with an educator/advocate is to be implemented from 2013.
- SGSCB considered the immediate learning from the Jimmy Saville abuse scandal in reviewing the risks posed by celebrities, volunteers or charity fundraisers in member organisations and requested confirmation that appropriate safeguarding policies were in place for such situations.
- Results of an audit conducted by Avon and Wiltshire Partnership demonstrated a significant improvement, compared with an audit completed in 2011 of the level of understanding and knowledge in relation to twenty five standards, including an increase in understanding of thresholds, an improved use of supervision and an increase in the uptake of advice and support for managing concerns. For seven standards there was minimal or no change and for three standards there was a reduction in knowledge. An action plan has been developed to address those 10 standards.

- Avon and Wiltshire Partnership recognised the need to increase the level of professionals trained to level three of the intercollegiate document following Ofsted / CQC inspections and challenge from the LSCB. An interim target of ensuring two professionals per team in the target teams was met in January 2013. The training matrix was reviewed to ensure all high risk areas received level three training. The provision of Level 3 training has been increased by 100% providing up to 50 places monthly. There will also be active promotion of available LSCB courses at Level 3. This should ensure that staff identified as requiring Level 3 training will have undertaken that training by the end of 2013/2014.
- The appointment of a Missing Person's Coordinator by Avon and Somerset Constabulary has supported an improved response to children and young people who go missing and may be at risk of sexual exploitation. The coordinator also chairs a newly established multi agency panel to consider and provide an appropriate multi agency to those children most at risk.

Areas for Further Development in 2013/14

SGSCB will continue to conduct its statutory duties in relation to safeguarding in the coming year which will include scrutiny and challenge of partner agencies performance using the multi agency data report results from audit and inspection. In addition to work streams that are well established SGSCB will focus on the following areas having identified them as new priorities for the Board or areas that require further development.

6.1 Children and Young People

Continue to develop systems to ensure children and young people's views and priorities are reflected in the work of the Board.

6.2 Working Together to Safeguard Children 2013

On 21 March 2013 the Department for education published the revised statutory guidance Working Together to Safeguard Children the guidance comes into force on 15 April 2013. The guidance restates the function of LSCBs to coordinate, scrutinise and challenge safeguarding arrangements in their area. The guidance removes the differentiation between initial and core assessments but retains a timescale of 45 days for the completion of any assessment. The guidance states; **“Local authorities, with their partners, should develop and publish local protocols for assessment. A local protocol should set out clear arrangements for how cases will be managed once a child is referred into local authority children's social care and be consistent with the requirements of this statutory guidance. The detail of each protocol will be led by the local authority in discussion with their partners and agreed with the relevant LSCB.”**

Clearly the development of such local protocols will be a key priority for SGSCB and its partners in the coming months.

6.3 Child Sexual Exploitation and Children Missing

Review the impact of the multi-agency work in relation to Child Sexual Exploitation and children who are missing and further develop and embed good practice in this area.

6.4 Training

Continue to review and revise training compliance, needs and delivery, including the development of “bite size” training sessions to support practitioner attendance at relevant events.

6.5 Joint Working

Roll out the proposal to increase the involvement of Police Neighbourhood Beat Teams with some identified children on a child protection plan enhancing oversight outside office hours and drawing upon local knowledge and intelligence.

7. Challenges to the Children's Trust Board in Driving Improvements

The Apprenticeships, Skills, Children & Learning Act 2009 introduced a requirement for local Safeguarding Children Boards to produce and publish an annual report. Subsequent statutory guidance indicated that 'LSCBs will be required to publish an annual report **and** submit it to the Children's Trust Board'. This has included an expectation that the LSCB through the annual report will identify challenges / areas for attention consistent with the planning and commissioning function of the CTB.

Challenges presented to the Children's Trust Board last year included;

- ❖ To ensure high level buy in at senior management level to early intervention and the use of CAF is translated into action at an agency, manager and practitioner level by monitoring agency practice and performance in relation to CAF. The Children's Trust Board should consider receiving regular reports from individual agencies in relation to progress made in developing early intervention initiatives including CAF this should include barriers to progress and actions required to address them. **The embedding of the CAF process as the Common Business Process has resulted in all practitioners being directed towards using the CAF process routinely in their work. Although the actual number of full CAF assessments has barely increased from last year, this should be considered in the context of many structural and staffing changes that have occurred in many services. The greater use of the CAF process has developed the use of the pre-assessment checklist, action planning and change tracker as routine within a number of agencies. The greater use and impact of earlier identification and intervention is not currently tracked centrally, but is empowering agencies to work more proactively.**
- ❖ The Children's Trust Board should support agency and multi agency arrangements to prevent, identify and intervene in child sexual exploitation. **Progress has been made in this area by the work of the multi agency subgroup of the Board which is reported above. Work in this area will continue to be a priority for agencies and the Children's Trust Board in the coming year.**
- ❖ The Children's Trust Board must ensure the focus on safeguarding is maintained as a priority by the Health and Well Being Board and appropriate measures are in place to ensure this. **The existing reporting and challenge arrangements between the Children's Trust Board and the LSCB have been retained during 2011/12. Such reporting and challenge will be maintained in the new arrangements in place from April 2013 with the Best Start sub group of the Health and Well Being Board undertaking the function of the Children's Trust Board.**
- ❖ The Children's Trust Board should ensure that focus is maintained on effective engagement with the safeguarding agenda in the environment of changing structures within agencies, the introduction of new bodies such as the Health and Well Being Board and the new role of the Police Crime Commissioner. **The Independent Chair of SGSCB has held a preliminary meeting with the newly elected Police and Crime Commissioner and a further meeting has been arranged for July when he and the chairs of neighbouring Boards will present her with the annual report of the LSCBs. This initial work will need to be built on during the coming year.**

CHALLENGES FOR 2013-2014

The revised national guidance indicates that the LSCB Annual Report should be presented to the Health & Well-being Board in the future. As such, the SGSCB addresses the following challenges to be progressed in the year ahead.

Ensuring that safeguarding arrangements are secure in the context of austerity measures and the resulting changes to organisational structures

This could involve for example:

- ❖ Explicitly setting out the children's safeguarding implications for any and all changes in staffing capacity, organisational structure or location of services
- ❖ Having an expectation for the partnership that proposed or planned service re-structuring / reduction is evaluated in terms of potential impact and 'unintended consequence' measures

To commission and plan for services to ensure that Child Sexual Exploitation (CSE) is prevented or dealt with effectively where prevention is not possible

This could involve for example:

- ❖ Resourcing and delivering awareness raising programmes in the community and in schools including ensuring that the PSHE curriculum and teaching adequately promotes awareness of how to stay safe in this context.
- ❖ Ensuring that commissioned specialist services for CSE across the partnership have sufficient capacity to provide an effective service in light of the levels of need identified.

To continue to promote and develop effective multi agency early intervention services in the local area

This could involve for example:

- ❖ Ensuring that services have sufficient capacity to intervene prior to children and families reaching the statutory thresholds for service involvement
- ❖ The Health and Well Being Board promoting an aspiration within the partnership of the importance of 'early intervention' and an expectation of a multi-agency approach
- ❖ Resourcing awareness raising and training that enables all front line staff to appropriately use the Common Assessment Framework

Ensure that the Health and Wellbeing Board and LSCB work effectively together to drive improvements in children's' safeguarding outcomes

This could involve for example:

- ❖ Having a protocol in place to support effective joint working
- ❖ Ensuring a commitment to addressing the challenges identified annually by SGSCB

Ensuring that the Health & Well-Being Board maintains a focus on the needs of vulnerable children and young people when determining commissioning priorities

8. Conclusion

This Report is intended to reflect the current state of safeguarding activity across South Gloucestershire, highlighting the level of work undertaken, outcomes and those areas which need additional focus. It is clear that a great deal of extremely positive work is either underway or has been completed, but there are some areas outlined above which the SGSCB in conjunction with the Children's Trust Board, can continue to refine its own processes and structures, and thereby contribute to improving the delivery of safeguarding across all the agencies. The impact of budgetary restraints and structural changes in some partners will over the next few years need to be closely monitored by individual partners, the Children's Trust Board and the LSCB as a whole, in terms of the potential to undermine capacity to safeguard children and young people in South Gloucestershire.

Over the past year there has been significant development of the work of the Board and SGSCB has continued to be well supported by members of the Board, the Executive sub committee and the sub groups during 2012/13. The activity of the Board has had a demonstrable impact on safeguarding in South Gloucestershire however further work is needed in some areas described in the body of the report and the Board and its members are committed to continue to develop and deliver in these areas.

SOUTH GLOUCESTERSHIRE COUNCIL SAFEGUARDING BUDGET 2013-14

SOURCE OF FUNDS		BUDGETED CONTRIBUTION
2013-2014 SAFEGUARDING CONTRIBUTION		£
2012-13 Carry Forward		£35,013.00
AVON & SOMERSET POLICE		£14,798.00
Board Contribution	£3,870	
Training	£5,928	
Independent Chair	£5,000	
AVON & SOMERSET PROBATION		£2,056.00
Board Contribution	£2,056	
CAFCASS		£550.00
Board Contribution	£275	
Training	£275	
AWP MENTAL HEALTH TRUST		£1,777.00
Training	£1,777	
DEPARTMENT FOR CHILDREN & YOUNG PEOPLE		£77,823.00
Board Contribution	£13,000	
Training	£52,452	
Independent Chair	£10,000	
NHS SOUTH GLOUCESTERSHIRE		£31,940.00
Board Contribution	£14,827	
Training	£7,113	
Independent Chair	£10,000	
TOTALS		£163,957.00
APPLICATION OF FUNDS		BUDGETED EXPENDITURE
2013-2014 BUDGET PLAN		£
PAY		
CHILD PROTECTION TRAINING OFFICER		£40,000.00
INDEPENDENT CHAIR-SCR SUB GROUP		£20,000.00
INDEPENDENT CHAIR -SCB		
NON PAY		
CHILD PROTECTION TRAINING (CENTRALISED COMMISSIONING & ADMIN SUPPORT)		£38,000.00
SAFE GUARDING TRAINING		£39,557.00
SERIOUS CASE REVIEWS		£20,000.00
CHILD DEATH REVIEW (Bristol University)		£5,400.00
PUBLICATIONS/PROCEDURES (Bristol City Council)		£1,000.00
INCOME GENERATED FROM TRAINING		£0.00
TOTALS		£163,957.00

SOUTH GLOUCESTERSHIRE COUNCIL SAFEGUARDING BOARD FINAL OUTTURN

2012-13

SOURCE OF FUNDS		BUDGETED CONTRIBUTION	2012-13 FINAL OUTTURN
2012-2013 SAFEGUARDING CONTRIBUTION		£	£
2011-12 Carry Forward		£19,789.00	£19,789.00
AVON & SOMERSET POLICE		£14,798.00	£14,798.00
Board Contribution	£3,870		
Training	£5,928		
Independent Chair	£5,000		
AVON & SOMERSET PROBATION		£2,056.00	£2,056.00
Board Contribution	£2,056		
CAFCASS		£550.00	£550.00
Board Contribution	£275		
Training	£275		
AWP MENTAL HEALTH TRUST		£1,777.00	£1,777.00
Training	£1,777		
CONNEXIONS		£2,371.00	£2,371.00
Training	£2,371		
DEPARTMENT FOR CHILDREN & YOUNG PEOPLE		£75,452.00	£75,452.00
Board Contribution	£13,000		
Training	£50,081		
Independent Chair	£10,000		
NHS SOUTH GLOUCESTERSHIRE		£31,940.00	£31,940.00
Board Contribution	£14,827		
Training	£7,113		
Independent Chair	£10,000		
TOTALS		£148,733.00	£148,733.00
APPLICATION OF FUNDS		BUDGETED EXPENDITURE	2012-13 FINAL OUTTURN
2012-2013 BUDGET PLAN		£	£
PAY			
CHILD PROTECTION TRAINING OFFICER		£40,000.00	£42,844.00
INDEPENDENT CHAIR-SCR SUB GROUP		£20,000.00	£8,700.00
INDEPENDENT CHAIR -SCB			£12,098.00
NON PAY			
CHILD PROTECTION TRAINING (CENTRALISED COMMISSIONING & ADMIN SUPPORT)		£38,000.00	£35,609.00
SAFE GUARDING TRAINING		£24,333.00	£14,793.00
SERIOUS CASE REVIEWS		£20,000.00	£0.00
CHILD DEATH REVIEW (Bristol University)		£5,400.00	£5,316.00
PUBLICATIONS/PROCEDURES (Bristol City Council)		£1,000.00	£750.00
INCOME GENERATED FROM TRAINING		£0.00	-£6,390.00
TOTALS		£148,733.00	£113,720.00
CARRY FORWARD TO SAFEGUARDING BOARD 2013-14			£35,013.00

Membership and Attendance 2012-13

Agency	Attendance
HMP/YOI Ashfield	60%
South Gloucestershire Council, Department for Children and Young People	100%
Secondary School Representative	60%
Bristol Diocese	0%
NHS South Gloucestershire/ BNSSG PCT	60%
AWP	100%
Primary School Representative	100%
South Gloucestershire Council, Community Care Department	60%
South Gloucestershire and Stroud College (Formerly Filton College)	60%
HMP/YOI Eastwood Park	60%
Lay Member	60%
Lay Member	80%
NSPCC	Withdrawn 2011
Avon and Somerset Constabulary	100%
University Hospitals Bristol	80%
North Bristol Trust	80%
North Bristol Trust (Named Doctor)	80%
CAFCASS	40%
Survive (Voluntary Organisation Representative)	100%
Barnardos (Voluntary Organisation Representative)	80%
Avon Probation Service	0%
South Gloucestershire Council, Youth Offending Services	60%
NHS Southwest	20%
South Gloucestershire Council, Safer South Gloucestershire	60%
South Gloucestershire Council, Legal Services	100%
Executive Member for Children and Young People	100%
Avon Fire and Rescue Service	80%
Crown Prosecution Service	0%
GP Representative	80%
Vinney Green Secure Unit	100%
Primary Care Trust	60%

Performance against National and Local Indicators

<p>Indicator Title NI 68 Percentage of referrals leading to initial assessment</p>
<p>What does this indicator measure? This relates to the number of referrals that are not resolved by children's social care as a referral within 24 hours and therefore go on to receive an assessment or service. A high percentage would represent good knowledge and application of thresholds by referring agencies.</p>
<p>What is good performance? Good performance would be between 65% and 85% as a percentage of referrals would be expected to be resolved at that stage. Current performance has improved on last year and is good.</p>
<p>Performance Target 65% achieved 79%.</p>
<p>How do we compare with others? Our statistical neighbours achieved 84.8%% in 2011/12</p>

<p>Indicator Title NI 59 Percentage of initial assessments completed within 10 working days of the receipt of the referral</p>
<p>What does this indicator measure? This indicator measures how quickly services respond where a child or young person is considered to need an assessment for the provision of services because there are in need or at risk. This indicator is reported as a percentage of all initial assessments completed in the period.</p>
<p>What is good performance? Performance in this area has dropped slightly from 69.1% to 63.5% this year despite the number of initial assessments completed decreasing from 1929 in 2011/12 to 1575 in 2012/13.</p>
<p>Performance Target 75% achieved 63.5%</p>
<p>How do we compare with others? Statistical neighbours achieved 76.7% in 2011/12.</p>

<p>Indicator Title NI 60 Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement</p>
<p>What does this indicator measure? This indicator measures how quickly services respond where an initial assessment has identified a need for a more detailed assessment of a child or young person's needs to be full understood and appropriate services provided. This indicator is reported as a percentage of all core assessments completed in the period.</p>
<p>What is good performance? Our target was set this year at 70%, statistical neighbours achieved 74.2% in 2011/12. This performance should be considered in the context of the number of core assessments completed rising from 745 in 2011/12 to 1083 in 2012/13 and is good performance.</p>
<p>Performance 67.1%</p>
<p>How do we compare with others? Our statistical neighbours achieved 74.5% in 2011/12</p>

<p>Indicator Title NI 64 Children who were removed from a child protection plan who had been subject to it for more than two years.</p>
<p>What does this indicator measure? This indicator measures the length of time children remain on a child protection plan and consequently are considered to have experienced or to be at risk of significant harm.</p>
<p>What is good performance? A low percentage shows that risks are being effectively addressed so that children can be removed from the plan in a timely way however in some circumstances it is necessary for a child to remain on a plan for risks to be dealt with appropriately. In 2012/13 the target has been exceeded to 6.8% from 4.5% in 2012/12. The reason for this increase is under review and will be reported to the May meeting of the Children Adults and Health Performance Board.</p>
<p>Performance Target 2% achieved 6.8%.</p>
<p>How do we compare with others? Our statistical neighbours achieved 5.5% in 2011/12</p>

<p>Indicator Title NI 65 The number of children subject to a second child protection plan.</p>
<p>What does this indicator measure? A low percentage indicates the effectiveness of the child protection process in addressing the risks which led to the child initially being placed on a child protection plan. The indicator is recorded as a percentage of all children subject to a plan.</p>
<p>What is good performance? Performance has exceeded the target for this year and increased on last year's performance of 10.9%. This indicator can be affected by large sibling groups, or as a result of a child needing a second child protection plan in relation to new circumstances unrelated to previous issues and there are therefore circumstances where children should be made subject to a second child protection plan. However the reason for this increase is under review and will be reported to the May meeting of the Children Adults and Health Performance Board.</p>
<p>Performance Target 8% achieved 17.4%</p>
<p>How do we compare with others? Our statistical neighbours achieved 13.1% in 2010/11.</p>

<p>Indicator Title NI 67 Children on child protection plans who are reviewed within timescales.</p>
<p>What does this indicator measure? This measure indicates that plans are reviewed promptly ensuring actions to reduce risk are progressed in a timely manner. The indicator is expressed as a percentage of all children on a plan.</p>
<p>What is good performance? A high figure is good performance. Performance this year is slightly below our target of 100%, and only slightly lower than the performance of our statistical neighbours. Performance continues to be satisfactory in this area.</p>
<p>Performance Target 100% achieved 98%.</p>
<p>How do we compare with others? Our statistical neighbours achieved 98.2% in 2011/12</p>

<p>Indicator Title NI 61 The timeliness of adoption following the agency decision to place for adoption.</p>
<p>What does this indicator measure? This indicator measures the delay involved in placing a child with adoptive parents once the decision has been made that the child should be adopted. Delay placing a child in their permanent home is likely to detrimental to the child's well-being and may have a negative impact on their ability to settle into their new family.</p>
<p>What is good performance? A high figure demonstrates good performance.</p>
<p>Performance 56%, this relates 14 out of 25 children in this cohort. This figure has not met the target of 80% set for this year and has decreased from 83.3% achieved last year. However 25 children were adopted this year in comparison with 6 children in 2011/12.</p>
<p>How do we compare with others? This figure has not met the target and of 80% set for this year and or that of statistical neighbours at 78.7% although this relates to 2010/11.</p>

<p>Indicator Title NI 62 The percentage of looked after children with three or more placement moves since April 2012.</p>
<p>What does this indicator measure? This indicator demonstrates the percentage of children with 3 or more placement moves in the financial year. A high number of placement moves suggest placement instability and is likely to have a detrimental effect on outcomes for the child or young persons.</p>
<p>What is good performance? A low percentage represents good performance.</p>
<p>Performance Target 10.6% achieved 10.1% and represents good performance.</p>
<p>How do we compare with others? Our statistical neighbours achieved 10.4% in 2010/11.</p>

<p>Indicator Title NI 63 The percentage of children who have been continuously looked after for 2.5 years and have been in the same placement for 2 years.</p>
<p>What does this indicator measure? This indicator measures the stability of long term looked after children's placements which is a key factor in achieving good outcomes for children.</p>
<p>What is good performance? A high figure represents good performance. This year we have significantly fallen below our target of 80%. The reason for this drop in performance is under review and will be reported to the Corporate Parenting Steering group.</p>
<p>Performance Target 80% achieved 57.1%.</p>
<p>How do we compare with others? Our statistical neighbour's achieved 67.4% in 2010/11.</p>

<p>Indicator Title</p> <p>NI 66</p> <p>The number of looked after children with all their statutory reviews held in time.</p>
<p>What does this indicator measure?</p> <p>This indicator measures the number of looked after children and young people whose care plans have been reviewed within statutory timescales. This indicator is important in ensuring plans for children are appropriate and that agreed actions are taken in a timely way.</p>
<p>What is good performance?</p> <p>A high figure is good performance.</p>
<p>Performance</p> <p>This year 84.8% of looked after children's reviews were held within timescales, slightly exceeding the 83.8% achieved in 2010/11 although falling below our target of 95%. This is satisfactory performance.</p>
<p>How do we compare with others?</p> <p>Statistical neighbours achieved 91.6% in 2009/10.</p>

Schools – Vulnerable Groups Analysis

Introduction

The following analysis covers the early years foundation stage and key stages 1 to 4. It provides an overview of attainment and progress in 2012 in South Gloucestershire schools and settings.

As last year the report contains information linked to pupils living in priority neighbourhoods in the Local Authority. This information needs to be understood in the context of the fact that some 70% of children and young people living in poverty live outside these boundaries.

Early Years Foundation Stage

In the early years foundation stage differences in performance exist between groups of children. Boys, children in Black and Minority Ethnic (BME) groups, those with SEN, those on Free School Meals and those from priority neighbourhoods are more likely than others to be in the lowest 20% for overall achievement See table below.

Table 1 - EYFS Profile 2012: Lowest Quintile by vulnerable groups

Pupil group	Percentage in whole EYFS population	Percentage in Lowest 20% of achievement
Boys	51	66
Free School Meals	10	19
Black & Minority Ethnic groups	16	17
SEN	7	23
Priority Neighbourhood	15	21

For the “Narrowing the gap” target, the LA’s outcome in 2012 was 26.3% sustaining improvements seen last year. The average score for the lower quintile, currently 67.1 points, leads to a ranking of 30th nationally on this measure.

This performance against the gap target is better than the outcomes seen nationally (30.1%) and among statistical neighbours (28.0%). For the second time in the last 5 years the LA’s performance on its gap target exceeded its very aspirational target of 27.3%.

Overall while the proportion of pupils achieving a good level of development has increased for most pupils a gender gap and weaknesses in black pupils’ performance remains. The FSM/non FSM gap is narrowing. Pupils living in Patchway and Filton Priority neighbourhoods were more likely to have the lower levels of development.

Key Stage 1

The percentage of all pupils not achieving a L2+ in reading, writing and mathematics has reduced this year by 2 percent in reading and writing and 1 percent in mathematics which is a positive outcome.

Overall at 2b+ in Reading (Table 2), writing (Table 3) and mathematics (Table 4) pupils with SEN, those eligible for FSM (16.1% of the cohort), Gypsy Roma Travellers, those from Priority Neighbourhoods and those from hard pressed areas had attainment levels that were significantly below that of all pupils (Appendix : Table 2 and 3 and 4). In addition outcomes for boys in writing were also significantly below that of all pupils. (Table 3).

The outcomes for all ethnic groups (12% of the cohort) taken together were significantly lower than that of all pupils at L2B+ in reading, writing and mathematics. The gap with all pupils is 5% in reading 6% in writing and 4 % in mathematics.

For two pupils in care, there was 100% attainment of L2b+ on all indicators.

An analysis of pupil attainment outcomes looking specifically at Priority Neighbourhoods (PN Table 5) indicates that while these pupils (all PN) significantly under attain compared to all pupils there are improvements again on the previous year. Some good improvements are seen in outcomes for Cadbury Heath, Filton, Patchway, Staple Hill and Yate West and Doddington with Kingswood showing some slightly lower outcomes on most areas.

In summary, there is an overall improvement in outcomes for almost all pupils at key stage 1. Outcomes for some vulnerable pupils such as those with SEN, FSM and the hard pressed groups show some weaknesses.

Key Stage 2

Overall the percentage of pupils failing to achieve a L4+ in English, mathematics and English and mathematics taken together has reduced strongly this year which is a positive outcome.

There is strong improvement in attainment of pupils eligible for FSM on L4+ (and L5+) outcomes in English, mathematics and science and English and mathematics together (Table 6). The percentage achieving L4+ in Mathematics is lower than last year but higher at L5+. In addition, on a continuing the positive note, BME pupils, taken together, perform in line with all pupils across all levels and subjects. While a small number of Chinese pupils significantly out performed; pupils from mixed heritage groups under attained on all indicators (Tables 6-9).

Pupils resident in priority neighbourhoods (Table 8) have improved attainment outcomes in English at L4+ and L5+ and in En and Ma taken together at L4+.

On two levels progress, only pupils with SEN had outcomes that were significantly below in English (Table 7). In mathematics (Table 8), the progress of pupils from hard pressed groups and those with SEN had significantly lower outcomes.

Two out of 3 pupils in care all achieved a L4+ in both English and Mathematics. Progress was at expected levels between key stage 1 and 2.

In summary, there were important improvements in outcomes for all groups on both attainment and progress indicators. Within the BME groups Asian pupils performed significantly better than the national group; Black pupils outcomes were at least in line but mixed heritage pupils were significantly below on the Level 4 + English and Maths indicator. Taken together most ethnic groups were again broadly in line with South Gloucestershire pupils on all attainment and progress indicators at this key stage. Socio economic attainment gaps are more evident at the higher L5+ threshold but mainly narrowing at this key stage.

Key stage 4

Attainment

Table 10 provides an overview of the attainment outcomes on 5+A*-C including English and mathematics. It illustrates the fact that boys, pupils from hard pressed areas and priority neighbourhoods, those eligible for FSM and those identified as having SEN performed significantly below SG averages. Chinese pupils however consistently outperform.

The percentage of FSM pupils achieving 5+A*-C was 71% and for 5+A*to C (E&M) it was 39% (Table 10). The percentage gap between FSM and non FSM pupils has reduced to 17% this year on this (E& M) indicator from 36% last year- a positive result. Outcomes for pupils from priority neighbourhoods were significantly below all pupils on almost all indicators (Table 13) except for 5+A*-G and average uncapped (Section 96) point scores.

Overall, the cohort of SEN pupils was smaller this year (368/460). Attainment outcomes for pupils on 5+GCSE A*to C increased by 3% to 48%; but it was lower by 5 % (14%) on the (E&M) indicator (Table 10). It was slightly lower for the 5+A*-C and average uncapped point score indicators.

For the pupils In Care of the Local Authority outcomes on the 5+GCSE A* to C improved by to 69% but for the including English and mathematics indicator it was significantly below at 31%.

The attainment of boys was weak, pupils from all ethnic groups when taken together were broadly similar to all pupils on attainment and progress indicators reflecting some strong improvements in small cohorts, on all indicators, but particularly on 5+A*-C (79%) and 56% on the 5+A*-C indicator (E&M-Table 10) where last year they were significantly below .

Progress

In terms of 3 levels progress from key stage 2 to Key stage 4 in English (Table 11) only boys, pupils of moderate means, those from hard pressed areas, priority neighbourhoods(Table 13), those with SEN and those entitled to FSM had rates of progress that were significantly lower in English. In mathematics (Table 12) pupils of moderate means, from hard pressed areas, priority neighbourhoods, children in care and those with SEN and those entitled to FSM had rates of progress that were significantly lower.

In summary, attainment outcomes for boys are weaker with the gaps growing. The attainment of FSM eligible pupils has improved, there remains a significant gap. While broadly BME pupils have performed well some BME groups particularly Black pupils display weaker performances. There is a weaker performance from Children in care but this is not statistically significant. Key groups demonstrate weaker progress between key stage 2 and 4.

Actions as a Result of this Information

- In the early years, continue to provide support for targeted schools and settings including the most vulnerable to underachievement.
- Continue to help schools identify needs in relation to vulnerable group outcomes and make appropriate provision that narrows the gap.
- Ensure that statutory review and support is available for pupils with SEND and monitoring of children looked after is rigorous.
- Encourage review of the use of the pupil premium intervention and help schools evaluate its impact in English and Mathematics in Primary and Secondary and special schools.
- Ensure that primary and secondary SIAs and Head Teachers are made familiar with the vulnerable groups outcomes through the provision of outcomes data and that questions challenge weak pupil outcomes in specific schools and departments where appropriate.
- Encourage Head Teacher and Governing Bodies to target vulnerable groups outcomes in performance management during the next cycle.

Table: Percentage level 2B+ in reading-Key stage 1

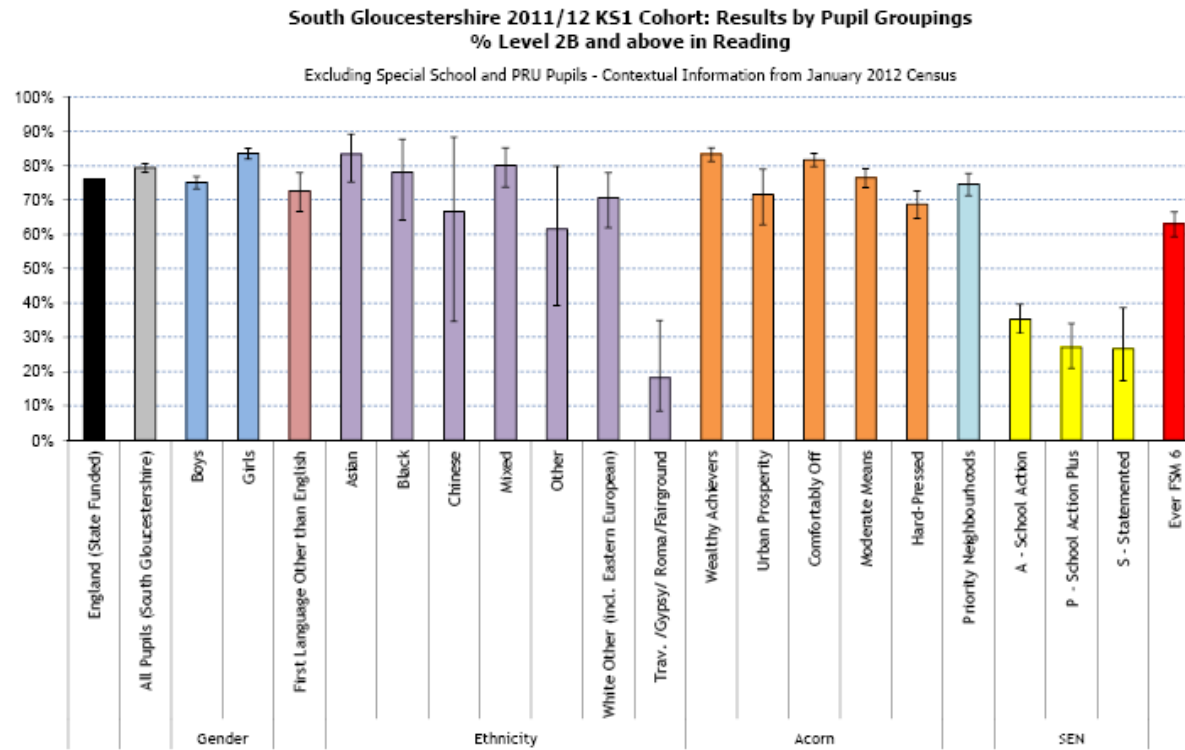


Table: Percentage level 2B+ in writing - Key stage 1

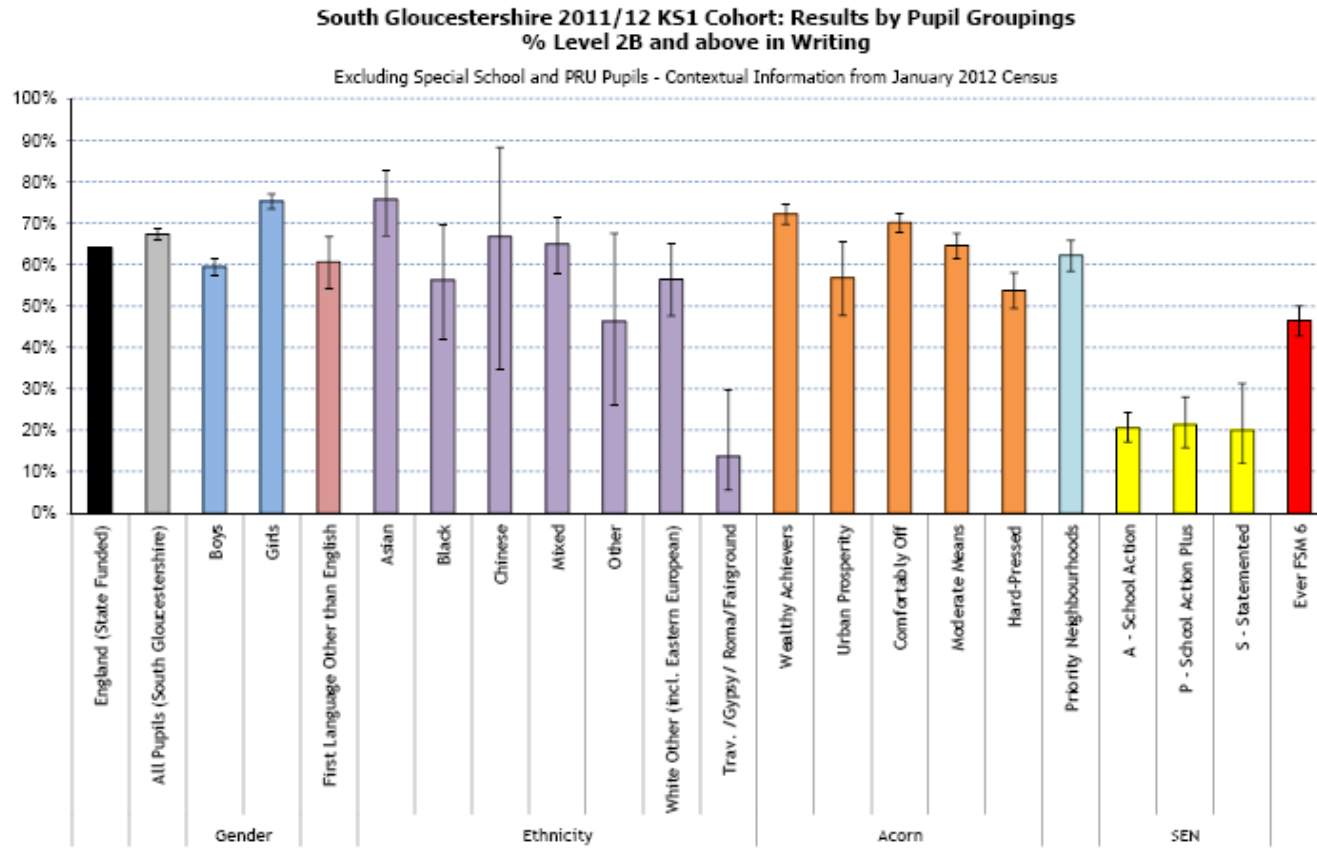


Table: Percentage level 2B+ in mathematics - Key stage 1

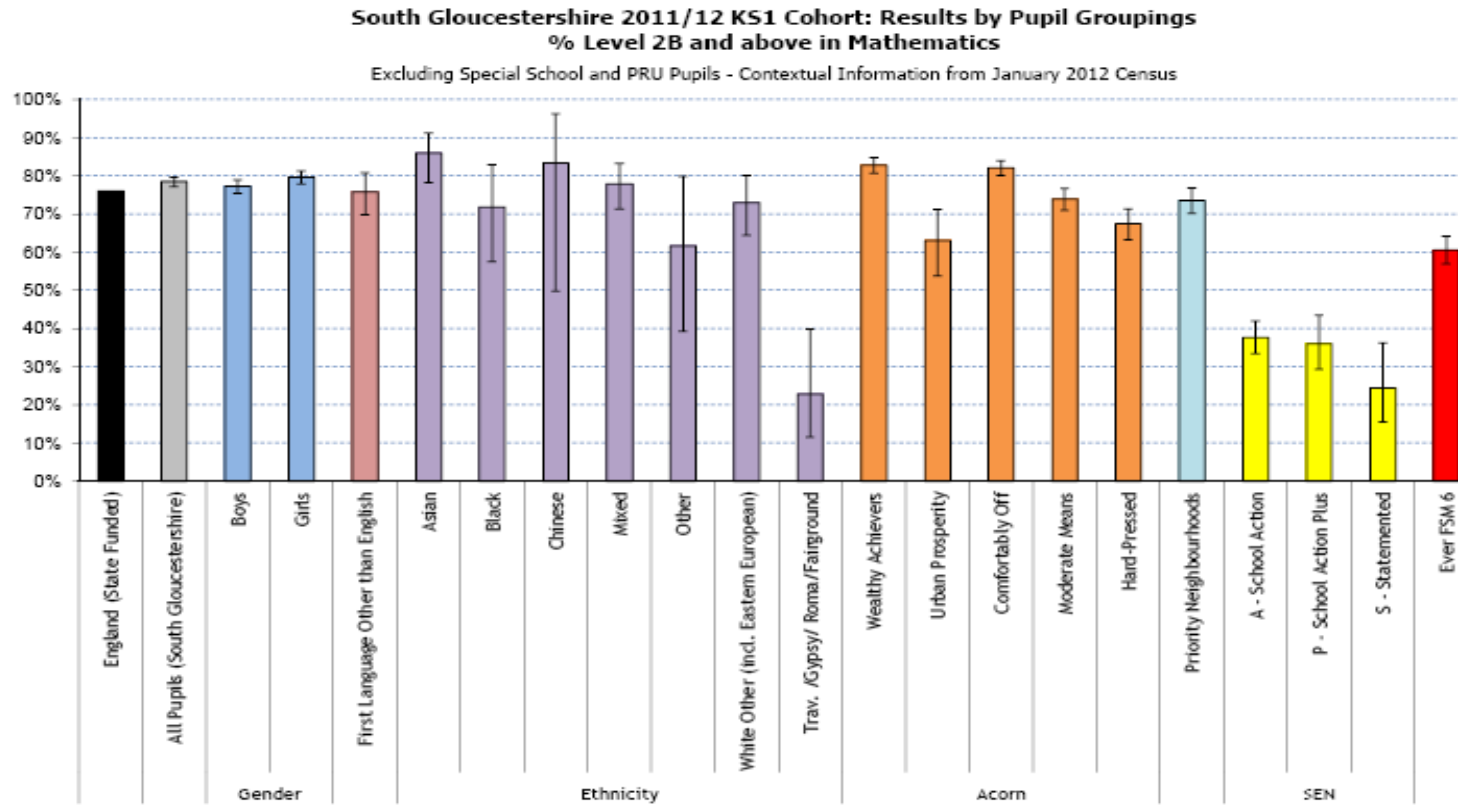


Table: Key Stage 1 Results 2012– Pupils living in Priority Neighbourhoods

V ^ Indicates a lower or higher percentage on the previous year.								
Key Stage 2011/12 Results for South Gloucestershire (Priority Neighbourhoods PN)								
Group	No.	Reading		Writing		Mathematics		Comments
		% L2+	% L2B+	% L2+	% L2B+	% L2+	% L2B+	
All pupils	3107	90	79	84	67	92	78	
All pupils in PN	470 (15.1%)	87^	75^	80^	62^	89^	74^	
Cadbury Heath PN	41	93^	73^	78^	61^	88	71^	Again I strong increases seen on the previous year
Filton PN	67	87^	81^	78^	63^	91^	81^	Strong increases from last year in all areas
Kingswood PN	164	85 v	72 v	80 v	63 v	88 v	73^	Overall small decrease on last year in some areas
Patchway PN	46	87^	80^	80^	65^	89^	76^	Strong increases from last year in all areas
Staple Hill PN	56	88^	70^	79^	57^	84	71^	Some strong increases from last year in most areas.
Yate West & Doddington PN	96	90^	76^	82^	61^	90^	72^	Strong increases from last year in all areas

Table: Percentage level 4+ in English and Mathematics - Key stage 2

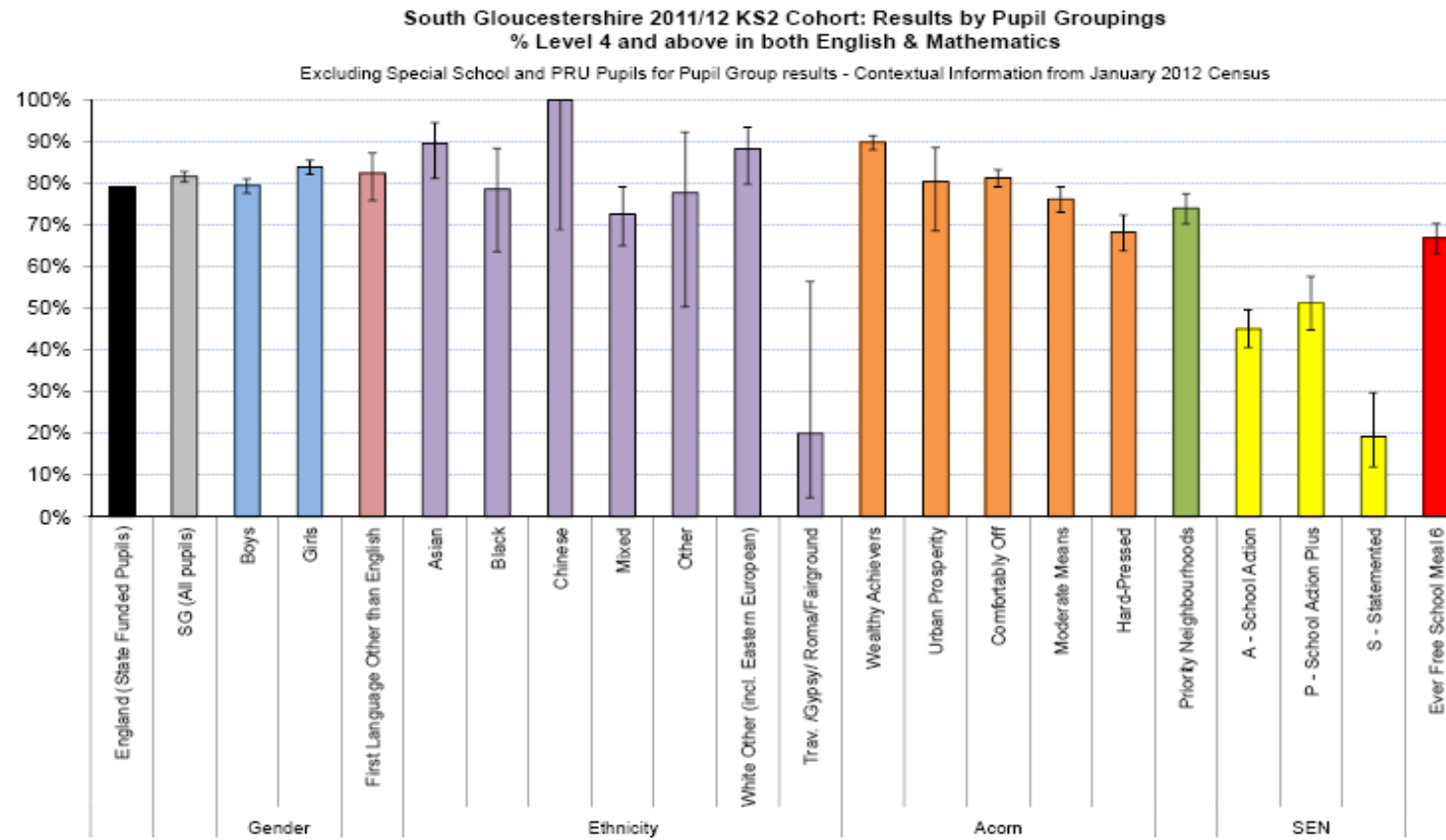


Table: Percentage 2 level progress in English - Key stage 2

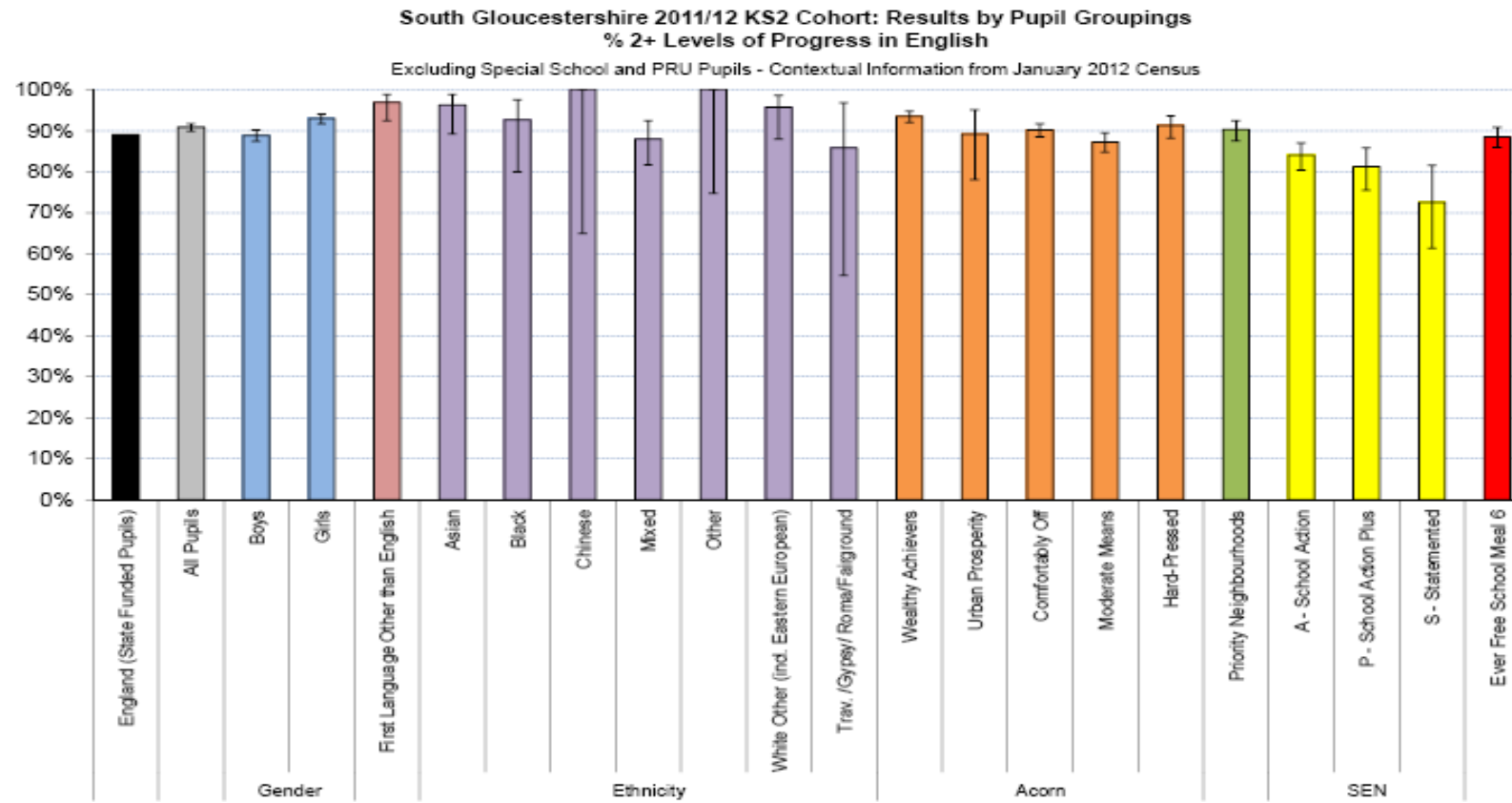


Table: Key Stage 2 Results for 2012 – Pupils living in Priority Neighbourhoods

Group	No.	English		Mathematics		English & Mathematics	Science	
		% L4+	% L5+	% L4+	% L5+	L4+	% L4+	% L5+
All pupils	2777	87	38	87	42	82	89	39
All pupils in PN	397	83^	26^	79 v	32^	74^	84 v	28 v
Cadbury Heath PN	35	83^	26^	80^	29^	71^	86^	29^
Filton PN	49	94^	33v	92^	53 v	90^	100^	29 v
Kingswood PN	110	78^	23 v	80 v	36^	74	78 v	25v
Patchway PN	49	78 v	18^	65v	18^	61v	76 v	22 v
Staple Hill PN	41	83 v	24^	80 v	17 v	73 v	80 v	24 v
Yate West & Doddington	113	85^	29^	79^	30^	74^	86^	36^

Table: Percentage 2+ levels progress in mathematics - Key Stage 2

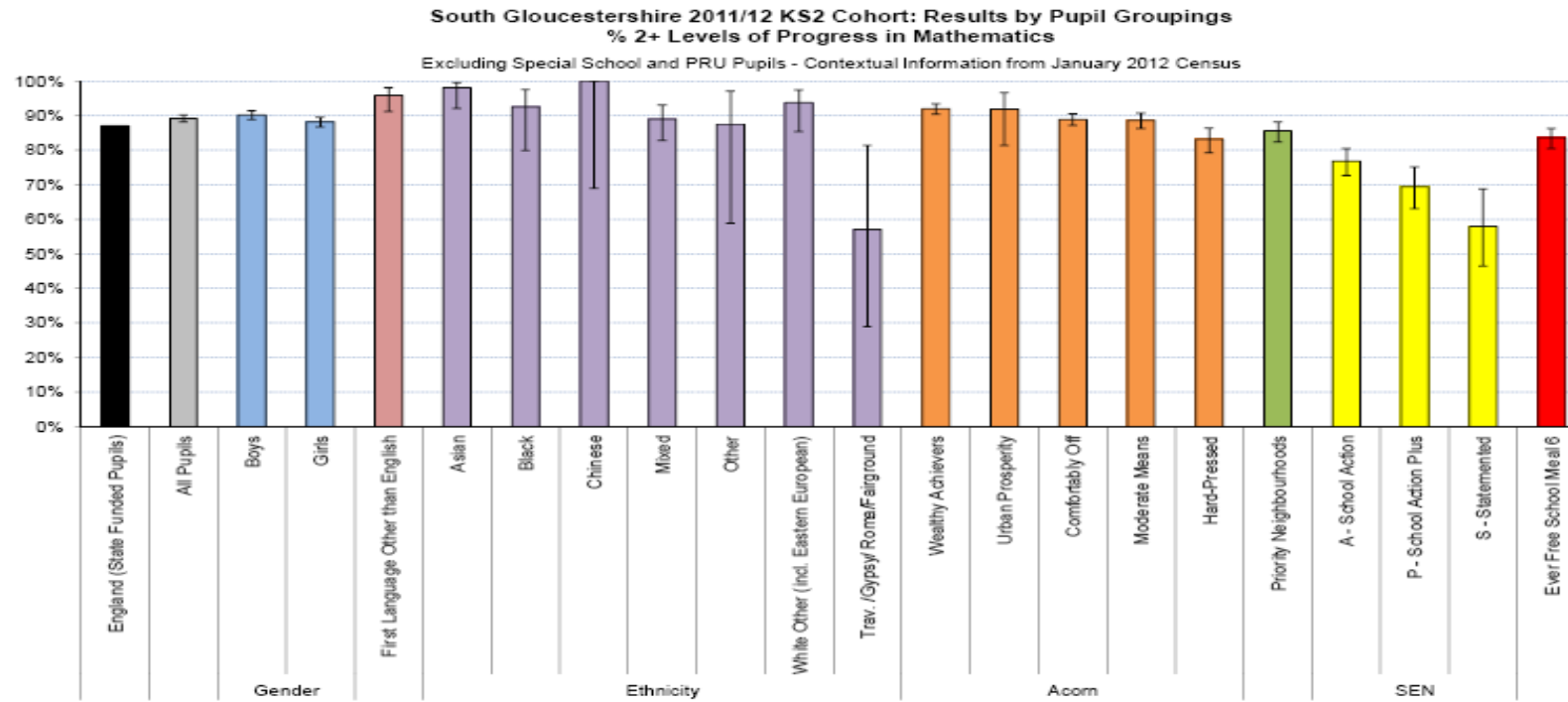


Table: Percentage 5+ GCSE's A*-C incl E&M.

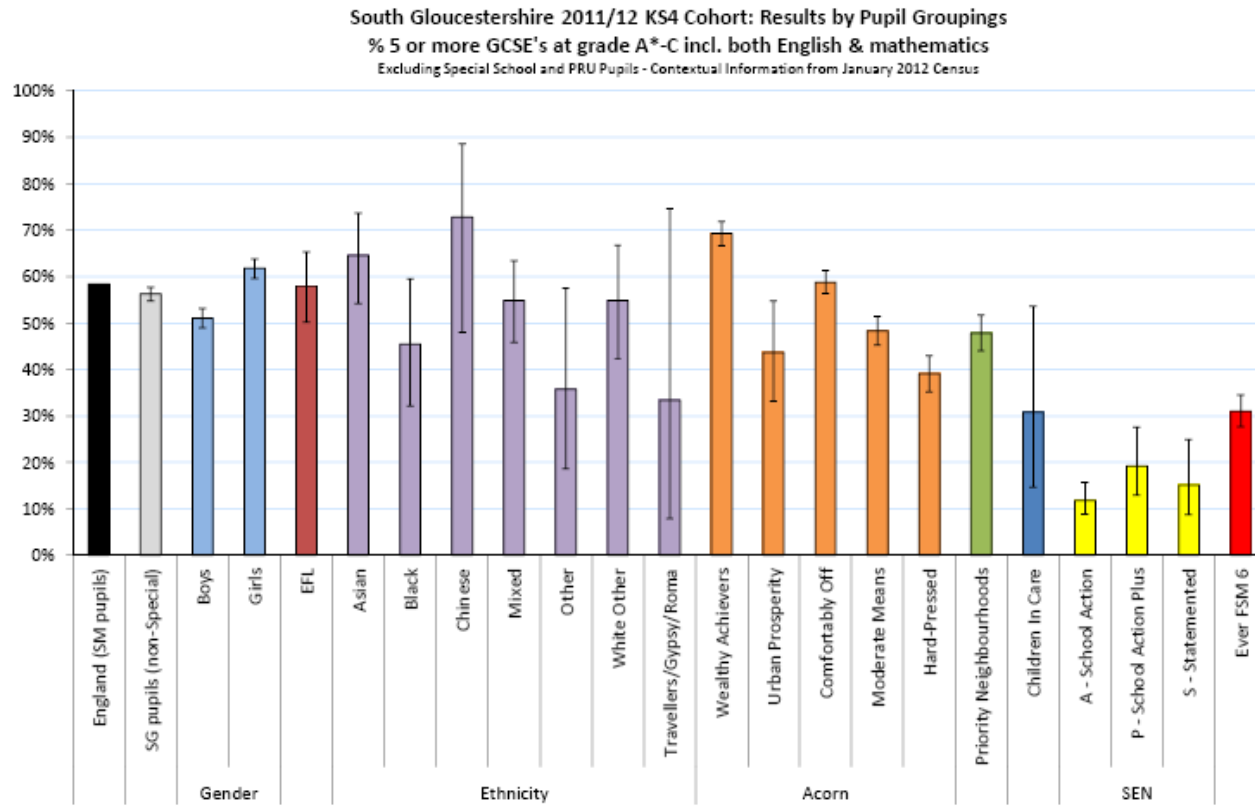


Table: Percentage 3 levels progress in English - Key stage 2- 4

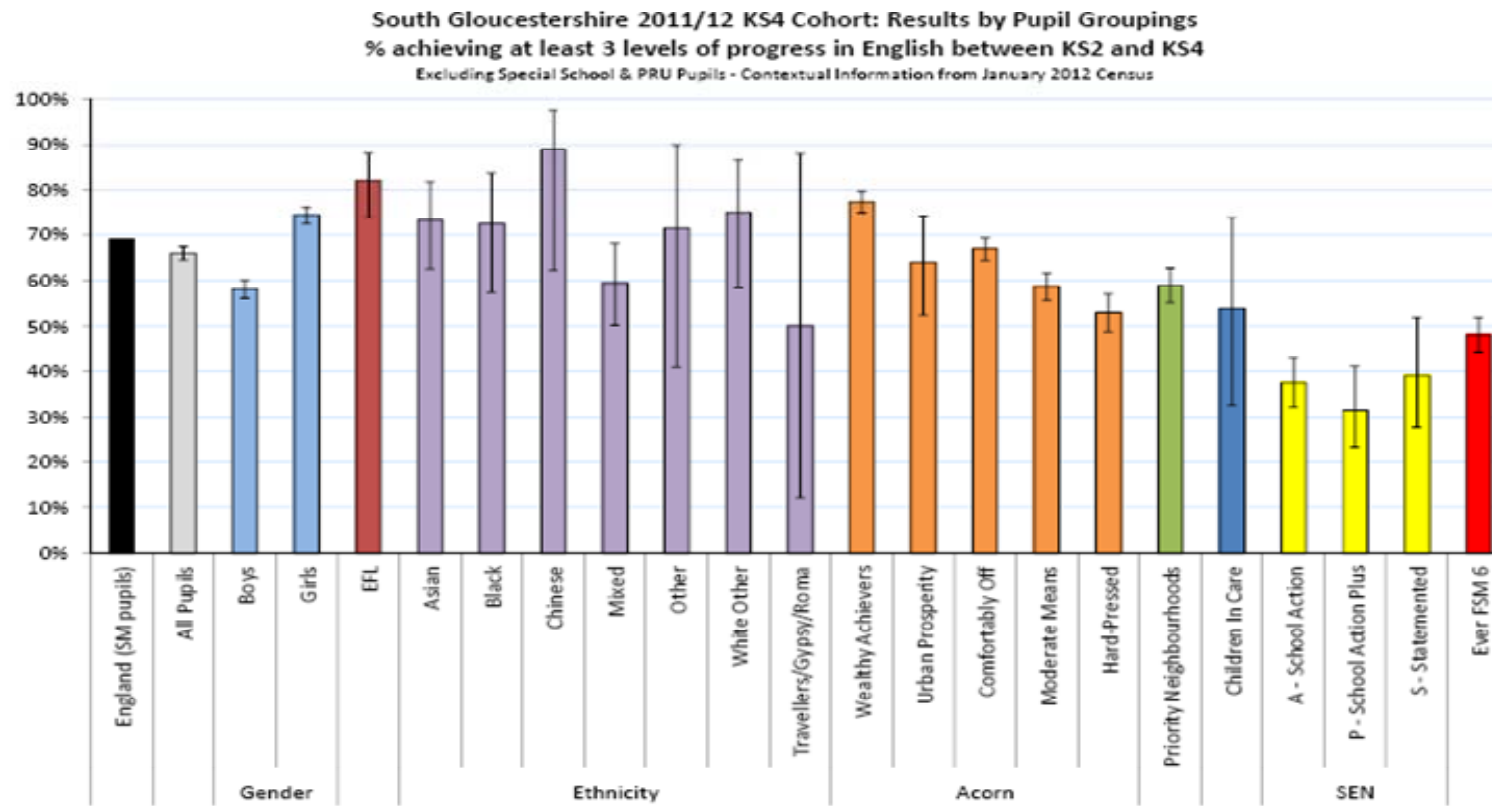


Table: Percentage 3 levels progress in Mathematics - Key stage 2- 4

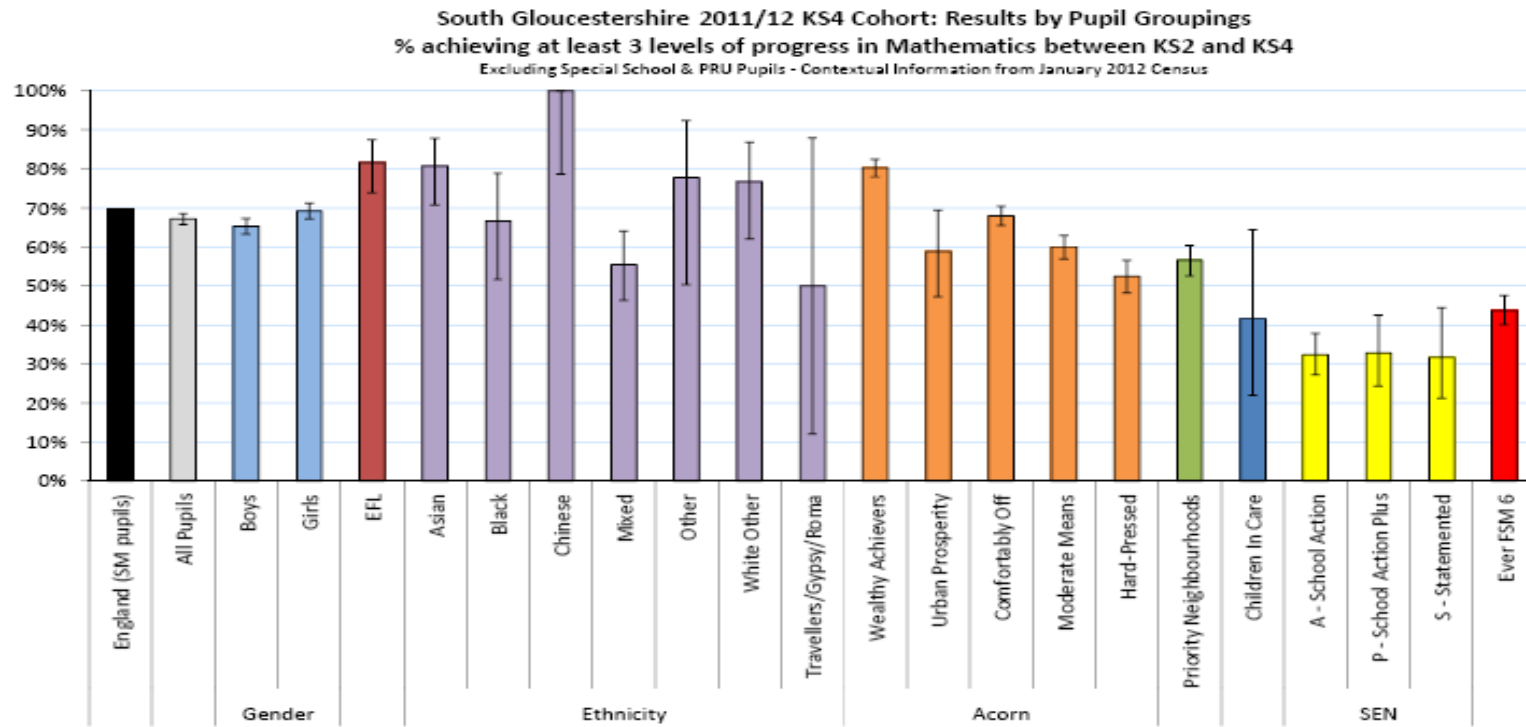


Table: KS4 (GCSEs and equivalent) 11/12 Results (Priority Neighbourhoods)

KS4 (GCSEs and equivalent) 10/11 results (Priority Neighbourhoods)								
Group	No.	%5 A*-C	%5 A*-C (E&M)	%5+ A*-G	% E Bacc	Average uncapped	3 levels progress	
							Eng	Ma
All	3092	82^	56.0	97^	16^	476^	66 v	67^
All pupils in PN (14%)	460	75^	48^	96^	9^	454^	59 v	57^
Cadbury Heath PN	46	76^	43^	89^	4^	496^	59^	63^
Filton PN	49	84^	63^	96^	12 v	459^	75^	63^
Kingswood PN	158	77^	50^	97^	12^	482^	59 v	59^
Patchway PN	49	71^	45^	100^	4^	417^	57v	45^
Staple Hill PN	57	61 v	42 v	96^	7	424 v	60	52 v
Yate, West Doddington PN	101	76^	44^	97 v	10^	423^	51 v	56^

V =down on last year; ^ = improvement on last year

Teenage Pregnancy

Introduction

South Gloucestershire Council currently co-commissions targeted sexual health outreach services with NHS South Gloucestershire. The Council also coordinates a condom card scheme (C-card) and a branding campaign ('No Worries!') to improve signposting to young people's sexual health services. A rolling programme of Level 1 training in Relationships and Sexual Health is delivered across the multi-agency workforce through current council capacity within Integrated Young People's Services.

Currently young people can access contraception, information and advice about specialist sexual health and maternity services in schools, youth centres, children's centres, prisons, temporary accommodation, youth offending services, GPs, clinics, pharmacies and hospitals.

Monitoring Information

The C-card scheme has been accessed by persons mirroring the demographic of South Gloucestershire.

Assessment of Monitoring Information

The C-card scheme continues to be highly successful in attracting young men as well as young women to access condoms with information and signposting. Young men traditionally do not access sexual health services as much as young women.

Actions as a Result of this Information

- Ethnicity and gender data will continue to be monitored. Monitoring of disability will be considered for future equalities monitoring purposes. There is an on-going effort to reach young people from all communities, through both urban and rural outreach, ensuring fair access to information and to a spread of young people friendly sexual health services in a wide range of settings including schools.

Young Carers

Introduction

Many young people with caring responsibilities do not consider themselves to be Young Carers; they merely see themselves as supporting another family member and doing what anyone else would in their situation. This can mean that their role and their needs are hidden and they do not receive any support unless the situation reaches crisis point.

Where the level of care being provided is inappropriate and/or substantial this can result in isolation from peers, reduced self-esteem, poor educational attainment, and limited aspirations. It is important to consider not only the type and level of caring, but also the actual and potential impact on the young person and where this is considered to be negative it would be seen as “inappropriate”.

Support for young carers in South Gloucestershire has primarily come via the Young Carers Project, run by the Carers Centre, a local voluntary sector organisation. More recently, awareness of the need for better identification of young carers and greater support within universal services has led to the development of peer support groups in some secondary schools.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none"> Priorities for the Joint Carers Strategy include both improvement of identification of young carers and improvement of support for young carers. Efforts to improve identification are focused through universal services where the widest range of young people access services, especially via schools and health services. 	<ul style="list-style-type: none"> This has resulted in the following schools setting up support groups or having a young carer's policy in place: Hanham High, Bradley Stoke Community School, Mangotsfield School, Castle School, Downend School, Winterbourne International Academy, Marlwood School, Sir Bernard Lovell School, South Gloucestershire and Stroud College, Mangotsfield Primary, Rangeworthy Primary and St Stephens Primary. Mangotsfield Secondary School recently identified over 50 young carers in the first term of having a lead staff member for young carers and raising awareness of support available in school.

Actions as a Result of Current Information

- Identification** - A number of actions in the Young Carers Implementation Plan address specific settings in which we aim to increase identification of young carers. Primary and secondary schools, GPs, adult social care and mental health services are the key areas being tackled through the Strategy. Because of the vulnerability of children of adults with mental health needs, we are particularly focusing on progressing awareness of young carers needs within adult mental health services in 2013/14. (Appendix 1, aim 1, actions 1 & 4; aim 4 actions 1, 2 & 3)
- Universal support** - Improved identification needs to be matched with tailored support for young carers and their families at universal, targeted and specialist levels. Although identification and support within some secondary schools has dramatically improved, gaps still exist and the primary school sector has still to be involved more systematically in this work. Work to raise awareness of young carers needs will take place with primaries and continue with secondaries in 2013/14. The Young Carers Project is trying to increase its capacity to support this work by encouraging schools to pay an annual 'membership' fee for additional time with the Project to develop school policies and practices to support young carers. (Appendix 1, aim 1 action 5)

- **Young carer voice** - Although the Young Carers Project does regularly collect feedback from service users and their families, a young carer-led organised forum would ensure that young carers' voices are more widely heard. This is a priority in the 2013-2014 Young Carers Implementation Plan. (Appendix 1, aim 4 action 2)
- **18+ and transition support** - Transition to adult services is recognised as being a very difficult step for young carers, and there is a national drive to recognise that 18 – 25 year old young adult carers need tailored and peer support, rather than being passed straight on to adult services at 18. South Gloucestershire Joint Carers' Strategy 2011-14 recognised that this should be a local priority. Closer partnership working in the new Children, Adults & Health department between those working to support adult carers and young carers is enabling planning for appropriate provision. (Appendix 1, aim 3 action 3)

Young People's Drug and Alcohol Service

Introduction

The Young people's Drug and Alcohol Service provides treatment services for young people in South Gloucestershire under 18 years, whose use of drugs and alcohol is problematic or at risk of becoming so.

Services provision includes:

- Assessment
- Advice and information
- Counselling/support
- Referral for specialist treatment from Bristol's Young People's Substance Misuse Treatment Service (mental health issues, pregnancy, behavioural disorders, prescribing, detox)

The service also provides advice, consultation and training for professionals working with groups of vulnerable young people.

The service is monitored by the National Treatment Agency who receives treatment data monthly.

Monitoring Information

Summary of 10/11 & 11/12 data

- Numbers in treatment for 11/12 are higher than for 10/11 but this rise is not significant if compared to the pattern over the last 5 years where peaks and falls are the norm.
- The profile of young people is also consistent with a large cohort of 13-15 yr. olds making up 63% of the total.
- Local data has recorded more young people with ADHD or who self-harm entering treatment than previous years.
- Young people's use of Mephedrone has increased over the last 2 years
- Young people's hospital admissions due to drugs or alcohol have decreased in 11/12

Treatment data for 11/12

Numbers in treatment

The table below outlines treatment figures for YPDAS & YPSMTS over the last 5 years

	07/08	08/09	09/10	10/11	11/12
Young people in treatment with YPDAS	69	83	56	67	78
Young people accessing specialist support from YPSMTS	8	7	6	4	6

The total number in treatment including data from non South Gloucestershire agencies for 11/12 is 80.

Ethnicity

In line with the South Gloucestershire demographic a large proportion of the young people receiving treatment are from a White British heritage. 1 young person identified as Asian or Asian British and 7 were of mixed origin.

Gender

The gender split for young people entering treatment is 54% Male and 45% Female. South Gloucestershire has a higher percentage of young Females in treatment than the national average which is 35%.

Age

South Gloucestershire has a higher percentage of 13-14 yr. olds in treatment than the national average. This is represented in the chart below.

Age	Number	Percentage	National percentage
12 and under	0	0%	2%
13	9	11%	5%
14	18	23%	14%
15	23	29%	24%
16	21	26%	26%
17	9	11%	28%

A possible explanation is that many of the young people are referred into treatment from schools at a point where their substance use begins to become problematic.

Substance use

Treatment data has identified that 77% of young people used either cannabis or cannabis and alcohol, this compares nationally to 63%. No young people reported using alcohol only, this is significantly different from the national average where 14% used only alcohol. 19% used stimulants which is similar to that used nationally. The most common stimulant being used by young people is Mephedrone. 2 young people who received support from an agency not within South Gloucestershire used Heroin or Crack (similar to that used nationally).

Leaving treatment

18% of clients leaving treatment exited drug free compared to 35% nationally. 67% of clients left treatment as occasional users compared to 56% nationally. Fewer young people exit drug free in South Gloucestershire than nationally. A possible explanation for this may be because a high percentage of South Gloucestershire clients are using cannabis & alcohol and young people can be less likely to want to be abstinent from these substances than other drugs. 89% of South Gloucestershire clients have planned exits which is a higher percentage than the national average of 83%. 11% of exits are unplanned compared to the national average of 17%. This is positive as it shows young people are well engaged and that most complete treatment.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
The Young People's Substance Misuse Treatment Plan can be found at http://www.sgcyp.org/Home/tabid/36/Default.aspx within the Essentials Section. This plan outlines the core aims and objectives for the following year such as reaching more young people by developing links with hospital Accident and Emergency, and developing 'First Point' which will make it easier and simpler for young people to access services.	<ul style="list-style-type: none"> Referrals are being received from a broader range of agencies/teams - Assessments by drug workers are enhanced by the level of detail provided by FP - Greater clarity at the point of referral around co existing issues promotes good multi agency working In regard to the A&E pathway: work around establishing a referral pathway is on-going with aspects pending it is therefore not possible at this point to report on the impact

Actions for 13/14 as a Result of Current Information

- YPDAS to access training on ADHD
- YPDAS to monitor levels of self-harm and the use of Mephedrone by young people and ensure advice & information is available to other teams/agencies
- YPDAS to work with adult services to improve transition arrangements for 18 yr. olds
- YPDAS to explore & embed a referral pathway with Frenchay A&E

Youth Centres

Introduction

In the period 2012 -2013 there were 16 Youth Centres and 9 associated Youth projects within South Gloucestershire.

Monitoring Data

The following chart shows the users of each youth centre and project during the year 2012-2013.

Youth Centre / Project	Female	Male	White British	BAME	Ethnicity Not Known	Disabled Users	Age 0 - 12	Age 13 - 19	Age 20 - 25
Almondsbury YC	100.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Badminton Road Methodist YC	45.8%	54.2%	86.9%	10.3%	2.8%	0.9%	0.9%	96.3%	1.9%
Barrs Court Primary School	0.0%	100.0%	100.0%	0.0%	0.0%	50.0%	0.0%	100.0%	0.0%
Bradley Stoke Detached (LA)	27.9%	72.1%	93.2%	2.9%	3.9%	4.4%	8.4%	88.0%	2.9%
Brimsham Green Youth Wing	41.7%	58.3%	96.2%	2.7%	1.1%	11.2%	6.5%	89.9%	3.0%
Brockridge Centre	32.4%	67.6%	95.1%	2.9%	2.0%	2.0%	3.9%	95.1%	1.0%
Cadbury Heath YC	48.9%	51.1%	69.1%	3.0%	27.9%	1.3%	59.1%	40.5%	0.4%
Chipping Sodbury YC	50.8%	49.2%	97.2%	2.0%	0.8%	0.8%	11.0%	88.6%	0.4%
Duke of Edinburgh Award	56.7%	43.3%	96.0%	3.3%	0.7%	0.9%	0.0%	100.0%	0.0%
Fromeside YC	22.1%	77.9%	93.1%	3.4%	3.4%	1.9%	16.8%	75.2%	7.6%
Hanham YC	41.8%	58.2%	90.6%	5.1%	4.4%	1.0%	21.5%	77.4%	1.1%
Integrated Service for Young People	47.1%	52.9%	93.0%	7.0%	0.0%	5.7%	23.6%	75.2%	1.3%
Little Stoke YC	29.3%	70.7%	91.6%	3.2%	5.2%	10.8%	4.8%	88.4%	5.6%
Made for Ever YC	42.8%	57.2%	95.0%	3.7%	1.3%	7.4%	29.1%	67.9%	3.0%
Oldland YC	40.9%	59.1%	95.3%	1.9%	2.8%	1.9%	18.1%	80.6%	0.9%
Participation Team	67.1%	32.9%	91.4%	7.1%	1.4%	7.1%	1.4%	95.7%	2.9%
Patchway YC	39.9%	60.1%	92.4%	5.1%	2.5%	0.9%	7.0%	92.1%	0.9%
Pyramid YC	39.7%	60.3%	73.0%	11.1%	15.9%	3.2%	4.8%	90.5%	4.8%
Rural Team	36.8%	63.2%	96.5%	3.1%	0.4%	0.1%	16.0%	81.4%	2.6%
St Andrew's Methodist YC	60.6%	39.4%	90.7%	2.0%	7.3%	5.9%	14.3%	81.7%	4.0%
St Nicholas YC	51.8%	48.2%	93.2%	5.0%	1.8%	1.8%	26.1%	73.6%	0.0%
Staple Hill Methodist Youth Project	34.3%	65.7%	85.1%	4.2%	10.7%	1.4%	0.3%	97.2%	2.4%
The Old School YC	31.8%	68.2%	85.2%	6.5%	8.3%	2.3%	13.5%	74.1%	10.4%
Thornbury Health Centre	34.6%	65.4%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Thornbury YC	36.0%	64.0%	94.7%	0.0%	5.3%	2.6%	7.0%	92.1%	0.9%
Wickwar YC	45.3%	54.7%	98.4%	0.0%	1.6%	4.7%	10.9%	87.5%	1.6%
Yate Detached	100.0%	0.0%	66.7%	0.0%	33.3%	0.0%	0.0%	100.0%	0.0%
YOUTH SERVICE TOTAL	41.6%	58.4%	90.8%	3.8%	5.3%	2.9%	16.4%	80.5%	2.8%

Notes on Data: Data covers 7,594 individuals seen at a Youth Centre or engaged in an associated project between 01st April 2012 and 31st March 2013.

NB As a result of restructure from 01st April 2013 Youth Services in South Gloucestershire have changed. In the next Annual Equalities Report data for Youth provision will be set in this new context and will not be comparable to previous years.

Assessment of Monitoring Information

- Young People from BAME backgrounds are less likely to access Youth Centres and Projects, making up only 3.8% of all young people seen. Some individual Youth Centres have a higher BAME usage than others.
- Young People with disabilities are less likely to access Youth Centres and associated projects and make up a relatively small proportion of all young people seen, although there has been a modest improvement when compared to 2011/12. Individual Youth Centres have a higher usage by Disabled Young People than others.
- Young Males are more likely to access Youth Services than young Females, and this gap in access has widened slightly when compared to data for 2011/12.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
Children's Centres and Youth Centres have recently been the subject of a comprehensive review. As a result of this, the services will be preparing for the implementation of Committee decisions. It should be noted that parity of usage, equality of opportunity and satisfaction amongst user groups remain key objectives during the transition period.	The provision from Youth Centres and Children's Centres from April 2013 is part of the Preventative Services delivered through 3 strands Children's Centres, Youth Intervention and Support Service and Family Interventions and Support Service. This provides a targeted service for children and young people.

Actions as a Result of Current Information

- Develop the new service providing targeted and time limited interventions to ensure that young people from vulnerable and disadvantaged groups are able to access the service.

Youth Offending Service

Introduction

The principal aim of the youth justice system is to prevent offending by children and young people. YOSs were identified as one of the main vehicles by which the principal aim would be delivered. Given their inter-agency membership, YOSs are well placed to identify those children and young people known to the relevant agencies as being most at risk of offending and working with them and their families to encourage them towards more positive activities. Local authority chief executives with responsibility for education and social services are required to ensure that the range of youth justice services outlined in section 38 (4) of the Crime and Disorder Act are delivered through YOSs. The duties of YOSs is to co-ordinate the provision of youth justice services for those in the area that need them. They are designed to tackle offending behaviour and the risk factors associated with it – from poor parental supervision and domestic violence or abuse to peer group pressure, from truancy or school exclusion to substance misuse or mental health problems. The legislative framework underpinning YOTs recognised that success in tackling these risk factors required the involvement of a range of local agencies. YOSs bring together the staff and wider resources of these agencies – social services, education, the police, probation service and health services.

Youth Offending in South Gloucestershire is characterised by being predominantly minor and/or nuisance (sometimes persistently so) offending behaviour related to problems within the home and family life, education, training or employment problems and lack of constructive use of leisure time. These are the staple of South Gloucestershire YOS work rather than high volumes of serious acquisitive, violent or gang related crimes.

That is not to say that this group are not problematic, resource intensive and a considerable financial cost to all the relevant agencies, the Local Authority and the wider community. This is especially true for that 20-25% of young people (and their families) who progress further into the Youth Justice process with more persistence and/or serious involvement in crime and/or anti-social behaviour. These young people/families are invariably known (often intergenerationally) to a range of agencies (Police; YOS; Children's Social Care; Education; ASB Team; Legal Services; Housing; Courts; Health; Voluntary agencies) who have all at various times (and sometimes at the same time) been involved in attempts to engage and change these families for the better but with only limited if any success.

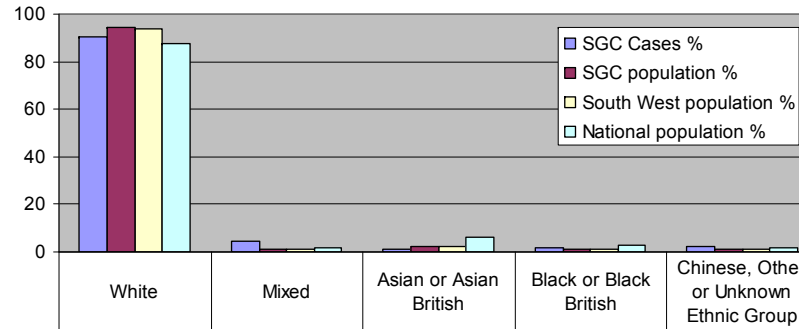
Within this 20-25% group there is a very small number of high risk/dangerous young people (violent or sex offences) who are a challenge to both the YOS and the Police working closely together through the Multi-Agency Public Protection Arrangements (MAPPA) process to supervise and monitor. This group is extremely resource intensive and financially expensive across the range of agencies.

Monitoring Information

The following tables present a number of very basic demographic factors related to the children and young people involved in offending behaviour in South Gloucestershire.

The various Black and Ethnic Minority communities in South Gloucestershire are too small to be statistically relevant in relation to the ethnicity of children and young people involved in offending behaviour. The overall numbers are small which can therefore misrepresent any true picture when presented in percentages (Diagram 1 – latest figures).

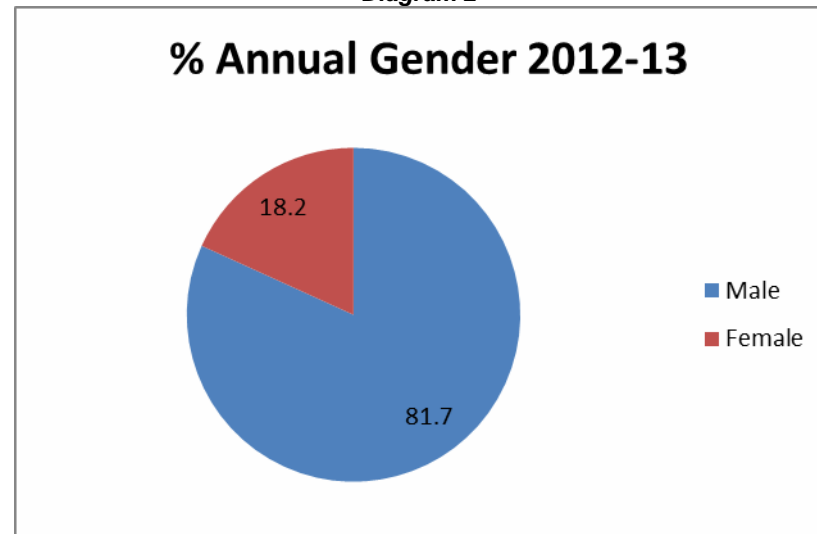
Diagram 1 - % Ethnicity of Young People 2011-12



	White	Mixed	Asian or Asian British	Black or Black British	Chinese, Other or Unknown Ethnic Group
SGC Cases %	90.3	4.4	1.3	1.7	2
SGC population %	94.3	1.4	2.4	1	1
South West population %	94.1	1.3	2.3	1.2	1.2
National population %	87.5	1.8	6.1	2.9	1.6

The age and gender of young people is in line with the national pictures with boys outnumbering girls in the Youth Justice System by a ratio of 4:1 (Diagram 2).

Diagram 2



The age of young people is also unsurprising with most young people being in the age-range of 15yr to 17yrs receiving Pre-Court Outcomes (Diagram 3) and 17 year olds being the most likely to receive an outcome from Court (Diagram 4).

Diagram 3

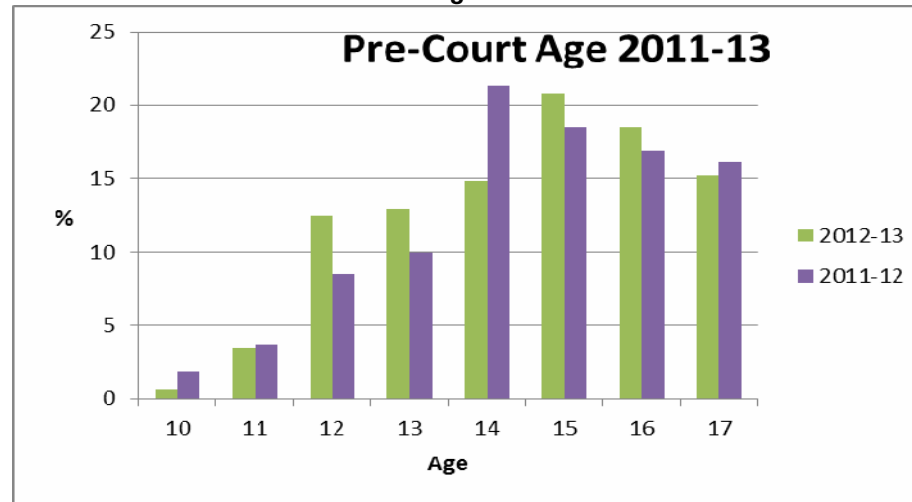
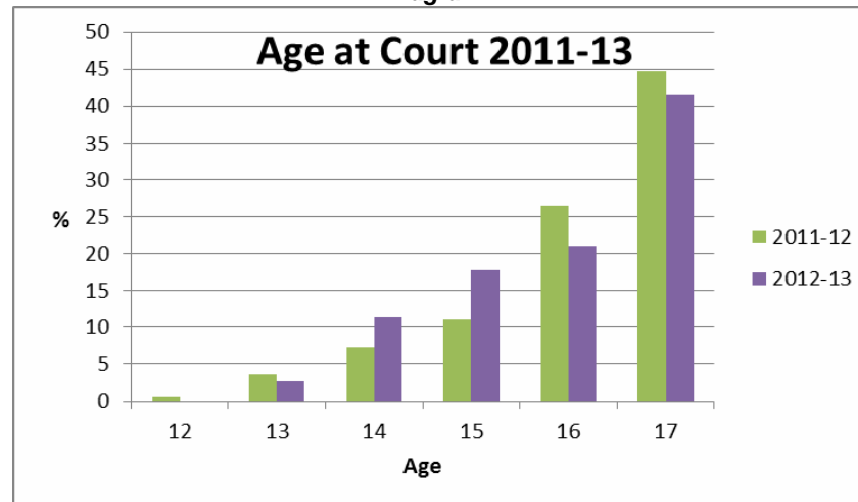


Diagram 4



The 3 custodial sentences in 2012-13 were all received by “White” Males

Diagram 5

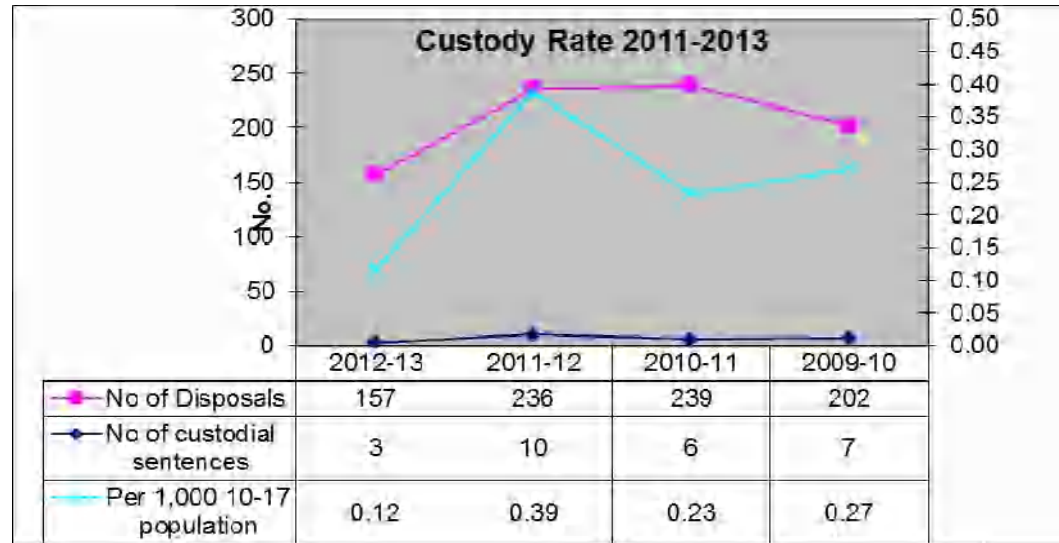


Diagram 6

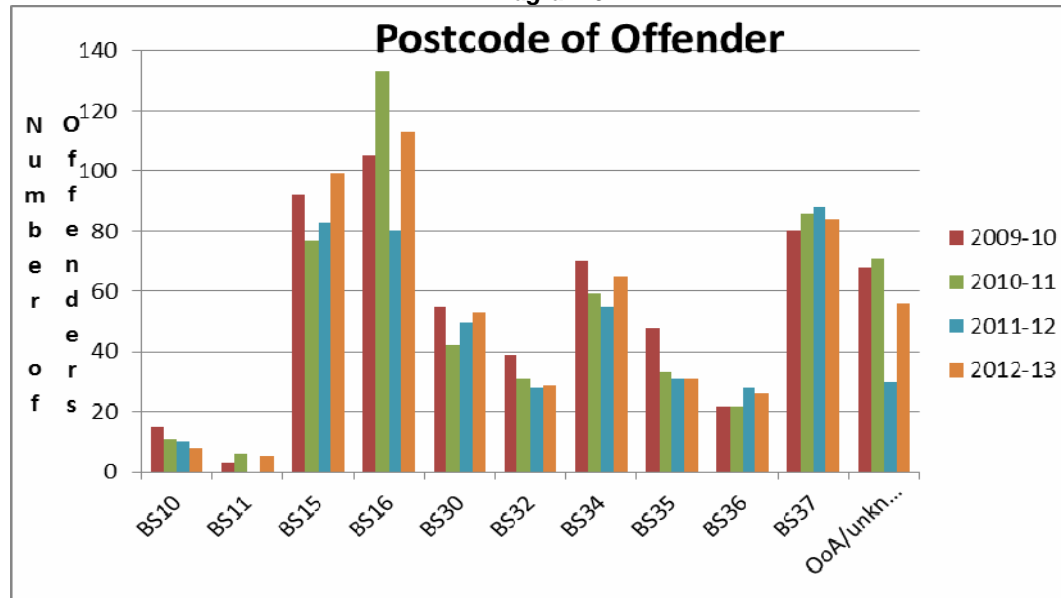


Diagram 6 above shows where young people were living (by post code) at the time of their offence (the location of where offences are committed is held more accurately by the Police) but generally speaking young people tend to commit offences within the areas they reside. The chart is unsurprising, with the areas indicating the highest number of young people involved in offending being those areas which also experience the highest rates of economic deprivation and other problem factors such as: family breakdown/Children Social Care involvement; Anti-social behaviour; Domestic Violence; poor school attendance/attainment; high teenage pregnancy rates; and many others.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none"> Continue to monitor data and performance and report to the Youth Offending Service Management Board Continue to submit quarterly data to the Youth Justice Board 	<p>The YOS has continued to monitor data and performance and has reported each quarter to the YOS Management Board.</p> <p>Similarly, the YOS has reported to the YJB every quarter and has recently succeeded in updating some historically inaccurate data held by the YJB.</p>

Actions as a Result of Current Information

- The Management Board has requested that the YOS consult with the A+S Police and neighbouring YOS's to better understand the apparent discrepancy in First Time Entrant statistics.
- The Management Board also requested a review of the Reducing Re-offending Self-Assessment performed by the YOS.
- Both of these reviews will help the YOS expose any incidents of disproportionality (if any exist).

C) Community Care & Housing Department

Adult Social Care

Introduction

The Adult Social Care and Housing service either directly, or through voluntary and private providers, a range of assessments and services to help adults live independently and wherever possible, in their own homes. If this is not possible arrangements for alternative accommodation in either sheltered housing schemes or a specialist residential or nursing home are made. There is also support available for carers – people who look after the elderly or vulnerable.

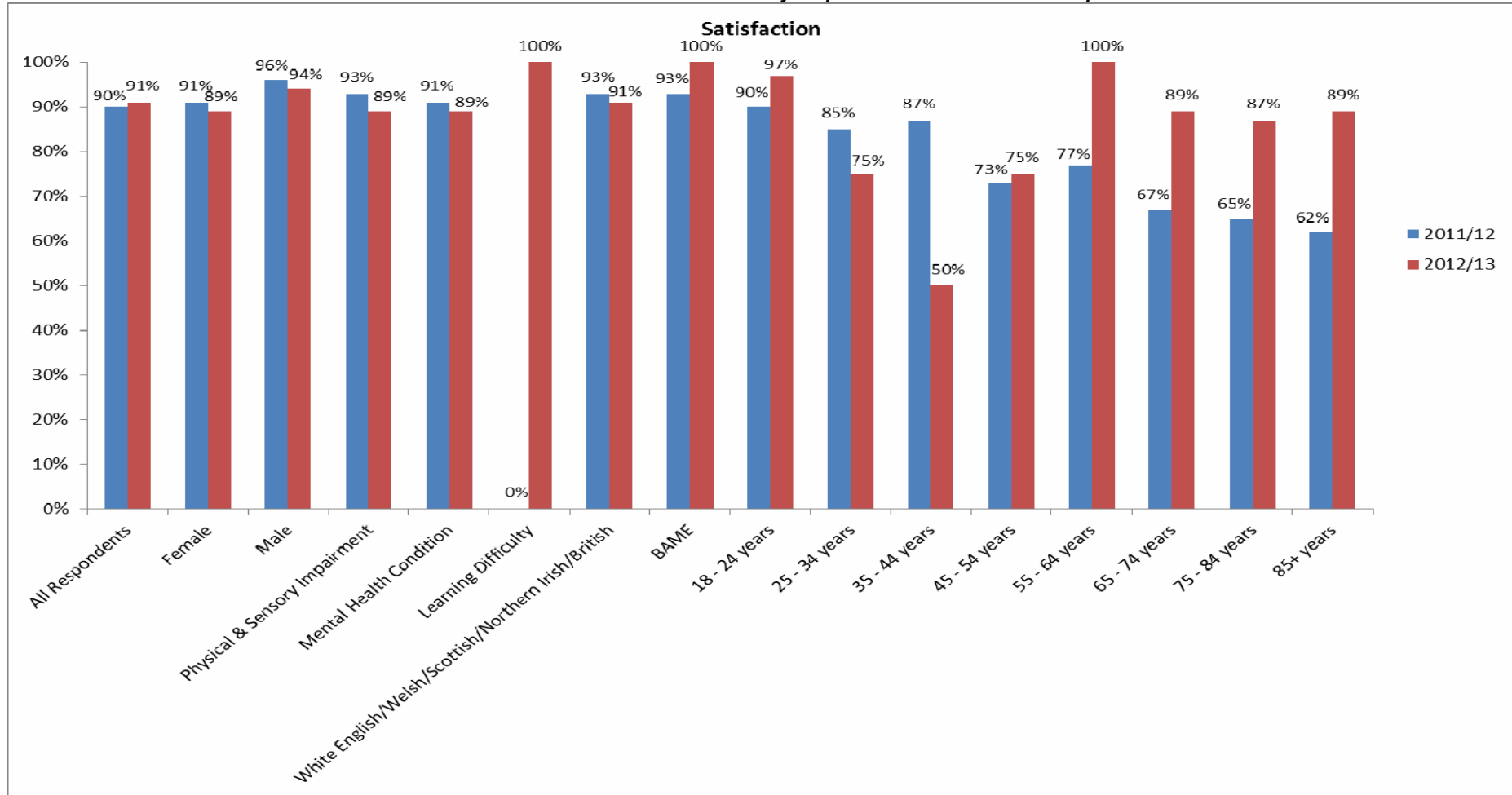
The service can provide information and assistance in the following areas:

- HIV
- Housing Benefit
- Council Tax benefit
- Community Care and Housing Information
- Older or Disabled People – the council provides services to help people aged 65 and over live as independently as possible. These services are also available to disabled people and include: Community meals, Home care such as meal preparation, washing and help getting up from, and to bed, Residential care, Day services such as day centres, A personal alarm system, Adaptations and help with day to day activities including Occupational Therapy.
- Adults with Learning difficulties/disabilities
- Personal Budgets, Direct Payments and Brokerage
- Promoting Good Health
- Safeguarding adults from abuse and neglect
- Carers
- Occupational therapy

Monitoring Information

The Adult Social Care Survey was sent to 966 randomly selected clients who have used our services at some point in the previous 12 months. 408 responses to the survey were received, a 42% response rate. The following graph shows the satisfaction levels reported by those responding.

Chart to show the satisfaction levels of survey respondents in 2012/13 as compared to 2011/12



Assessment of Monitoring Information

Overall, the data shows that:-

The following groups have reported a lower level of satisfaction:

- People aged 25 – 34, 35 to 44 and 45 – 54
- Older people have showed a significant increase in satisfaction levels in comparison to last year.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none">• This data shows a concerning trend, with satisfaction levels reducing significantly with age and requires further work both to understand and to address. Our community engagement team will be working with people with experience of using social care services to improve our understanding of why satisfaction levels reduce with age and working to co-produce solutions to address the issues identified.	Throughout the year there has been positive work to improve the understanding of the issues and concerns affecting older people as well as significant work together with representative groups of older people to improve the availability of information and advice. Some work has also been initiated with people living with mental health needs.

Actions as a Result of Current Information

As a result of this information, we plan to do the following in the forthcoming year:-

- Whilst it is very positive to see such significant improvements in the levels of satisfaction amongst older people which we wish to build upon and sustain this year it is of concern that satisfaction levels have dropped in the 25 – 54 age groups. More detailed analysis will be undertaken in order to try and identify specific reasons for the change and to identify the potential to bring about improvements.
- A more comprehensive user experience survey is being carried out jointly with Healthwatch focused primarily on community based support and will help to inform the development of self-directed support in South Glos.
- Work is underway together with other statutory sector partners to improve the understanding of the health and wellbeing needs of the LGBT community, particularly focusing on mental health and wellbeing.

Homechoice

Introduction

The Homechoice Team offers a housing advice and options service to those in housing need. This is done by providing people with advice and assistance to maintain current accommodation or, if this is not possible, by helping people to move somewhere more suitable. This could include:

- Moving to private sector housing;
- Applying to the housing register for permanent rented housing, sheltered housing or shared ownership;
- Assessing if the council has a duty under homelessness law to provide temporary accommodation.

Monitoring Information

The following shows data concerning the lead applicant for the housing register as at March 2012.

Table to show Gender of Lead Applicant

	2011/12	2012/13	South Glos Population
Male	34.25%	33%	49.50%
Female	65.75%	67%	50.50%

Table to show Age of Lead Applicant

	2011/12	2012/13	South Glos Population
16-64	87.27%	88.84%	64.10%
65+	12.74%	11.16%	16.90%

Table to show Religion/Belief of Lead Applicant

	2011/12	2012/13	South Glos Population
Buddhist	0.23%	0.20%	0.3%
Christian	23.54%	28.87%	59.6%
Hindu	0.07%	0.08%	0.6%
Jewish	0.05%	0.03%	0.1%
Muslim	0.56%	0.93%	0.8%
No religion	26.13%	30.52%	30.7%
Not answered	47.86%	37.67%	7.4%
Other	1.53%	1.65%	0.3%
Sikh	0.02%	0.05%	0.2%

Table to show Sexual Orientation of Lead Applicant

	2011/12	2012/13
Bisexual	0.65%	0.85%
Gay man	0.37%	0.49%
Heterosexual/straight	52.68%	63.03%
Lesbian/Gay woman	0.36%	0.50%
Not answered	45.63%	34.69%
Other	0.30%	0.44%

Table to show Ethnicity of Lead Applicant

	2011/12	2012/13	South Glos Population
Arab	Not Known	Not Known	0.10%
Asian/Asian British – Bangladeshi	0.08%	0.13%	0.10%
Asian/Asian British – Indian	0.21%	0.20%	1.00%
Asian/Asian British – Pakistani	0.11%	0.24%	0.30%
Asian/Asian British – Chinese	0.10%	0.08%	0.50%
Asian/Asian British – Other	0.45%	0.57%	0.60%
Black/African/Caribbean/Black British – African	1.54%	1.25%	0.40%
Black/African/Caribbean/Black British – Caribbean	1.29%	1.36%	0.40%
Black/African/Caribbean/Black British - Other	0.38%	0.49%	0.10%
Gypsy or Traveller of Irish Heritage	0.20%	0.19%	0.10%
British Romany Gypsy	0.15%	0.15%	
Mixed/Multiple Ethnic Groups – White & Asian	0.27%	0.25%	0.40%
Mixed/Multiple Ethnic Groups – White & Black African	0.17%	0.31%	0.20%
Mixed/Multiple Ethnic Groups – White & Black Caribbean	1.29%	1.32%	0.60%
Mixed/Multiple Ethnic Groups – Other	0.27%	0.25%	0.30%
White – English/Welsh/Scottish/Northern Irish/British	81.41%	77.90%	91.90%
White – Irish	0.47%	0.45%	0.50%
White – Other	2.47%	3.14%	2.50%
Other Ethnic Group	0.28%	0.38%	0.20%
Not answered	7.71%	10.24%	-
Unknown	1.15%	1.10%	-

Table to show overall White – English/Welsh/Scottish/Northern Irish/British vs. BAME Lead Applicants

	2012/13	South Glos Population
White – English/Welsh/Scottish/Northern Irish/British	77.90%	91.90%
BAME	10.76%	8.10%
Not Known	11.34%	-

Assessment of Monitoring Information

Overall, the data shows that there continues to be a higher proportion of people from BAME backgrounds applying to join the housing register than the proportion of BAME people in South Gloucestershire.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none">• HomeChoice will formally monitor the banding of applications from BAME groups every 6 months and compare this with the general breakdown to ascertain whether BAME applicants are more likely to be in a greater level of housing need.• HomeChoice implemented a system of monitoring the ethnicity of applicants being offered properties in January 2012.• These two items will be compared to ascertain whether BAME applicants are successfully accessing the choice based lettings system.	<p>Generally, there is no evidence to suggest that BAME groups are in a greater level of housing need although there are a greater proportion of gypsy/travellers in the highest band. The bands were awarded for a variety of reasons and there is no discernible pattern across the group.</p> <p>An analysis of lets by ethnicity shows that BAME applicants can access HomeChoice and are successfully bidding for properties.</p>

Actions as a Result of Current Information

As a result of this information, we plan to do the following in the forthcoming year:-

The Private Sector Housing Stock Condition Survey was completed in June 2012. This survey found that the Private Rented Market has grown in South Gloucestershire and is now the second biggest form of tenure.

Overall, nearly 18% of households who were renting privately describe themselves as being from a BAME group with the remaining 82% identifying as White British. This is much higher than for South Gloucestershire as a whole. Of this 18%, nearly 13% describe themselves as 'White Other' compared to just over 2% in owner occupied dwellings. This 'White Other' category is dominated by households who state a nationality falling within Eastern European countries.

The survey estimated that 20% of properties in South Gloucestershire are 'non-decent', with half of these recording a category 1 hazard. 38% of the 'non decent' properties are found in the private rented sector. This suggests that households from BAME backgrounds are more likely to suffer disrepair than other groups.

- During the next year, HomeChoice will monitor the number of households from this group to ensure that they are accessing HomeChoice.

Housing and Social Care Feedback

Introduction

The Community Care & Housing Department encourages complaints and feedback from customers and seeks to learn from the information received. Equalities data is collected from the feedback form used to register a complaint and from the survey sent at the closure of the complaint. Where possible, missing data is gathered by cross-checking against the client record system. For consistency some of the information below is based on service user details rather than complainants as this enables better comparison against departmental data.

Monitoring Information

Table to show the number of complainants according to Gender

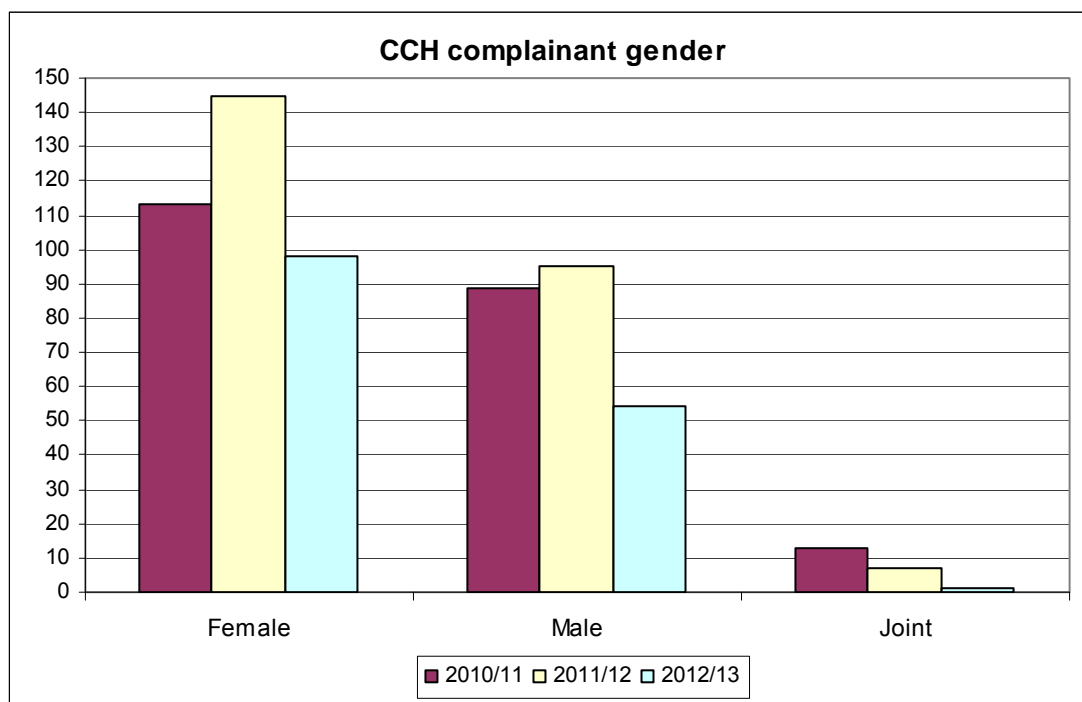


Table to show the number of complainants according to Disability

Disability by client category (CCH)	Complaints		Department*		Complaints		Department*	
	Count	%	Count	%	Count	%	Count	%
Physical disability frailty and sensory impairment (total)	159	70%	4216	70.8%	104	74.3%	4208	70.25%
Hearing impairment			41				57	1%
Visual impairment			68				64	1%
Dual sensory loss	1		14				12	0.2%
Mental Health including Dementia	46	20%	932	16%	27	19.3%	960	16%
Learning Disability	20	9%	782	13%	9	6.4%	788	13.2%
Substance Misuse	2	1%	9	0.1%			13	0.2%
Vulnerable People			9	0.1%			21	0.35%
Total of above	227	100%	5948	100%	140	100%	5121	100%

Table to show the number of complainants according to Ethnicity

Ethnicity (CCH)		2011/12				2012/13			
		Complaints		Department*		Complaints		Department*	
White	British	217	93%	5595	97.4%	142	95%	5582	96%
	Irish	1		33		2		30	
	Traveller of Irish Heritage			0				1	
	Gypsy / Roma			1				1	
	Any other White Background	11		163		2		136	
Mixed	White & Black Caribbean		5%	5	2%		0%	7	2%
	White & Black African			2				4	
	White & Asian			4				5	
	Any other mixed background	1		10				11	
Asian or Asian British	Indian	9	5%	28	2%		0%	30	2%
	Pakistani			10				11	
	Bangladeshi			0				1	
	Any other Asian background	1		13				14	
Black or Black British	Caribbean	1	5%	12	2%		0%	13	2%
	African			7				7	
	Any other Black background			9				10	
Chinese or other ethnic grp	Chinese		5%	9	2%		0%	8	2%
	Any other ethnic group			11				13	
Not specified		6	2%	36	0.6%	7	5%	106	2%
Total		248	100%	5948	100%	153	100%	5990	100%

Table to show the number of complainants according to Age

Age of Service User (CCH)	Complaints		Department	
18-64	33	21%	1626	27%
65-74	12	8%	755	13%
75 – 84	50	33%	1552	26%
85+	55	36%	2057	34%
Prefer Not to Say	3	2%		
Totals	153	100%	5990	100%

Who is making complaint? (CCH)	Service User	Family Member	Other	Totals
18-64	12	17	4	33
65-74	3	8	1	12
75 – 84	12	35	3	50
85+	9	42	4	55
Prefer Not to Say	3		1	3
Totals	36	102	15	153

Assessment of Monitoring Information

- The data indicates that people from black and minority ethnic backgrounds have not made complaints during 2012/13. In previous years the comparison with departmental data has been broadly proportionate. Whilst the minority ethnic service user population is relatively low it would be worthwhile raising awareness of the complaints procedure via black and minority ethnic community groups.
- Analysis shows that most complaints are made by or on behalf of people who are physically disabled and this compares well with the departmental data. Whilst there were no complaints made by or on behalf of people with a sensory impairment the departmental data shows that the number of service users with a sensory impairment is relatively low. Complaints made by or on behalf of people with a mental health diagnosis, including dementia, also compares favourably with departmental data. However complaints made by or on behalf of people with a learning disability are low compared to the departmental information. There is a need to focus resources on improving accessibility to the complaints process for this group of service users.

A People First Focus Group made some suggestions to improve the accessibility of the complaints process. One of the suggestions was for a fridge magnet with one number on it. This suggestion was also made by some Home Carers who said that older people they work with were unsure of which telephone number to use and that they might have easy access to just one number. The fridge magnet was sent to every service user via the *Supporting You* newsletter.

The People First Focus Group also reviewed a DVD called 'I Want to Complain' produced by Somerset Learning Disability Services, which was well received. Copies of the DVD were purchased and are available on loan. Leigh Campbell, the Co-Chair of the Learning Disability Partnership Board, will be visiting groups of service users and staff during 2013/14 to raise awareness of speaking up and will promote the magnets and DVD.

- The data analysis indicates that there are more complaints received on behalf of older service users and in the age bandings 75+; it is usually family members who make complaints on behalf of relatives in these age bandings. Complaints from service users between the age bandings of 18 to 74 years is lower compared to the departmental data. It is important that information about how to access the complaints process is publicised in different ways. A review of web based content will be undertaken in 2013/14.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:

Actions we said we would take	Feedback
<ul style="list-style-type: none"> With the launch of the council's new website planned for 2012 the intention is to produce a signed video to be accessed from the Council's website which helps to inform people how to complain. The accessible film, '<i>I Want to Complain</i>' will also be added to the new website. Based upon feedback from people with experience of using services a fridge magnet publicising one contact number is being produced and will be distributed later in the year. 	<ul style="list-style-type: none"> The departmental data shows that the number of service users with a sensory impairment is relatively low and we would therefore expect to see very low numbers of people with a sensory impairment making a complaint. The analysis above indicates a need to focus resources on improving accessibility to the complaints process for service users with a learning disability. The supplier would not allow us to add to this Council's website but we have purchased copies of it which are available on loan. A fridge magnet has been produced and was distributed to every adult social care service user in September 2012.

Actions as a Result of Current Information

As a result of this information, we plan to do the following in the forthcoming year:

- A series of workshops with service users with a learning difficulty and staff is planned for 2013/14 to raise awareness of the importance of speaking up. The DVD '*I Want to Complain*' is being shown at these events along with promotion of the fridge magnet.
- A review of the customer feedback leaflets, including the easy English version will be reviewed in 2013/14 to reflect the new department and comments provided by the People First Focus Group.
- Raising awareness of the complaints process with BAME community groups.
- A review of web based customer feedback content will be undertaken in 2013/14.

The Local Involvement Network

Introduction

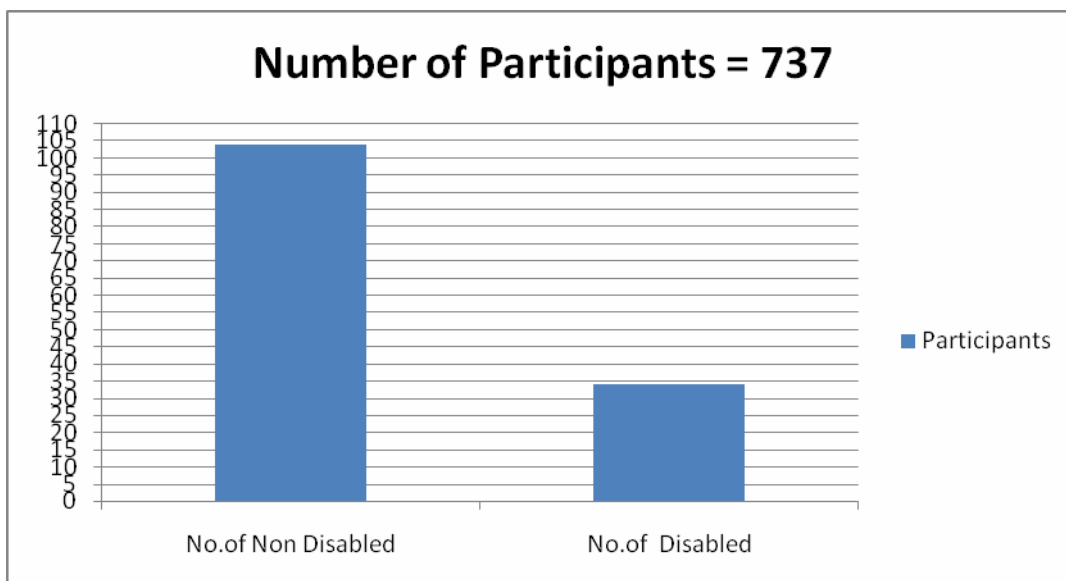
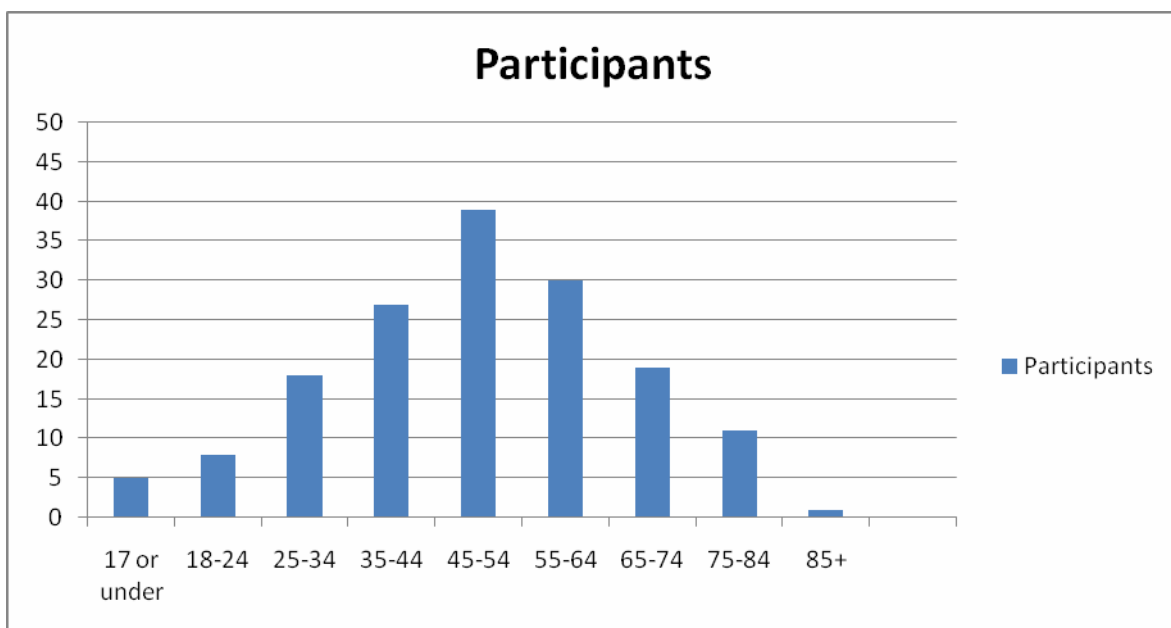
The department funds the LINK to find out:-

- What people like and don't like about the health and social care services they use;
- What new health and social care services people need;
- What people think about plans for new services and how they should look and function.

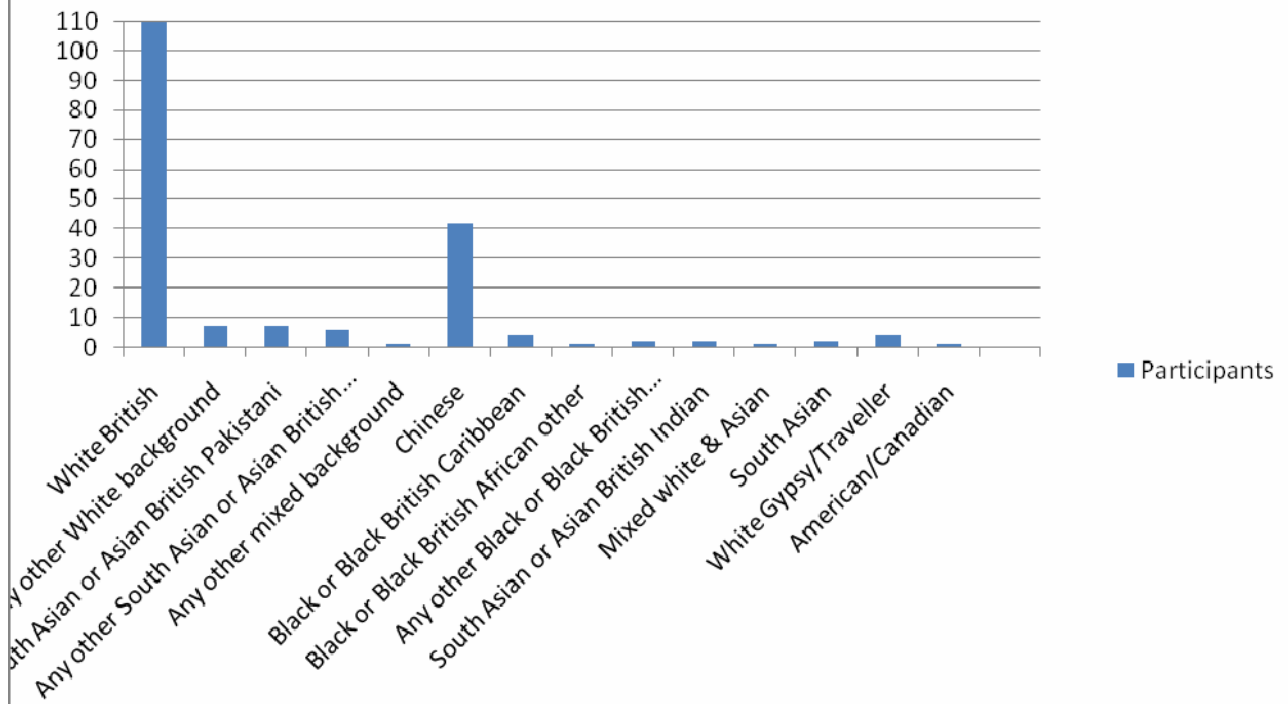
The LINK will then work with commissioners to help improve health and social care services for the people who use them.

Monitoring Information

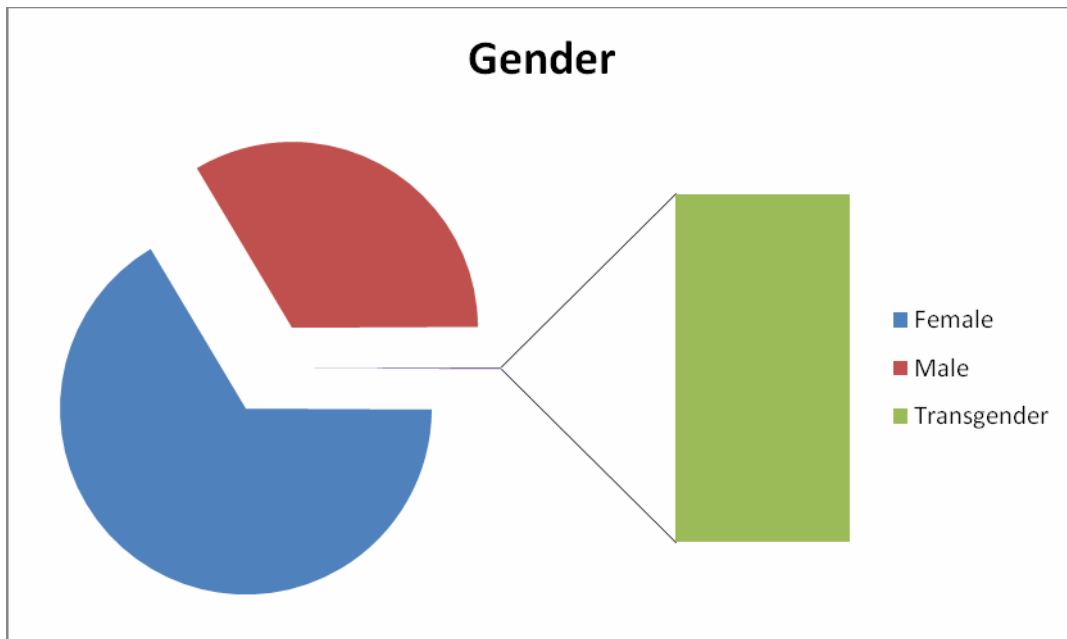
As of the 30th September 2012 the LINK was made up of 737 participants and 176 community groups.

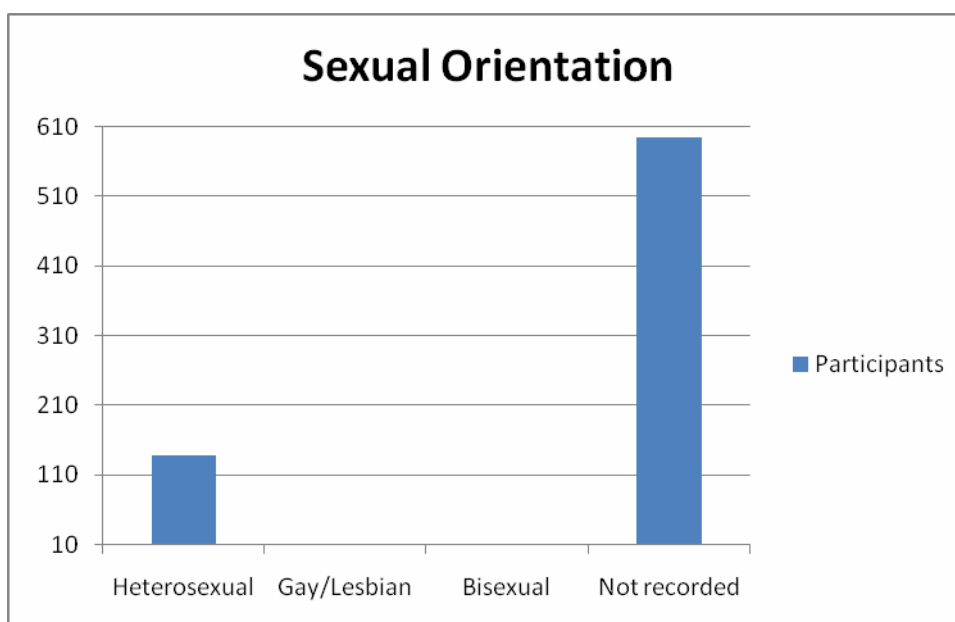
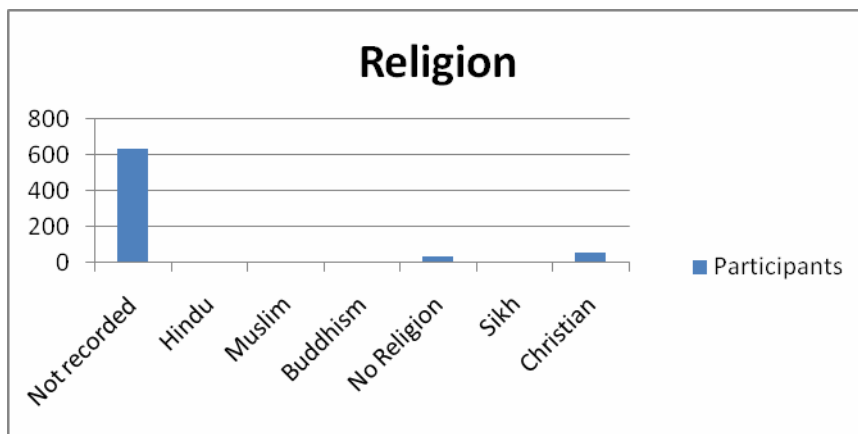


Ethnicity



Gender





Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none"> As we commission Healthwatch to replace the LINK we will ensure a focus is maintained on ensuring that Healthwatch reaches out and engages with the whole community. 	<p>During the commissioning of Healthwatch a significant focus was placed on embedding equalities into the service requirements of the new provider.</p>

Actions as a Result of Current Information

As a result of this information, we plan to do the following in the forthcoming year:-

- We will work with The Care Forum who have been awarded the Healthwatch contract to ensure that there is a significant focus on equalities through the delivery of Healthwatch and ensure that approaches are taken to proactively reach out and involve people from all communities within South Glos.

Supporting South Gloucestershire Carers

Introduction

Key to all our work with carers is making individuals, agencies and organisations more 'carer aware' and sharing the responsibility for helping improve carers' quality of life.

As part of our on-going work the department commissions the Carers Support Centre to work to:-

- support carers to identify themselves as carers at an early stage
- to be respected as expert care partners
- to have a life of their own alongside their caring role
- to support carers so that they are not forced into financial hardship by their caring role and are enabled to fulfil their employment potential
- are able to stay mentally and physically well and treated with dignity
- ensure that carers have access to a wide range of advice and information to support them to carry out their caring role in the context of their individual life

In April South Gloucestershire Council introduced a new approach to supporting carers, including a new carers questionnaire and action plan and carers register, as a way of making it easier for carers to receive information and support to help them in their role.

The department provided additional funding to the Carers Support Centre to employ Carer Assessment Workers whose role is to focus solely on carers needs.

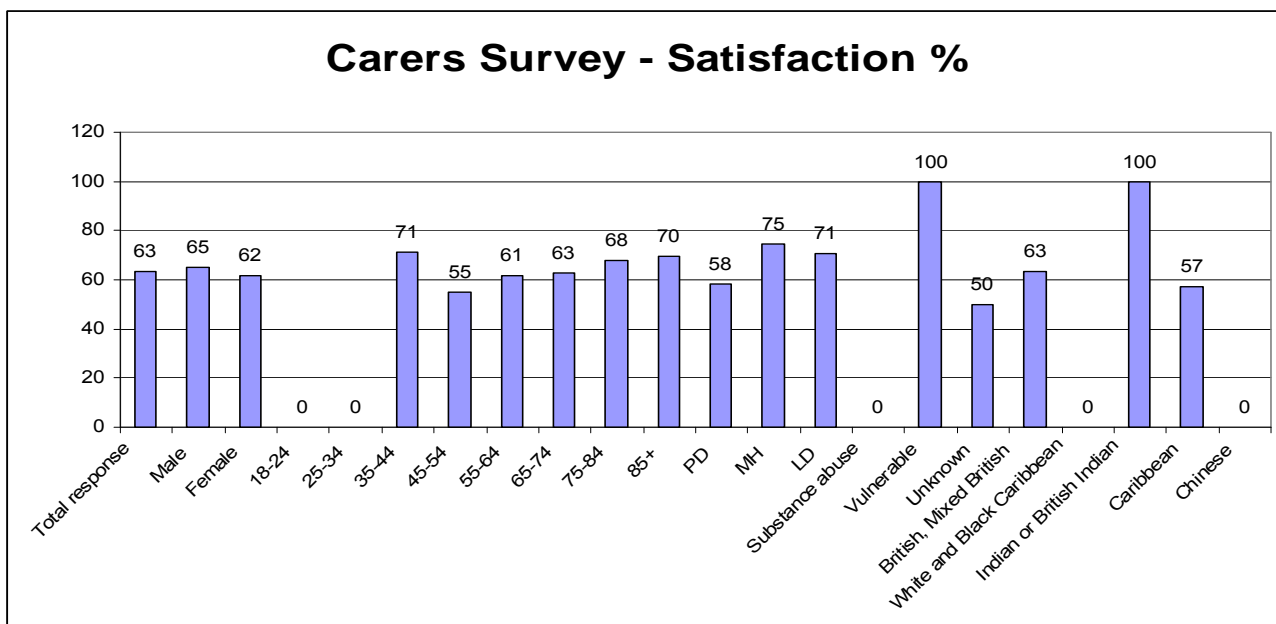
Monitoring Information

The first national survey for carers in South Gloucestershire took place in the autumn of 2012. The questionnaire was sent to 392 randomly selected carers who have received a Carers Assessment in the previous 12 months.

The national survey is issued by the Health and Social Care Information Centre and the results will be used by the Care Quality Commission, the Department of Health, the Health and Social Care Information and South Gloucestershire's Children, Adults and Health Department to see how happy people are with their support and services. The survey will also help to find out whether services received by carers are helping them in their caring role and their life outside of caring.

We received 225 responses which is a 57% response rate, 19 questionnaires (not included in the response rate), were returned blank.

The following chart shows the satisfaction levels of those responding with the support services provided by South Gloucestershire Council.



Note: 0% results indicate that either there were no/or very few carers in that category – not that they were dissatisfied.

PD = Physical Disability

MH = Mental Health

LD = Learning Difficulties

Vulnerable = people who do not meet the threshold for the above categories – however they need some assistance.

Assessment of Monitoring Information

This is the first National Carers Survey and these results will be our benchmark for monitoring future levels of satisfaction. The results from this survey will be used to help inform the South Gloucestershire Carers Strategy.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
Work will continue to engage with more Male carers as well as reaching out to people from minority communities, to understand how carers from BAME communities can be more effectively engaged and supported.	Over 20 local carers' support groups, including a South Asian carers' support group, meet in community venues across South Gloucestershire and give carers the chance to have a break and meet up with others who understand what it is like being a carer. Groups are open to all and have a wide membership. South Gloucestershire Joint Strategy for carers identifies the need to ensure the needs of carers from minority communities receive information and advice in wide range of languages. This year South Glos PCT secured funding to support two carers from Dhek Bhal to join the strategy implementation group.

Actions as a Result of Current Information

As a result of this information, we plan to do the following in the forthcoming year:

- Evaluate the new approach to supporting South Gloucestershire carers and make changes as necessary
- Take forward the next stage of the new approach to include parent and young carers
- Work with local and community organisations to set up new specialist carers' groups including a group for carers of people who are sight impaired, have drug or alcohol issues live in residential or nursing or care for someone from the Chinese community

D) Environment and Community Services Department

Active Lifestyles Programme

Introduction

An **active lifestyle** is a **healthy lifestyle**, not only for today but **for life**. It's about a positive attitude. It's about incorporating physical activity into your day. It's about trying something new. It's about eating healthily and living life to the full.

There are two programmes which best represent the work of 'Active Lifestyles'; Friendship Clubs and Active Family Clubs.

The **Friendship Club** programme uses physical activity to improve the quality of life of isolated older people, particularly those in priority neighbourhoods. The clubs' aim is to keep people active in older age, build friendships, and most of all improve self-confidence and independence.

The sessions also include group games which are very social and often result in fun and laughter. Each session involves a team game (floor based) e.g. New Age Kurling, Skittles, Boccia (Boule), or Shuffleboard. These games are not only physically demanding but introduce people to new activities they may not have discovered before.

The social benefits of **Friendship Clubs** are evident on many levels; the members seek to belong, adopt ownership, and develop new friendships. The games help members to gain confidence whilst embracing the activities on offer. Club members have taken ownership of their club by undertaking tasks such as organising the refreshment break. This offers a chance for members, especially new ones, to interact and talk to others.

The **Active Family Clubs** are multi-activity clubs aimed at families with children aged 4-11 who want to:

- lead a healthy lifestyle
- play sport but are not sure what to do
- try new activities with other families

Taster sessions are provided in a different activity every week e.g. multi-sports, healthy eating, climbing and archery, along with information about how to take up a new interest/hobby. Safe and sociable environment - AND IT'S FUN!

Actions as a Result of this Information

- Though nearly half of the clubs were delivered in Priority Neighbourhoods it is not possible to ascertain whether the participants were also from Priority neighbourhoods.
- External funding has been secured to increase the friendship club family to eight or nine clubs therefore the implications for recording accurate equalities information is significant.
- These clubs are aimed at engaging with whole families, however it is clear from the data collected that men are under-represented in these programmes. It is not possible to ascertain whether this has any bearing on the outcome.

Other 'Active' programmes offered during 2012

- There is some sound evidence that AFC participants intend to continue with physical activity post-programme.
- Mass-participation events including the annual family cycle treasure hunt in June 2012 and potentially a 'Park Run' from autumn 2012.
- Carers' groups (mental health) – commissioned by Community Care & Housing from October 2011 – March 2012; equalities information was provided to CCH at end of tenure.

2012 Challenge Fund

Introduction

The 2012 Challenge Fund was set up to provide community groups with an opportunity to organise events designed to maximise Olympic legacy. A grant of £201.20 was awarded to each group that registered an event as a Community Games. Following registration a further grant of up to £500 was available from the Quartet Community Games fund. The 2012 Challenge Fund supported eight groups.

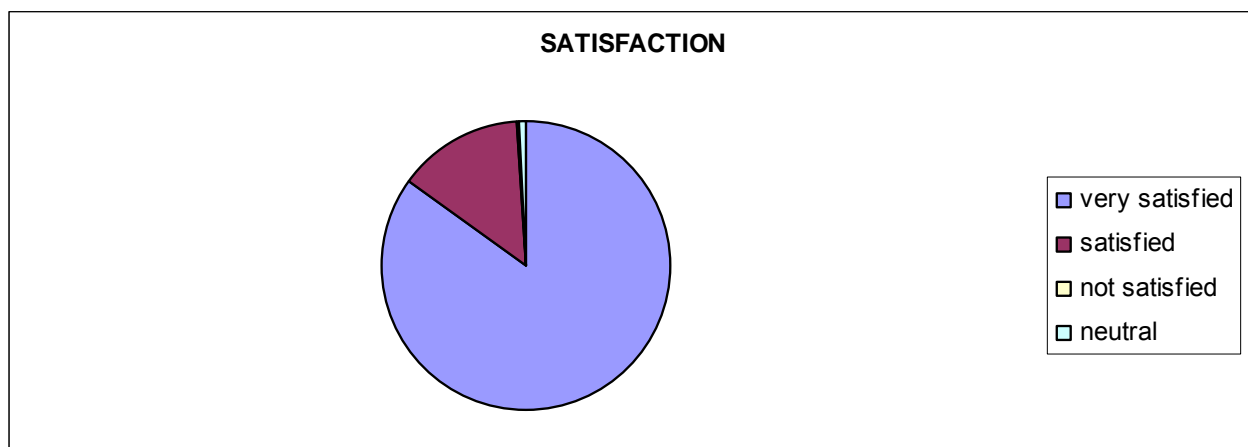
Monitoring Information

Each group submitted an evaluation form on completion of the event. The results are summarised below.

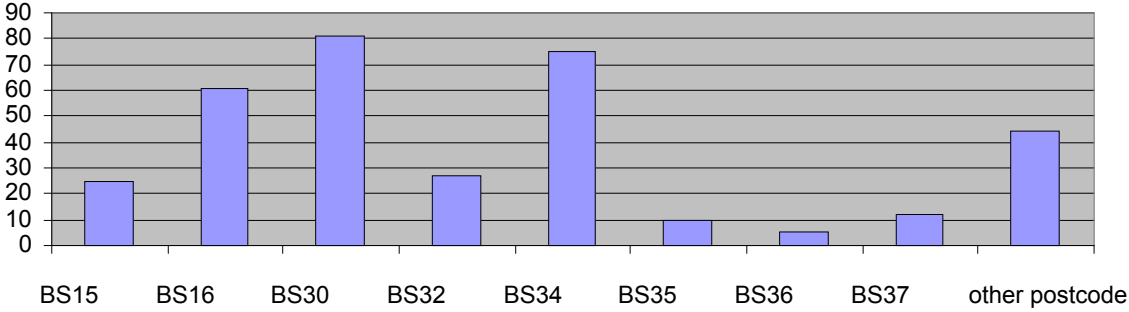
Assessment of Monitoring Information

Evaluation from the eight events demonstrates the following:

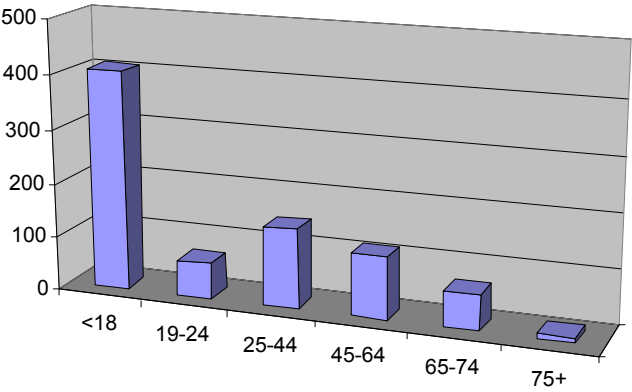
1. there were over 800 participants
2. the vast majority of participants were very satisfied with their experience of the event
3. participants' postcodes were consistent with the event location
4. there were more Male participants than Female
5. most participants were under 18 years of age – *most successful applicants were sports clubs*
6. most participants were "White British", although there was a significant number of "Chinese" participants – *the South Gloucestershire Chinese Association held an event*
7. whilst most participants had no impairment there was a significant number with a long standing illness – *Staple Hill Friendship Club held an event in which nearly all of the participants were elderly*
8. there were more applicants than events - *some applications were unsuccessful because they did not meet Community Games criteria*



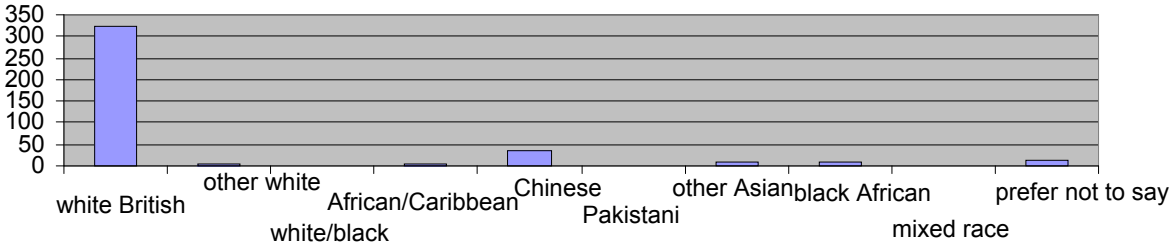
POSTCODE

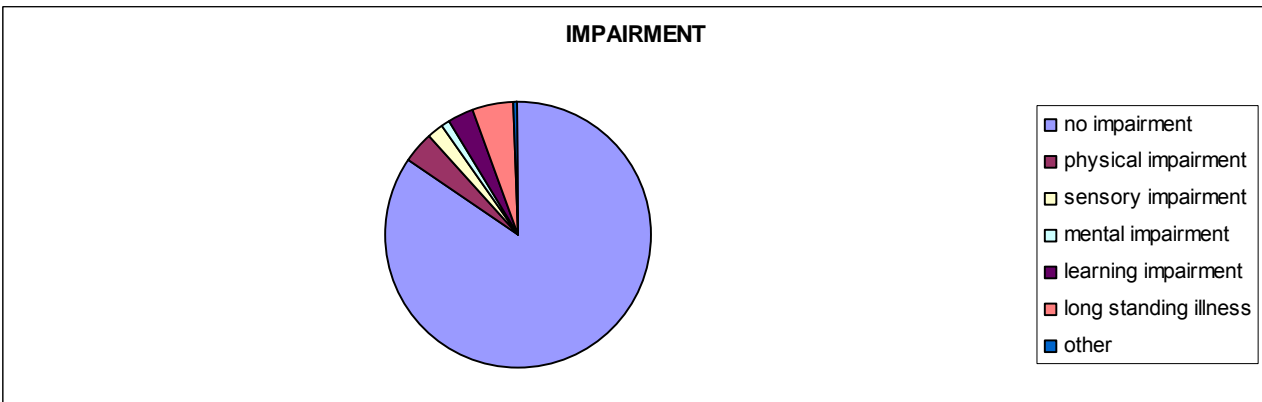
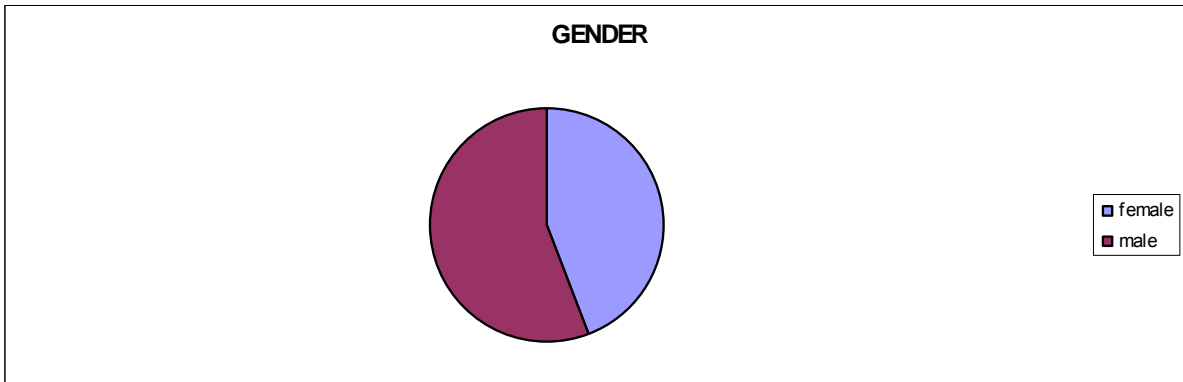


AGE GROUP



ETHNICITY





Actions as a Result of this Information

Whilst the project was successful in that over eight hundred South Gloucestershire residents took part in a Community Games, there was some confusion surrounding Community Games registration.

The 2012 Annual General meeting of the South Gloucestershire Physical Activity & Sports Association (SGPASA) identified a fund in excess of £8,000. The CSN grant was launched early in 2013. Eighteen groups applied successfully for grants of up to £500, funding a variety of projects, all of which:

- a) widen access to opportunities across South Gloucestershire for sport and physical activity
- b) have projected, sustainable outcomes
- c) have some partnership funding

Evaluations are due at various dates during 2013. Outcomes are expected to be even more significant than those of the Challenge Fund grant, therefore continuing the 2012 Olympic legacy.

Friendship Clubs for Older People

Introduction

Friendship clubs are for isolated, older people who like gentle exercise as well as socialising with a cup of tea or coffee.

From time to time we also put on 'specials' such as healthy eating workshops and excursions. All the clubs are managed by local community groups and coached by a friendly, approachable instructor with a specialist qualification in exercise and health for older people.

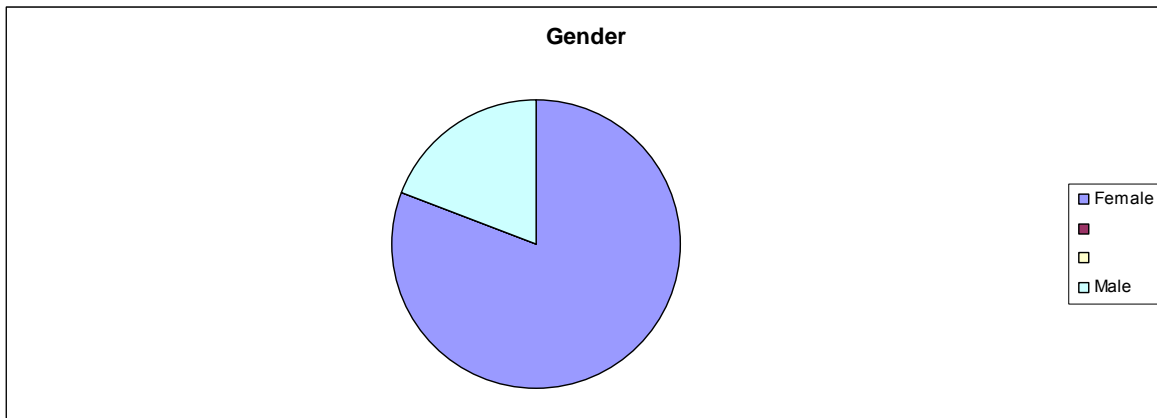
Thanks to a Big Lottery Fund grant of almost £10,000 we have been able to expand our programme and introduce four new clubs during the second half of 2012.

Monitoring Information

The following data covers the calendar year 2012.

- There have been 243 different participants: 81% Female, 19% Male
- 75% are over 75 years of age, 23% are 45-64, 6 are 25-44
- 97% are "White British"
- Impairment: 39% consider that they have a long standing illness, 32% with no impairment, 15% with a physical impairment, 8% sensory, 3% mental and 3% learning disability
- 87% report that they are keeping active outside of the club
- 80% report that they are 'very satisfied' with their club and 20% report 'satisfied'.

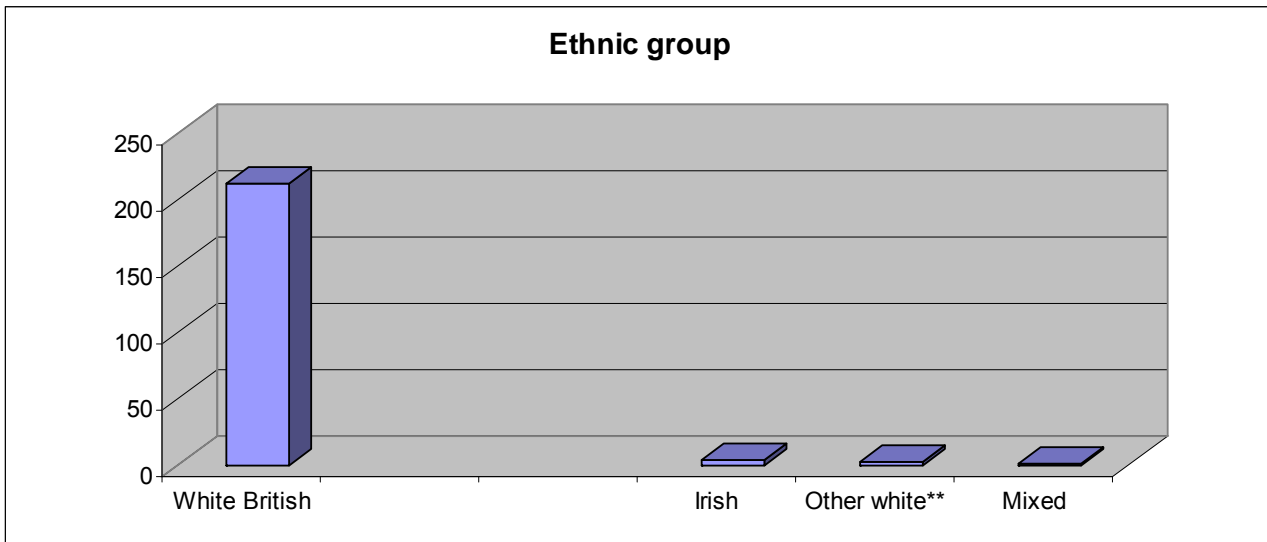
Graph to show the Gender of participants in Friendship Clubs



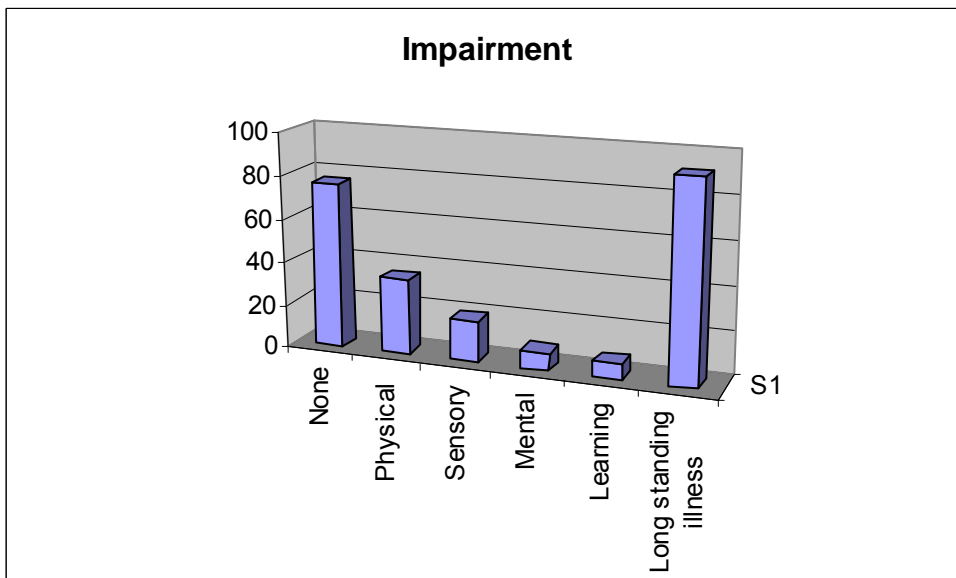
Graph to show the Age groups of participants in Friendship Clubs



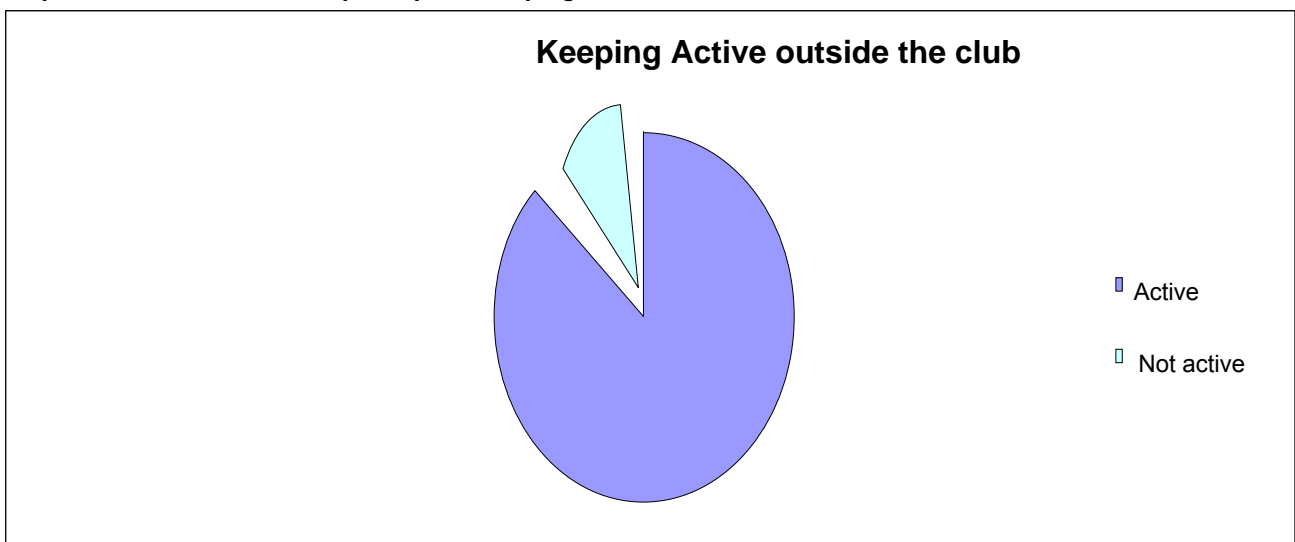
Graph to show the Ethnicity of participants in Friendship Clubs



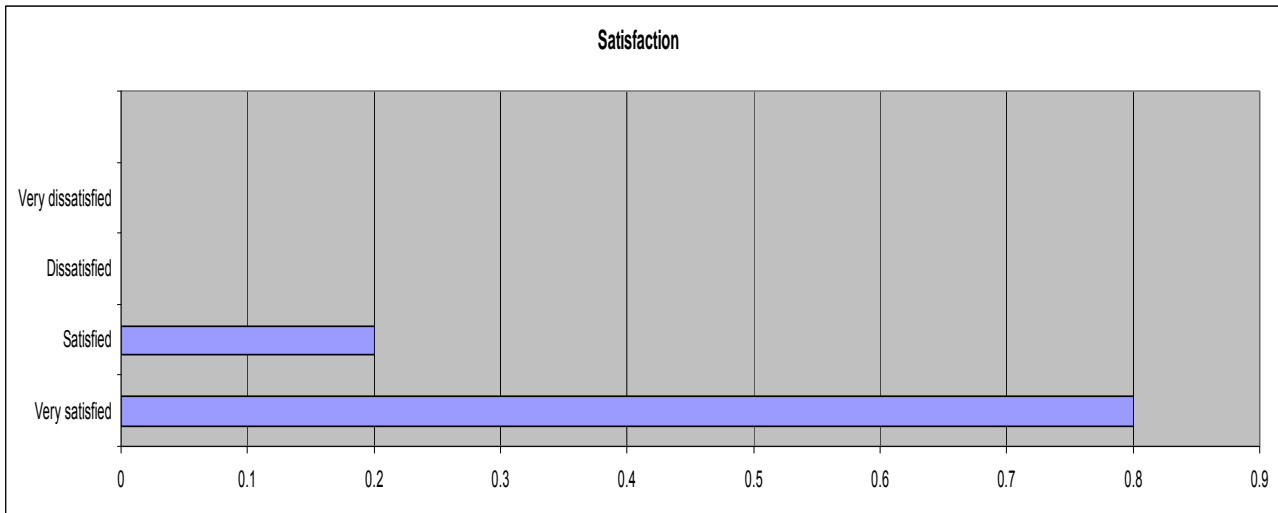
Graph to show the Impairment type of participants in Friendship Clubs



Graph to show the number of participants keeping active outside the club



Graph to show the satisfaction levels of participants in Friendship Clubs



Assessment of Monitoring Information

The friendship club programme aims to reduce isolation and health inequalities. These demographics show that 75% of participants are over 75 years of age and 68% have an impairment, most of which are long term. It would appear that the clubs are reaching the client group to which the activities are most relevant. 87% of attendees report that they are keeping active outside of the club, with encouragement from their instructor and their peers. Very few are from a BAME background.

There are eight clubs across South Gloucestershire. Many are thriving but others, notably in Filton and Patchway, are unlikely to continue far beyond the period of the grant unless attendance increases or further funding is secured or both.

Actions as a Result of this Information

There were mid-term reviews of four clubs at the end of 2012, when plans were put in place to meet each of these challenges e.g. fund raising and increased promotion.

Active Family Clubs

Introduction

Active Family Clubs are multi-activity clubs for families who would like to:

- lead a healthy lifestyle
- play sport but are not sure what to do
- try new activities with other families

The clubs provide:

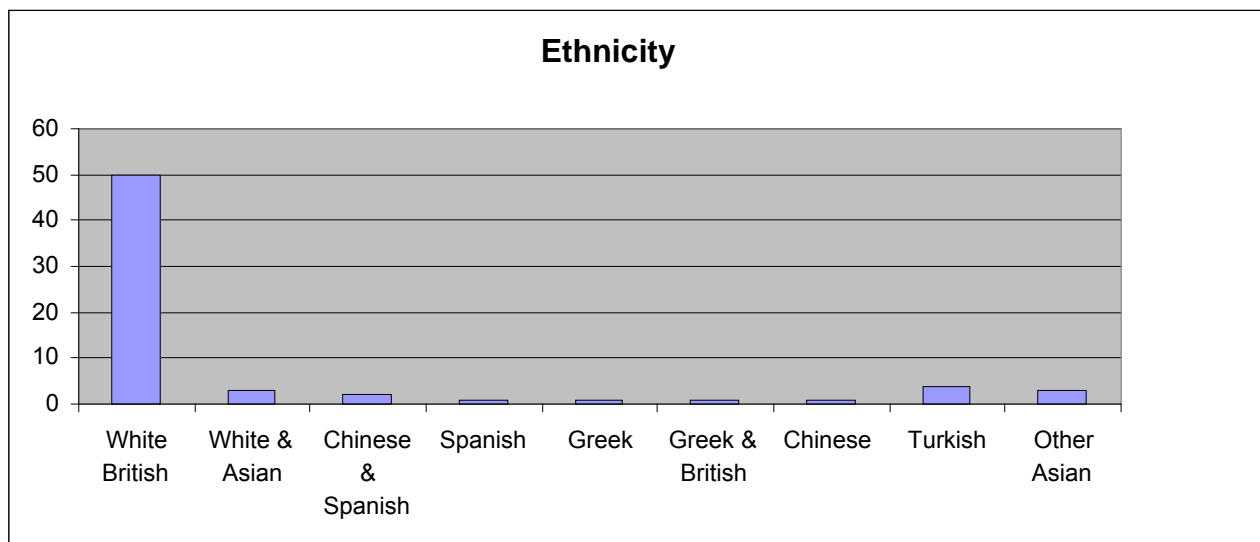
- Taster sessions in a different activity every week e.g. multi-sports, healthy eating, climbing and archery
- Information about how to take up a new interest/hobby
- Safe and sociable environment - AND IT'S FUN!

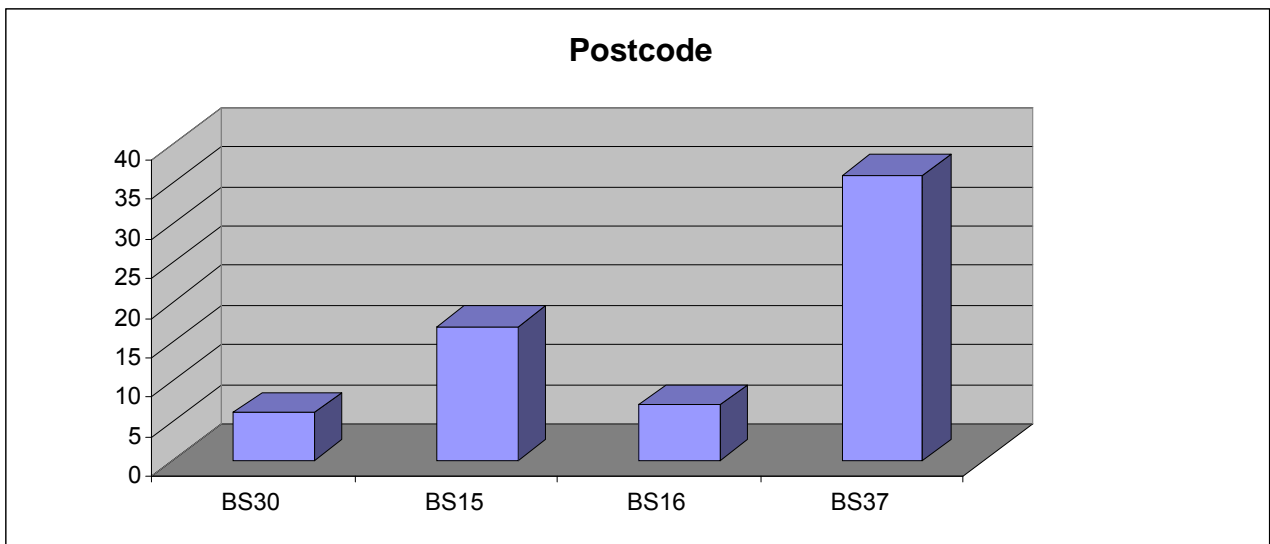
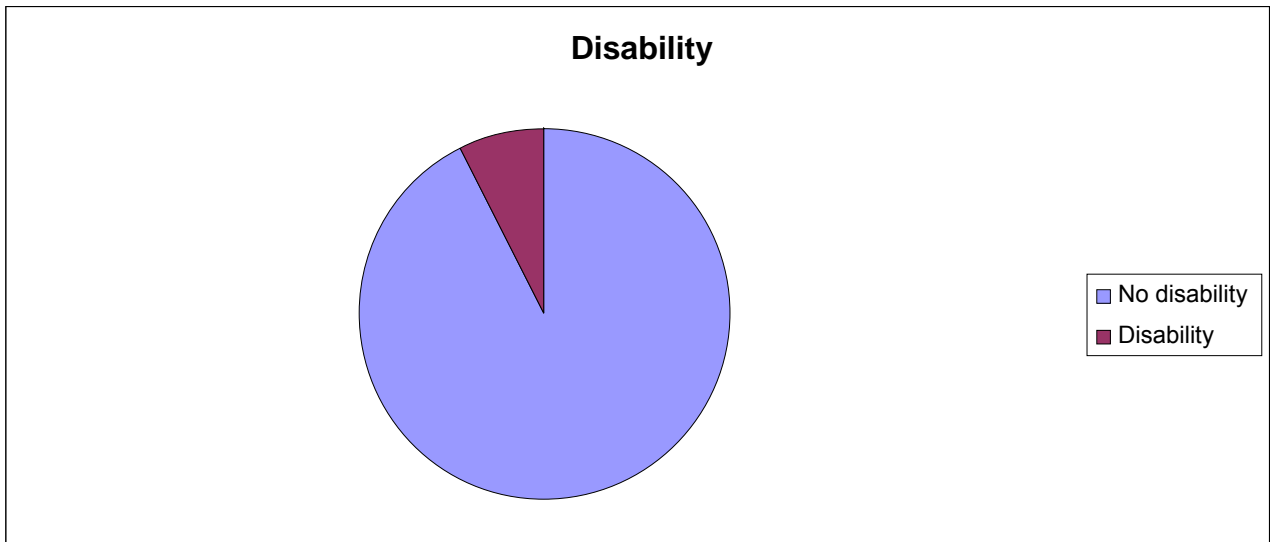
Active Family Clubs serve as an exit route from REACH and also stand in their own right as a supportive, healthy lifestyles programme for families with children aged 4-11.

Monitoring Information

The following data relates to Active Family Clubs during financial year 2012-2013 in priority neighbourhoods of Kingswood (April 2012-July 2012), Yate (October 2012-December 2012) and Cadbury Heath (January 2013-March 2013).

- There were 66 participants: 34 Female and 32 Male
- 36 participants live in BS37, 17 in BS15, 7 in BS16 and 6 in BS30
- 5 children have a disability
- 38 are under 18 and the others are parents and guardians
- Ethnicity is as follows: 76% white British, 24% other: see below





Assessment of Monitoring Information

Overall, the data shows that:-

- Most participants are from the same postcode area as the venue, although attendance of BS30 residents at the club held in BS30 was low
- 24% are from non-white-British backgrounds, an increase on previous clubs
- 8% considered themselves to be disabled, also an increase, due to targeting families in most need of support

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
Thanks to a Health Inequalities grant we are able to offer two new AFCs in the forthcoming academic year; these will be in priority neighbourhoods.	The grant enabled us to hold clubs in the PN areas of Yate and Cadbury Heath.
We will investigate methods of encouraging disabled residents to attend.	By inviting two outREACH families to attend Active Family Club, we were able to recruit five children with disabilities.

Actions as a Result of Current Information

The clubs were well attended, with the number of BAME families consistent with the demographics of the local population. The number of participants with a disability is increasing. Active Family Clubs, which is an exit route for REACH, is likely to recruit more disabled participants in future, as recruitment for both REACH and AFC is becoming more targeted at families in most need of the service.

Anti-Social Behaviour and Community Safety

Introduction

The Anti-Social Behaviour and Community Safety Team exists to improve the quality of life for our residents; working with victims; residents; communities and other agencies to tackle issues of major concern to people living and working in South Gloucestershire, including:

- Anti Social Behaviour
- Domestic and sexual violence
- Hate crime

A harm centred approach is adopted; identifying vulnerable victims through an early risk assessment process ensuring a focus is maintained on the needs of those individuals that are most vulnerable in our communities and at most risk of harm from the actions of others.

We aim to:

- Ensure all ASB and community safety services are accessible to all and delivered through a framework of customer service excellence
- Reduce perceptions of crime and anti-social behaviour, promoting all aspects of community safety work including ASB; domestic and sexual abuse; hate crime and CCTV, focusing on the priority neighbourhoods
- Improve confidence and satisfaction through a victim focused approach; developing a collaborative approach to identify vulnerable victims and respond to their needs; ensuring witnesses and victims are supported through the criminal justice system

We will achieve this by:

- Working with residents and communities to encourage the reporting of incidences of anti social behaviour, domestic and sexual abuse and hate crime
- Implementing and promoting the use of prevention and early intervention methods across all areas of community safety work to reduce the impact of crime and ASB
- Improving the collection of data to improve our responses and ensure the effective targeting of resources to meet the needs of our communities
- Implementing and co-ordinating an evidence based approach to case management and problem solving using the PARTNERS model, ensuring the targeting of resources into the areas of most need
- Delivering against Reducing Re-offending plan, Domestic and Sexual Violence plan, ASB and Hate Crime plan and Alcohol Strategy
- Ensuring effective case management through Multi agency panels and Case Conferences to protect and support victims of Domestic and Sexual Violence, hate crime and anti social behaviour and robust offender management.
- Ensuring value for money and improved services through the procurement of a wide range of services, including refuges and support for victims of domestic violence
- Further development and improvements to our CCTV infrastructure and CCTV Review Suite to maximise its potential

We ensure all our customers have equal access to our services and the services of our partner agencies through the co-ordination of multi agency responses, working extensively with a range of specialist organisations including SARI, EACH and South Gloucestershire Drug and Alcohol Services.

Data Collection

Currently the collection of data for all aspects of community safety work is problematic due to a range of different approaches and databases used within the ASB and Community Safety Team for our different areas of work; and with partner agencies that we rely on for information such as the Police and Housing Providers. Consequently data is neither as consistent nor reliable as we would wish.

Proposals to review case management systems and databases within the ASB and Community Safety Team, and the Police during the next 12 months will enable us to ensure a more robust data collection process going forward.

Actions carried out in 2012 / 13

Last year we committed to a number of developments in 2012/13. These developments, and the progress made, are listed below.

- To review our equalities monitoring approaches and implement a comprehensive system to capture data. This has been delayed in order to make sure it properly links with new systems and software being introduced by the Police.
- To identify specific hotspots and ensure that targeted resources and project work is delivered in those areas. This was achieved, and the data included in the Strategic Assessment of Crime and Disorder.
- To increase reporting of homophobic, transphobic and disability hate crimes / incidents. The Safer and Stronger Communities Strategic Partnership secured funding from the Police and Crime Commissioner for the establishment and operation of a single reporting service for such crime, and for supporting victims. This service is operating 2013/14.
- To increase the data on victims and perpetrators and the consent to store this information, ensure that data base is developed so that data/reports can be produced around specific types of victim and perpetrators. This has been partially completed and is still underway.

During the year we also carried out two specific equality impact assessments for highly important areas of work.

- Following an analysis of the support service to reduce re-offending for high risk offenders leaving the prison system, we were satisfied that the service provided equality of provision and treatment.
- An EqIAA of our domestic violence refuge service found that the service currently funded is targeted at those who present as victims of domestic violence, and to whom it poses the highest risk. It is part-funded through ring fenced Government funding for delivery of the national 'Violence Against Women and Girls' strategy.

As a consequence of these factors Male victims, and those from Black and Minority Ethnic communities, make lower use of the services available in South Gloucestershire than those from other equality backgrounds. This disparity has been recognised by the Partnership Against Domestic Abuse, which is seeking to improve communication with victims from different equality groups.

We have therefore formalised arrangements to provide refuge accommodation for where appropriate for high risk Male victims of domestic violence.

Actions planned for 2013 /14

We plan to:-

- Review existing databases and case management systems to identify areas for improvement to establish a robust evidence base.
- Review our equalities monitoring approaches and implement a comprehensive system to capture data.
- Agree and adopt a range of methods of customer evaluation across all areas of community safety work to include Anti Social Behaviour, domestic and sexual violence and hate crime
- Introduce a new single system for the reporting of hate crime, and for responding to this.

- In the forthcoming year, we plan to review our equalities monitoring approaches and implement a comprehensive system to capture data. This data will be reported in our next annual equalities report.

Breakthrough & Inclusion Team

Introduction

Breakthrough & Inclusion deliver two big programmes aimed at vulnerable and isolated people in the community.

The first of these programmes is Breakthrough Mentoring which delivers bespoke support packages to people facing a range of challenges in their lives including mental ill health, disability, caring duties, the care system, the criminal justice system and substance misuse. People are supported to find their own solutions and support networks

Choices 4U is a day provision for adults with learning difficulties. It provides opportunities to develop improved physical and emotional health, independence and sustainable support networks. Choices have service users with a large range of needs including some members with both physical and learning disabilities.

Monitoring systems are in place in respect of gender, ethnicity and reason for referral which allows the service to evaluate participation levels amongst groups and conduct analysis in respect of developing improvement action.

We are looking to conduct increased analysis of this during 2012/13, in particular in regard of common factors for referral so the use of key risk factors to aid early identification can be improved.

Monitoring Information

Table to show numbers of people taking part in the Breakthrough Mentoring Programme during 2012/13 – Gender

	2011/12	2012/13	South Glos Population
Male	81%	78%	49.50%
Female	19%	22%	50.50%

Table to show numbers of people taking part in the Breakthrough Mentoring Programme during 2012/13 - Ethnicity

	2011/12	2012/13	South Glos Population
White – English/Welsh/Scottish/Northern Irish/British	96%	94.5	91.9%
BAME	4%	5.5	8.15

Table to show numbers of people taking part in the Choices 4U Programme during 2012/13 – Gender

	2011/12	2012/13	South Glos Population
Male	70%	65%	49.50%
Female	30%	35%	50.50%

Table to show numbers of people taking part in the Choices 4U Programme during 2012/13 - Ethnicity

	2011/12	2012/13	South Glos Population
White – English/Welsh/Scottish/Northern Irish/British	83%	85%	91.9%
BAME	17%	15%	8.15

NB. 'BAME' stands for – Black, Asian and Minority Ethnic

Our key targets from last year were to explore the gender disparity in that both services had more male than female participants. For Choices 4U this issue is not as big and as Choices 4U operates in a free market environment; it could be the emphasis on sport and physical activity is more appealing to male than females. As Choices 4U is only part of an overall picture of provision, other services may have a bias towards female adults with learning difficulties. For example, Organic Blooms works with flowers and it would be interesting to see the gender breakdown for that service.

We are confident that Choices 4U does not exclude females just that its appeal is only to those with a specific set of interests.

It should also be noted that we have had an issue at Choices in that young adults (under 25) have felt the service did not suit them as well as older adults. To address this we have started forming young peer groups within sessions after feedback from staff and carers. Part of this is forming a link with Warmley Park School and their students are currently attending a new session at Bradley Stoke LC with an emphasis on younger members.

The gender difference in Breakthrough take up has given us more cause for concern and to that end we have worked with social work students at Bath University to interview mentees and look at referral forms. The students came to the conclusion that challenging behaviour is the main reason that males are referred and self-harm and anxiety is the main reason females are referred. Due to the disruption it causes, challenging behaviour is more likely to get a service and hence males are more likely to get a service.

We have highlighted this issue with professional partners and already have set up some work specifically around females and self-harm. We are also forming a new partnership with Survive¹ around domestic violence against women.

Assessment of Monitoring Information

Overall, the data shows that:-

- More males than females take part in Breakthrough.
- More males than females take part in Choices.
- Choices has several distinct sub groups based around age and they do not all want exactly the same service.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none"> • Investigate why more males than females use both services. 	<p>The students came to the conclusion that challenging behaviour is the main reason that males are referred and self-harm and anxiety is the main reason females are referred. Due to the disruption it causes, challenging behaviour is more likely to get a service and hence males are more likely to get a service.</p>
<ul style="list-style-type: none"> • Investigate in more detail the reasons for referral and build a bigger and more accurate data set. 	<p>The Bath University analysis clearly highlighted challenging behaviour as the main reason for referral for both boy and girls however family breakdown and anxiety scored much higher for girls compared to boys. Boy scored higher for Anti social behaviour where girls did not. The conclusion was drawn that ASB and challenging behaviour is more likely to lead to a referral hence the gender imbalance. This is an issue for referring partner to reflect on and we will ask them to do that.</p>

¹ <http://www.survivedv.org.uk/>

Actions we said we would take	Feedback
<ul style="list-style-type: none"> Research by sub group the population %'s for South Gloucestershire so we can compare our sample to the general population. 	<p>The gender imbalance for both Choices and Breakthrough was by far the biggest issue and the one that is taking most of our attention. There are more minor imbalances in terms of ethnicity but due to relatively low number in the sample this is not a cause for concern.</p>

Actions as a Result of Current Information

1. Work with partners to develop new referral pathways for female mentees.
2. Check and challenge with female users of Choices that their needs are being met and in particular follow up with any females who attend trial days but choose not to take up the service.
3. Continue to develop a younger person's session at Bradley Stoke for the Choices service.

Building Control

Introduction

The building control service seeks to ensure that building work carried out is in accordance with the Building Act and building regulations. The building regulations and legislation seek to secure the following:

- The health, safety and welfare of building users and others affected by them
- The conservation of fuel and power
- The provision of access and facilities to enable all people to use buildings

The aim of the Building Control service is to promote the safety, accessibility and sustainability of buildings; in particular by operating the service in a timely, consistent and open manner both for applicants and those who may be affected by building works

No complaints alleging bias or discrimination have been received in the past 3 years.

Aims are:

- To operate a traded service which breaks even on its trading account and compete in the open market for Building Control work.
- Provide a public safety service which ensures the health and safety of residents in and around buildings.

We will do all of the above by providing services that are:

- High quality, open and equitable
- Delivered in a courteous manner by knowledgeable staff
- Proportional, transparent and consistent
- Helpful and of value to our clients.

Monitoring Information – Satisfaction

Customer Category	2011/12 %	2012/13 %
All respondents	88	87.5
Males	84	85
Females	94	96
Disabled people	100	100
White English/Welsh/Scottish/Northern Irish/British	88	87
Black/African/Caribbean/Black British/-Caribbean	100	100
All Asian/Asian British groups	100	100
Mixed/Multiple Ethnic groups	100	100

This information shows the % service users Satisfied or Very Satisfied with the service provided.

Customer satisfaction levels remain high, satisfaction is lower in the White English category and this is predominately our highest number of customers.

Actions carried out in 2012 / 13

- A review of the customer feedback form has been undertaken in order to ensure that the equalities categories used are precisely in-line with the corporate "Customer Insight".
- Analyses has been undertaken to assess customer satisfaction and consultation with those parities that were less satisfied with the service i.e. White Male between 35 – 45.
- Conducted analysis of satisfaction levels according to age groupings for 2012/13 for BC service

Age Grouping	Satisfaction %
20-30	92
30-40	88
Over 50	82

Builders survey undertaken by surveyors to identify any reasons behind difference in satisfaction levels. Key Findings were –

- Customer expectations in the over 50 category are higher
- Builders over 50 prefer to deal with the same inspector on a project which enhances consistency.

Actions for 2013 /14

- Complete Human Rights Training for all staff.
- Develop business plan for access audit service to provide an additional service for disabled persons.

Community Engagement

Introduction

The purpose of our service is to enhance the quality of life for South Gloucestershire residents through working together with our communities, the voluntary sector, town and parish councils, businesses and statutory agencies. We work to support local decision making through a range of community engagement opportunities such as community lead groups, community led planning groups and safer and stronger community groups

Our aims are:

- To promote safe and strong communities
- To create the conditions so that people can play an active role in their neighbourhoods and work together to provide local solutions to local issues
- To work with agencies and groups to engage communities in local decision making, so that services meet local needs
- To narrow the gap between quality of life in the priority neighbourhoods in comparison with other areas of South Gloucestershire

Our services include the organisation of twenty safer and stronger community groups and follow up work, working with the six community lead groups in the priority neighbourhoods, support for community led planning and co-ordination of the Parish Charter Working Group.

Data collection

Equalities data was collected at one of each of the safer stronger community groups meetings in the first half of 2010. Please see table below which gives the totals. Although the number of respondents was small, it is a useful snapshot of the position. The figure that stands out is the one showing that most of the respondents came from the 45 -75 age group.

Respondent survey carried out spring 2010 - 2011 Collection)		
	Total	%
Gender		
Male	89	54.6
Female	74	45.4
Prefer Not Say	0	0.0
Ethnic Group		
White UK	154	98.1
White European	1	0.6
Mixed Race	0	0.0
Black Caribbean	0	0.0
Asian	0	0.0
Chinese	0	0.0
Gypsy or Traveller	0	0.0
Black African	1	0.6
Prefer not to say	0	0.0
Other	2	1.3

	Total	%
Disabled		
Yes	17	10.5
No	142	87.7
Prefer Not Say	3	1.9
Children Under 14		
Yes	27	17.0
No	132	83.0
Significant Care Responsibilities	0	0.0
Yes	19	12.0
No	139	88.0
Age		
Under 18	1	0.7
18 - 24	2	1.4
25 - 44	26	18.2
45 - 64	47	32.9
65 - 74	51	35.7
over 75	13	9.1
Prefer Not Say	3	2.1
Religious affiliation, faith or belief		
Christian	118	79.7
Hindu	0	0.0
Muslim	0	0.0
Sikh	0	0.0
Jewish	1	0.6
Buddhist	0	0.0
Athiest	0	0.0
Other	4	2.5
No Faith	20	12.3
Prefer Not Say	5	3.1

Actions 2012/13

In 2012/13 we planned to review our equalities monitoring approaches and implement a comprehensive system to capture data. During the year the service was restructured in order to reduce costs. As a result we were unable to complete that work

Actions 2013/14

We will be gathering data in the year to enable action planning and equalities data for 2014/15. There has been a gap in collecting data so we need to improve on this now we are established as a new team.

We will repeat the exercise of gathering data on safer and stronger community groups in order to assess any change in the characteristics of those attending these meetings since 2010.

Our service plan refers to the need for us to further develop work to engage with underrepresented groups and all diverse sections of the community, to enable people to have the opportunity to have their voices heard in all different types of all engagement mechanisms, including safer stronger community groups.

Environmental Health

Introduction

The service investigates and takes action against breaches of legislation affecting people's health, safety and the environment. This objective approach is evidence based and takes account of the conditions of the alleged or actual breach, and has not historically involved consideration of the equality domain of complainant or perpetrator.

Monitoring Information

No monitoring information is currently collected for Environmental Health services.

No complaints alleging bias or discrimination have been received in the past 3 years.

Actions 2012/13

In 2012/13 we considered whether / and how to collect and analyse equality data. Having done so we believe our focus should continue to be driven by concerns about potential breaches of legislation, and not on the equality domain of complainant or perpetrator.

Actions 2013/14

N/A

Core Strategy

Introduction

The Core Strategy is the key document in South Gloucestershire Council's portfolio of Local Development Framework (LDF) planning documents. It sets out a vision for the area based on evidence, community objectives and the detailed spatial strategy for future development in South Gloucestershire to 2026. It includes policies and programmes for the general location of new development, its type and scale, and the resources to deliver it, as well as protecting what is valued about the area.

Monitoring Information

1. Core Strategy – During 2012/13 the council completed a major milestone towards the adoption of the Core Strategy with the completion of the Plan's Examination in Public (EiP). A key element of this was undertaking engagement throughout the Examination in Public (EiP) process. This has evolved a number of consultations and the regular updating of information to ensure all individuals and groups were treated equally and had the same opportunity to engage with the Core Strategy. Key activities undertaken included:
 - a. Press Adverts
 - b. Regular website updates and all information made available through the Core Strategy and Examination web-pages
 - c. All registered consultees have been written to at key stages (via letters or emails) and new consultees added to the corporate engagement database.
 - d. A clear point of contact has been maintained, namely the Core Strategy programme officer
 - e. Copies of documents have been available from one stop shops, libraries and at the hearing sessions of the EiP.
2. Core Strategy Examination event, provision was made for:
 - a. The venue was fully accessible
 - b. Hearing loop & public address system
 - c. Front of house staff available to assist with registration and access to building and any documentation.
3. Following the close of EiP the council received the Inspector's Preliminary Findings and draft main in September 2012 and Further Main Modifications in March 2013. We undertook public consultation on behalf of the Inspector and as part of this prepared an updated EqIAA included within the supports Sustainability Appraisals. This information was published on our website and available at the council's libraries and One Stop Shops.
4. The council has a duty to provide sites for Gypsy and Travelers, there are currently 33 existing, authorities residential Gypsy/Traveler sites in South Gloucestershire (this includes the 2 Council social rent sites), there are no existing transit sites.

Assessment of Monitoring Information

Details of who attended the formal sessions including members of the public who observed the hearings from the public were recorded. These included:

- The general public,
- Statutory consultees,
- Interested groups,
- Developers/Agents and
- Political groups (Town and Parish councils/councillors and South Gloucestershire political parties and Councillors).

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
We will engage with the South Gloucestershire Equalities Forum (SGEF) so that we are confident that consultation work is capable of reaching the full diversity of residents in South Gloucestershire.	We registered the SGEF on the corporate consultation database, allowing relevant consultations to be sent to the forum.

Actions as a Result of Current Information

The council is producing its next planning document, known as the Policies, Sites and Places Development Plan Document. Equalities information collected through the Core Strategy process will be used to help define the engagement process. At the relevant consultation stages of the DPD and at hosted events equalities information will be requested. The council also intends to begin the process to refresh its Statement of Community Involvement in second half of 2013. This will set out the methods and processes by which the council consults and engages with our communities and key interested people on the preparation of its Local Plan Delivery Programme and planning applications which it is required to consider. As part of refreshing the SCI we will ensure compliance and best practice is reflected regarding discharging the Council's equalities responsibilities where appropriate and necessary.

Equalities and the Third Sector

Introduction

This team works to support our communities of interest and the voluntary and community sector by:

- Building a stronger voluntary and community sector through funding infrastructure organisations.
- Support our diverse equalities communities through specialised forums and networks
- Administering an efficient grants and funding service to the VCS that will deliver the Council's strategic outcomes.
- Acting as a portal for the VCS and South Gloucestershire Council.
- Providing governance of the VCS and partners through administering and promoting Compact.

We do this by:

- Commissioning voluntary and community sector services including infrastructure support
- Administering applications for investment funding from the VCS
- Ensuring that our investment advice is targeted where most needed for most effective outcome
- Maintaining development & support for South Gloucestershire Equalities Forum, Disability Equality Network and Race Equality Network.
- Promoting Compact compliance among the VCS and our Partners

Monitoring Information

South Gloucestershire Equalities Forum

As part of the Forum's engagement plans, it organised a series of events in June 2012 to examine the disproportionate effect that unemployment has on our diverse communities. Equalities Live! brought together representatives from our BME groups, women and people with disabilities in a series of pop-up workshops on the theme of 'Employment Futures'. The workshops examined barriers to employment and identified areas of good practice. A final conference at the Bristol & Bath Science Park brought together representatives from local industry, trades unions and strategic planning groups to meet delegates from the workshops to discuss their findings. An important outcome from the event will be an employers guide to equality and diversity in recruitment. This will be launched across South Gloucestershire in summer 2013.

South Gloucestershire Disability Equality Network

In April 2012, the DEN made a successful application for a 30 month service level agreement that guarantees the group financial stability, and negotiated targets for promoting the interests of people with disabilities throughout South Gloucestershire. The DEN was a key player in the organisation of the Employment Futures workshop that formed part of the Equalities Live! event held in June 2012. Delegates brought a variety of life experiences to the workshop which were then carried forward to main conference.

South Gloucestershire Race Equality Network

SARI (support against racist incidents) were also successful in obtaining funding to launch and support an area-wide Race Equality Network. In March, Cllr Heather Goddard, together with residents and representatives from all of our diverse communities came together at The Park Centre in Kingswood to celebrate the new network. SARI is working alongside South Gloucestershire Council and Avon & Somerset Constabulary to be a group that is truly inclusive and independent.

Grants & Funding

In our last financial year, the Grants team received over 300 applications for funding for voluntary groups and Town and Parish Councils. Successful awards were in excess of £380,000 in total. In the current year, we expect that applications from all sectors will increase. A substantial part of our marketing effort with the VCS will be to identify and encourage first time applicants to come forward with worthwhile projects that we can finance.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
In the forthcoming year, we plan to review our equalities monitoring approaches and implement a comprehensive system to capture data. This data will be reported in our next annual equalities report.	By carrying out an Equalities Impact Assessment and Analysis of our Community Initiative Fund, Revenue & Capital Grants applicants, we have identified localities and communities which are underserved in the service. This information will be used to reduce the gap between service provision and take-up.

Actions as a Result of Current Information

The team action plan for the forthcoming year includes:

- user surveys to assess their experience of the grants application process that will feed into a major service review
- equalities monitoring of applicants
- marketing programme to target underserved localities and communities
- improved communication channels to promote our grants programme
- promoting Compact compliance within the Council

Exercise on Prescription

Introduction

The Exercise on Prescription (EOP) scheme enables referred patients, under supervision, to participate in a tailored, safe, personal activity programme. The activity programme is applicable to the patient's health status, agreed with the patient and ultimately matches the patient's desires and realistic expectations.

With the patient at the centre of the process Exercise on Prescription aims to lay foundations to behaviour change, to highlight and overcome barriers to participating in physical activity, explore patient's attitudes and beliefs in regards to taking up a more active lifestyle, and to provide education, motivation and support.

Overall, the service aims to:

- Provide an expert service that helps referred patients to achieve an optimal level of physical activity and well-being, gradually and confidently;
- Deliver safe, effective, accessible, evidence-based prescriptive physical activity programmes, in a flexible manner, making the best use of resources available to us;
- Be active participants to improving the local health profile and work alongside a network of organisations to tackle the wider health agenda.

During 2013 a new Life Shape programme commenced - a Tier 1 weight management pathway. EOP are working in partnership with Circadian Trust to deliver the physical activity component of the service, the aims of which are:

- To provide a high quality, accessible and equitable community based physical activity service to support obese adults to lose 5% of their initial body weight in 12 weeks and encourage longer term adoption of a healthy lifestyle to sustain a healthier bodyweight
- To facilitate increased access to the Service for individuals from areas of greatest need within South Gloucestershire and provide patient choice through an inclusive service, accessible and appropriate to the population at risk

To date there has been 277 Life Shape referrals, and EOP have completed 103 consultations including 20 patients from Priority Neighbourhoods, giving a 19.4% referral from Priority Neighbourhoods to date.

Monitoring Information

The following data shows the take-up levels of people attending the scheme.

Chart to show the take-up level of males and females referred and taking-up Exercise on Prescription

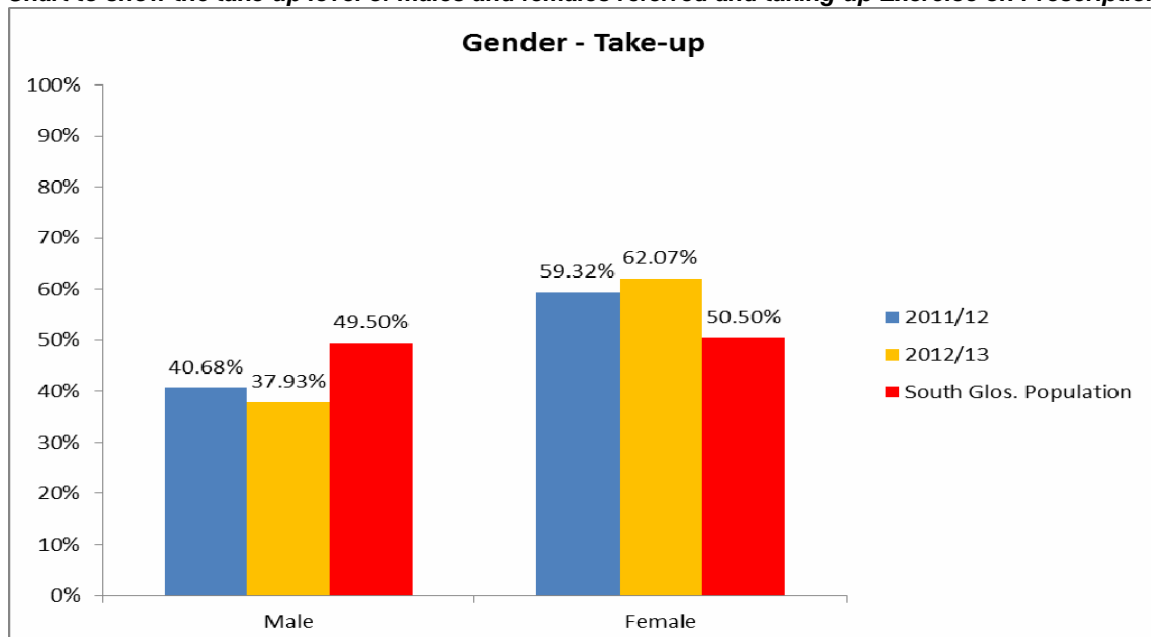


Chart to show the take-up level of patients referred and taking-up Exercise on Prescription according to ethnicity ("BAME" stands for Black, Asian and Minority Ethnic).

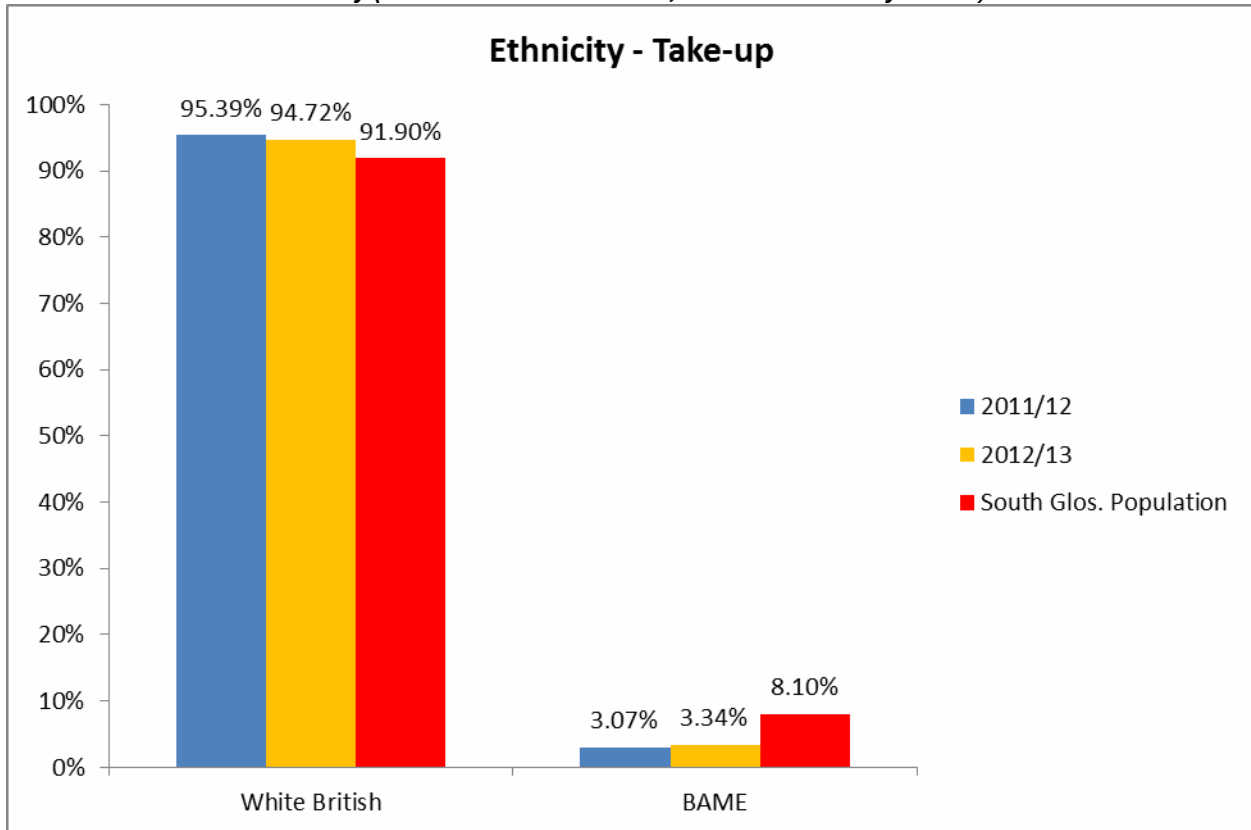
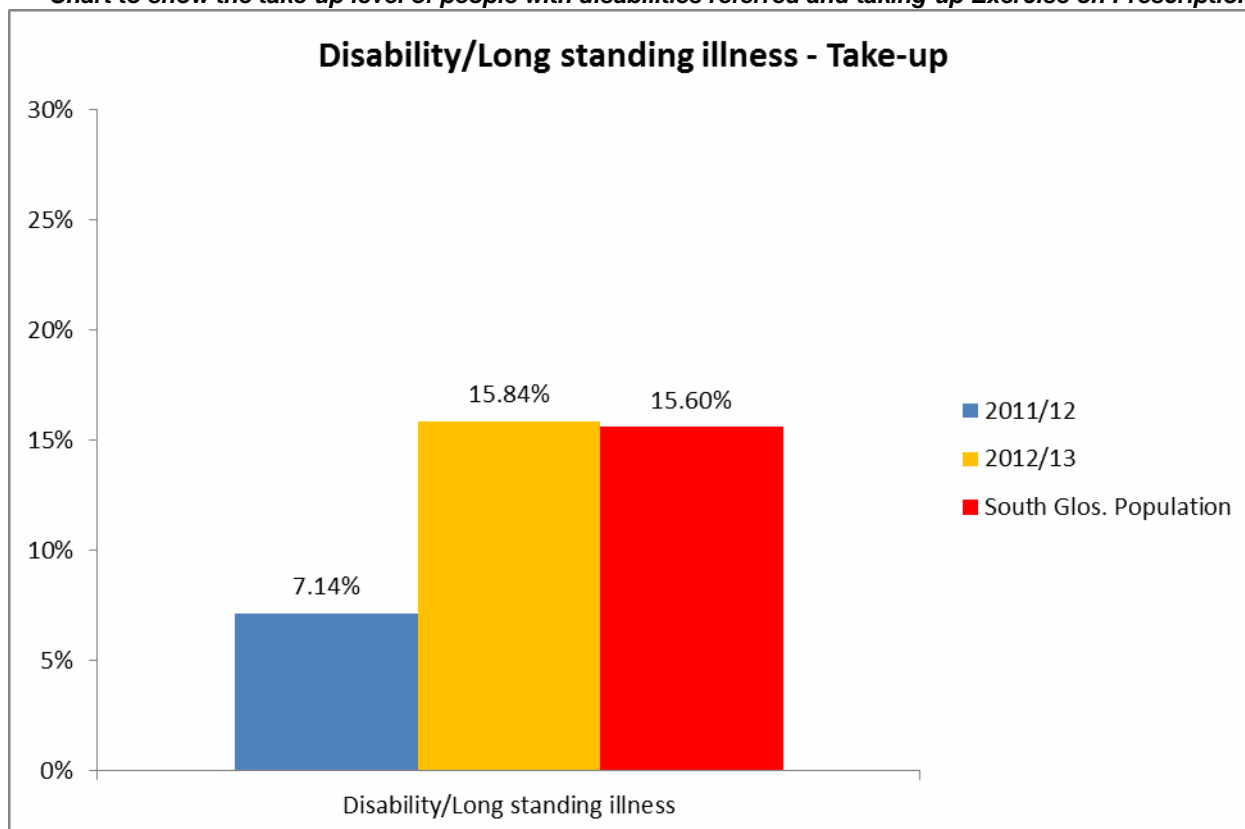


Table to show the ethnicity of patients referred and taking-up Exercise on Prescription

Group	Take-up	South Glos. Percentage
Asian/Asian British – Bangladeshi	0.32%	0.1%
Asian/Asian British – Indian	0.65%	1.0%
Asian/Asian British – Pakistani	0.11%	0.3%
Asian/Asian British – Chinese	0.11%	0.5%
Asian/Asian British – Other	0.22%	0.6%
Black/African/Caribbean/Black British – African	0.11%	0.4%
Black/African/Caribbean/Black British – Caribbean	0.43%	0.4%
Black/African/Caribbean/Black British – Other	-	0.1%
Mixed/Multiple Ethnic Groups – White & Asian	-	0.4%
Mixed/Multiple Ethnic Groups – White & Black African	-	0.2%
Mixed/Multiple Ethnic Groups – White & Black Caribbean	0.22%	0.6%
Mixed/Multiple Ethnic Groups – Other	-	0.3%
White – English/Welsh/Scottish/Northern Irish/British	94.72%	91.9%
White – Irish	-	0.5%
White - Gypsy or Irish Traveller	-	0.1%
White – Other	1.19%	2.5%
Other Ethnic Group - Arab	-	0.1%
Any Other ethnic group	-	0.2%
Prefer Not to Say	1.94%	N/A

NB. Data does not sum because of rounding

Chart to show the take-up level of people with disabilities referred and taking-up Exercise on Prescription



Referral conditions have included the following (patients may have multiple factors):

Condition	2011/12	2012/13
BMI >30	43.58%	41.69%
Depression	20.77%	17.57%
Increased Heart Disease Risk	10.32%	10.15%
Health Check	4.91%	3.90%
Type 2 Diabetes	10.81%	9.49%
Chronic obstructive pulmonary disease (COPD)	3.09%	3.82%
Weight Watchers on Referral	1.82%	11.18%
Stroke	2.95%	1.10%
Type 1 Diabetes	1.68%	1.10%
Learning Disabilities	0.07%	0.00%

Satisfaction Levels

Satisfaction ratings for the EOP Scheme are monitored and the following results have been collected during 2012/13:

Table to show responses to monitoring question: "On a scale of 1 to 10 how satisfied were you with the overall scheme?"

1 (Very unsatisfied)	-
2	-
3	-
4	-
5	-
6	0.9%
7	3.5%
8	5.2%
9	16.5%
10 (Very satisfied)	73.9%

Assessment of Monitoring Information

Overall, the data shows that:-

- Similarly to the 2011/12 year, more females than males have attended the scheme.
- The number of people from BAME backgrounds attending the scheme is lower than the BAME population of South Gloucestershire. However, people from "Asian/Asian British – Bangladeshi" and "Black/African/Caribbean/Black British – Caribbean" backgrounds have levels of participation comparable to the South Gloucestershire population for these groups.
- The number of Disabled People attending the scheme has increased significantly.
- There is a high level of satisfaction amongst people attending the Scheme.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none"> To work more closely with GP's and surgeries in priority neighbourhoods in order to raise awareness of EOP and increase overall numbers of referrals. 	<p><i>We had planned to work within practice with An EOP specialist being resident within Coniston GP practice once a week was planned, due to a staff secondment. However, much work has been completed within the surgery resulting in a 56% increase of referrals from Coniston practice over the year.</i></p> <ul style="list-style-type: none"> • 2011-12 total referrals from Coniston = 26 • 2012-2013 total referrals from Coniston = 46 including 13 Life shape referrals.
<ul style="list-style-type: none"> To pilot an EOP depression referral pathway in Patchway, working in partnership with The Coniston Surgery. 	
<ul style="list-style-type: none"> To have an EOP specialist in residence in Patchway at The Coniston surgery/or community setting to support the practice and patients through the referral pathway. 	
<ul style="list-style-type: none"> To investigate ways of increasing take-up of BAME groups, Disabled People and Males. 	<p><i>During Quarter 3 of 2012-13, more males than females were referred to EOP making progress against this target which can be built upon moving forwards.</i></p>

Actions as a Result of Current Information

As a result of this information, the Exercise on Prescription (EOP) scheme plans to do the following in the forthcoming year:-

- EOP will continue to work with commissioners and partners to promote and encourage referrals from all BAME groups, also individuals with disabilities and increasing male referrals overall.
- EOP will continue to build on relationships with GP practices in Priority Neighbourhoods to focus on referring sedentary individuals which will have the most health gain through increasing their physical activity levels.
- Gloucester University is to conduct an evaluation of EOP including Priority Neighbourhoods, the wider determinants of health and the effects of increasing physical activity. This will provide intelligence on protected characteristic groups.

Heritage Services

Introduction

South Gloucestershire is a diverse area which has seen the development of high-tech industries but is still renowned for its traditional agriculture, fishing and beautiful countryside. There are historic houses and gardens, country parks, archaeological sites, community museums, heritage centres and old mines which are open to the public and would welcome your visit.

Monitoring Information

The authority does not directly operate any museums but supports groups through SLAs. At present the monitoring includes numbers of visitors.

Actions 2012/13

For 2012/13 we planned to carry out further works with groups in order to assess the impact on equalities by the heritage section. We were unable to fill the post required to carry out this work during the year.

Actions as a Result of this Information

We will be recruiting a Heritage Officer in the first part of 2013, and the postholder's role will include working with groups to assess the impact on equalities of the heritage service

Leisure Centres

Introduction

Circadian Trust is part of [Active South Gloucestershire](#), operating five leisure centres and three dual use (school based) sports centres on behalf of Council. A partnership framework ensures operation according to the following shared principles:-

- to provide for those who are disadvantaged either by age, sex, race, level of ability or economic status.
- to providing accessible and affordable opportunities to participate
- to focus on improving leisure opportunities for the most disadvantaged individuals and groups
- to have a balanced programme catering effectively for casual participation, clubs and organised activities, events and coaching

Circadian's general accessibility statement confirms the intention for its buildings to be inclusive to everyone, with modern facilities that are fit to meet the differing needs of customers. This commitment is demonstrated by site specific disabled provision (hearing loops, accessible changing facilities, poolside hoists etc.) and the adoption of a general access principle of:-

- Dedicated parking spaces for blue badge holders
- Providing full room hoist coverage is given (where height adjustable changing stretchers are provided) with overhead tracking systems for use with customer's own slings.
- A range of equipment exists to help people change comfortably, get in and out of pools safely and the gyms also have specific gym equipment installed to aid customers with a disability (Circadian is accredited to the Inclusive Fitness Initiative)

Circadian also undertakes regular customer satisfaction surveys and the Active Centres website offered an online feedback facility.

The existing 'Active' concession offers a reduced rate for juniors (u16), those over the state retirement age and those in receipt of benefit (this includes disabled people).

Monitoring Information

The following information provides a picture of the scale of impact on Equalities issues:

Table to show Active Card holders as disaggregated by equality groups

Group	Active Card Holders	(Free) Conc. Active Card Holders	% of Card Holders on Concession	Pay Monthly Active Card Holder	Pay Monthly Conc Active Card Holder	% of Pay Monthly Card Holders on Conc.	South Glos Total Population	Bradley Stoke LC Catchment Pop.	Longwell Green LC Catchment Pop.	Kingswood LC Catchment Pop.	Thornbury LC Catchment Pop.	Vate LC Catchment Pop.	
Male	19,627	1,806	9.20%	3,323	1,479	44.51%	132,649 (50.1%)	46,652 (50.89%)	22,238 (49.59%)	21,741 (49.21%)	15,765 (50.32%)	26,253 (49.72%)	
Female	26,282	2,103	8.00%	4,189	1,882	44.93%	132,177 (49.9%)	45,014 (49.11%)	22,603 (50.41%)	22,440 (50.79%)	15,567 (49.68%)	26,553 (50.28%)	
0-4yrs	4,693	66	1.41%		0		15,504 (5.85%)	6,018 (6.57%)	2,340 (5.22%)	2,802 (6.34%)	1,540 (4.92%)	2,804 (5.31%)	
5-10yrs	6,119	115	1.88%		0		17,514 (6.61%)	6,289 (6.86%)	2,826 (6.30%)	2,753 (6.23%)	2,016 (6.43%)	3,630 (6.87%)	
11-15yrs	3,470	173	4.99%		256		16,233 (6.13%)	5,431 (5.92%)	2,783 (6.21%)	2,530 (5.73%)	2,022 (6.45%)	3,467 (6.57%)	
0-16yrs	14,282	354	2.48%				52,474 (19.81%)	18,824 (20.54%)	8,549 (19.07%)	8,578 (19.42%)	5,964 (19.03%)	10,599 (20.00%)	
16-59yrs	26,805	3,052	11.39%	7,100	2,395	33.73%	155,901 (58.87%)	57,219 (62.42%)	25,880 (57.72%)	25,549 (57.83%)	17,165 (54.78%)	30,088 (56.98%)	
17-18yrs							6,778 (2.56%)	2,152 (2.35%)	1,292 (2.88%)	1,091 (2.47%)	816 (2.60%)	1,427 (2.70%)	
60+yrs	5,206	190	3.65%		1,122		43,828 (16.55%)	16,709 (16.23%)	11,012 (24.56%)	10,547 (23.87%)	8,589 (27.41%)	12,817 (24.27%)	
60-65yrs							18,818 (7.11%)	5,162 (5.63%)	3,480 (7.76%)	3,087 (6.99%)	2,834 (9.05%)	4,255 (8.06%)	
Disabled	wil consult specifically due to lack of data							53,696 (14.5%)	10,746 (13.64%)	6,224 (14.14%)	7,187 (17.50%)	4,406 (14.74%)	7,133 (13.76%)
EOP	n/a	363	participants; 7.17% Disabled participants; 40.68% Ma										
Arab							Unknown						
Asian/Asian British – Bangladeshi							0.20%						
Asian/Asian British – Indian							1.20%						
Asian/Asian British – Pakistani							0.70%						
Asian/Asian British – Chinese							0.50%						
Asian/Asian British – Other							0.30%						
Black/African/Caribbean/Black British – African							0.40%						
Black/African/Caribbean/Black British – Caribbean							0.50%						
Black/African/Caribbean/Black British – Other							0.10%						
Gypsy or Traveller of Irish Heritage							Unknown						
Mixed/Multiple Ethnic Groups – White & Asian							0.40%						
Mixed/Multiple Ethnic Groups – White & Black African							0.20%						
Mixed/Multiple Ethnic Groups – White & Black Caribbean							0.50%						
Mixed/Multiple Ethnic Groups – Other							0.30%						
White – Irish							91.20%						
White – Other							0.60%						
Other ethnic group							2.50%						
White – English/Welsh/Scottish/Northern Irish/British							0.50%						
Total BME (i.e. all Non-White British)							5.80%	3,027 (3.84%)	696 (1.58%)	924 (2.25%)	420 (1.41%)	695 (1.34%)	

Assessment of Monitoring Information

- There were in excess of 2.3 million visits to leisure centres for 2012/13.
- Approximately one third of customers take advantage of some kind of concession, with 20% of adult Active Card holders being on a concessionary rate, and 30% of all memberships being a junior concessionary rate.
- South Gloucestershire offers one of the higher concessionary discounts in the UK of up to 50% for certain concessionary groups.
- South Gloucestershire performs particularly well within the old 'Avon' block with the second lowest NCHP and the second highest concessionary discount of 40% (note - only Bristol offers a greater concession with Bristol's 45%, and with North Somerset and BANES offering 34% and 35% respectively).
- A number of 'Protected Schemes' are in operation including Play on Prescription, which provides 'soft play' and swimming for disadvantaged children.
- Customer satisfaction has remained at 85% for the past year (of 1,000 customers 84% rated their last visit as good or very good and 68% rated the cleanliness / appearance of their centre good or very good.)

Actions as a Result of this Information

- Circadian have provided a full Equality Impact Assessment and Analysis Report in line with equalities guidelines.
- The concessionary pricing policy has been reviewed to better address health inequality and ensure that concessions are given to those in most need, in particular those in receipt of benefit, people from within Priority Neighbourhoods or with special health needs.

Libraries

Introduction

All our libraries provide a wide range of books, CDs, DVDs and computer games, free internet access and an information service.

There are 14 library service points in South Gloucestershire providing:-

- Loans of books and audio visual material
- Promotion of reading
- Provision and promotion of the use of IT
- Access to information resources
- Life Long Learning in community

Other areas covered by the service include:-

- How to renew your books/items
- How to join the library
- Sale of unwanted books
- Library charges and concessions
- Access to other libraries
- Library Services for Disabled People - Information on library services enabling access for disabled library users.
- Music CDs - At South Gloucestershire libraries you can hire music CDS.
- Playaways digital audiobooks - Playaways are a ready to listen digital audiobook already loaded with your favourite fiction.
- Reading groups - Reading groups at your local library.
- Your Library comes to you - Mobile and housebound library services.
- Books on Prescription - Your GP and other Health Professionals can now 'prescribe' books to help you, which you can borrow.
- Computer games - South Gloucestershire libraries stock a range of computer games.
- Computers and the internet at libraries - Information on ICT services at libraries.
- DVDs - These include the very latest DVDs.
- Learn at your library - Learning opportunities at libraries.
- Children and Young People`s Library - Children's services includes books suitable for the needs of babies, toddlers and children up to 14 years old. The library's children section also offers DVDs, CDs, games and toys to play with while you are at the library.

Monitoring Information

In order to access the service residents need to join the library, this enables the service to monitor take up of service by equality group

Table to show numbers of people using libraries during 2012/13 according to Age group

Age Range	2011/12				2012/13			
	Female	Male	Total	% of total age group	Female	Male	Total	% of total age group
0 to 10	6325	5529	11936	26%	6328	5620	12066	25%
11 to 15	2100	1469	3597	8%	2302	1685	4017	8%
16 to 17	428	191	621	1%	519	306	827	2%
18 to 25	1370	541	1918	4%	1761	1030	2812	6%
26 to 40	5394	1873	7285	16%	5410	2404	7853	16%
41 to 60	6270	3068	9374	20%	6280	3489	9847	20%
over 60	6100	3983	10102	22%	5867	3948	9843	20%
declined	130	73	210	0%	105	74	209	0%
unknown	211	138	1145	2%	135	97	953	2%
Total	28328	16865	46188	100%	28707	18653	48427	100%
% F/M	61%	37%			59%	39%		

Table to show numbers of people using libraries during 2012/13 according to Disability

Disability	2011/ 12		2012/13	
	Number	%	Number	%
Unknown	7639	10.47%	3761	7.77%
-- declined --	5731	7.85%	3951	8.16%
-- None --	57356	78.58%	39213	80.97%
Hearing	264	0.36%	161	0.33%
Learning	237	0.32%	162	0.33%
Learning+Hearing	23	0.03%	17	0.04%
Mental Health / Mental Distress	108	0.15%	79	0.16%
Physical	991	1.36%	670	1.38%
Physical+Hearing	65	0.09%	33	0.07%
Physical+Learning	34	0.05%	31	0.06%
Visual	383	0.52%	240	0.50%
Visual+Hearing	38	0.05%	39	0.08%
Visual+Learning	19	0.03%	14	0.03%
Visual+Physical	59	0.08%	32	0.07%
Visual+Physical+Hearing	17	0.02%	6	0.01%
Visual+Physical+Learn+Hearing	16	0.02%	13	0.03%
Visual+Physical+Learning	7	0.01%	5	0.01%
Total	72,987	100.00%	48,427	100%

Table to show numbers of people using libraries during 2012/13 according to Ethnicity

Ethnicity	2011/12		2012/13	
	Number	%	Number	%
Unknown	21295	29.20%	10971	22.65%
Declined	8984	12.30%	7405	15.29%
Bangladeshi	96	0.10%	82	0.17%
Indian	842	1.20%	665	1.37%
Pakistani	165	0.20%	143	0.30%
Black African	254	0.30%	273	0.56%
Black Caribbean	95	0.10%	100	0.21%
Chinese	286	0.40%	191	0.39%
Mixed white and Asian	155	0.20%	119	0.25%
Mixed white and black African	107	0.10%	78	0.16%
Mixed white and black Caribbean	162	0.20%	119	0.25%
Other Asian	262	0.40%	254	0.52%
Other Black	65	0.10%	69	0.14%
Other ethnic group	241	0.30%	207	0.43%
Other mixed	88	0.10%	86	0.18%
Other White	1225	1.70%	1058	2.18%
White British	38460	52.70%	26476	54.67%
White Irish	196	0.30%	125	0.26%
Romany/Gypsy/Traveller	9	0.00%	6	0.01%
	72,987	100.00%	48,427	100.00%

Specific equality activities and projects delivered during 2012/13

Services for people with a visual impairment

Public libraries have a vital role to play in helping people with sight loss discover what is available to read in audio, large print and via technology. South Gloucestershire Libraries supported the annual 'Make a noise in libraries' campaign to try to improve access for blind and partially sighted people to books and information. See the following link for further information:

http://www.rnib.org.uk/livingwithsightloss/reading/services/rnibnationallibrary/manil/Pages/make_a_noise_in_libraries.aspx#H2Heading

During the 'Make a Noise in Libraries' Fortnight, 3-15 June, libraries in South Gloucestershire had displays with information about library services and those of other relevant organisations, with staff from these groups attending sessions in libraries to offer advice. Events included: Gadget advice from the IT adviser for Action for Blind People in Bristol who attended sessions at Kingswood and Bradley Stoke Libraries to demonstrate gadgets and software. At Thornbury Library, Avon Talking Newspaper spoke about their service.

Travellers

Patchway Library has worked closely with the Travellers Unit in providing advice sessions and also supporting the group in use of IT. They have also organised children's activities to help reduce the isolation felt by travellers in Patchway.

Older people

The service has supported a range of activities for older people, these included events as part of the celebrating age festival.

Mental health

The service has done a great deal this year with people who are experiencing mental health issues. The service is planning to bid for Arts Council funding for a project to encourage more people with mental health issues to use libraries and also help people in the community understand mental health issues. The service also launched the Books on Prescription scheme which listed books on mental health; South Gloucestershire led a national pilot for this scheme.

Home library users

During the year the service carried out a review of services to people in residential homes. The traditional service provided crates of books to homes on a regular basis; this was expensive and not targeted at individuals. The service is now using volunteers to visit individuals in homes which is a more bespoke service and makes better use of the stock. A service to some homes is continuing where the volunteer service is not feasible.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Note:- The basis for the use of libraries has changed this year to show usage by people who have used the library in the previous 12 months – (48,427) i.e. ‘active members’. In previous years it has related to everyone who has a card. Active members is a more accurate reflection of usage

Actions we said we would take	Feedback
<ul style="list-style-type: none"> Investigate the use of library services by people from a BAME background, Females and Under 25s with a view to further understanding any barriers and improving satisfaction levels amongst these groups. 	<ul style="list-style-type: none"> Comparing to the previous year there has been an overall increase in usage at all ages especially in the 18 – 25 age group. Introducing services such as ebooks, eaudio and marketing via email may have helped with this increase. There has been an increase of 1.5% in the proportion of users from BAME communities, although 40% of people either decline or have not supplied data. Numbers of Females and Males using services has remained largely the same, showing a small increase in the number of Male users.
<ul style="list-style-type: none"> Investigate any need to develop the home library service for people who are housebound, the email/text notification of reservations & overdue items and the hire of exhibition and meeting space. 	

Actions as a Result of Current Information

As a result of this data, the Libraries Service plans to take the following actions in the forthcoming year:-

- Develop work with people experiencing mental health issues.
- Carry out satisfaction survey of children and young people.
- Host a “ground-breaking exhibition” by OutStories Bristol at Yate Library about the history of the Bristol region's lesbian; gay; bisexual and trans communities. Focusing on living memory (1940s to the present) the exhibition will show how people in the region fought to shape and control their own lives. A talk on the exhibition will also form part of the Discover Festival.
- Host advice sessions for people experiencing long term illnesses.

Licensing

Introduction

The service issues, maintains and monitors licences and permits for a wide variety of activities across South Gloucestershire including club premises, cinemas, taxis, street collections, pet shops and street trading.

Monitoring Information

No monitoring information is currently collected.

No complaints alleging bias or discrimination have been received in the past 3 years.

Assessment of Monitoring Information

N/a

Actions 2012/13

In 2012/13 we said consideration would be given during the year of whether / and how to collect and analyse equality. Having done so we have determined that objective equality data should be collected, along with satisfaction monitoring.

Actions 2013/14

We will monitor the satisfaction of service users and applicants and analyse this by equality domain.

Parking Enforcement

Introduction

The service enforces the parking regulations applying in South Gloucestershire.

Abuse of blue badges is a major concern of motorists and residents with disabilities.

Monitoring Information

Penalty Charge Notices are issued against vehicles which break these regulations without knowledge of any equality domain of the motorist or the owner of the vehicle, except where a blue badge is displayed. The data about those breaching regulations collected is defined in law, and does not permit equalities monitoring.

Actions 2012/13

Last year we committed to consider whether / how to collect and analyse equality data. Having done so we concluded that Penalty Charge Notices are issued against vehicles which break these regulations without knowledge of any equality domain of the motorist or the owner of the vehicle, except where a blue badge is displayed. The data about those breaching regulations collected is defined in law, and does not permit equalities monitoring on an individual basis. Instead, we will be surveying motorists as a group during 2013/14.

During 201/13 the Council's Parking Enforcement Policy was revised following extensive public consultation with:

- All councillors
- All parish & town councils
- All safer stronger groups
- All business groups
- All libraries
- All one stop shops
- South Gloucestershire Equalities Forum
- Taxi Liaison Group
- Transport groups and motoring organisations
- Police and emergency services
- South Gloucestershire Equalities Forum, Disability Network and a range of groups representing older people and people with disabilities including a talk to members of Paul's Place and a talk to the Disability Action Group
- Voluntary and community sector in South Gloucestershire
- Lead Members from the Council's Planning, Transportation and Strategic Environment Committee

In total 59 survey responses were received and 22 letters and emails in response to this consultation.

Whilst these responses are not representative of service users or the general public, they provide an indication of issues to help inform decision making.

In respect of analysing equalities impacts, an overview of the consultation results are shown overleaf.

Equalities analysis of responses to Parking Enforcement Policy

	Overall	Male	Female	Under 45	45 to 65	Over 65	White British	Other ethnicity / prefer not to say	Disabled	Non disabled
Base	59	39	13	12	22	16	45	11	7	41
Introduction of parking enforcement vehicles to enforce restrictions	60.7%	63.2%	61.6%	50.0%	68.2%	68.8%	66.6%	30.0%	100.0%	58.5%
Introduction of body worn audio visual equipment to protect Civil Enforcement Officers	72.2%	72.9%	83.3%	75.0%	76.2%	75.1%	79.6%	33.3%	85.7%	76.9%
The use of warning notices for a limited period following the introduction of new or changed parking restrictions, after which Penalty Charge Notices would be issued	92.9%	94.7%	84.7%	100.0%	86.3%	93.8%	91.1%	100.0%	100.0%	90.2%
Tolerance will not be given to any vehicles found parked on single or double yellow lines unless there is a valid reason for parking there	80.4%	86.8%	77.0%	83.4%	86.4%	87.5%	84.5%	70.0%	100.0%	83.0%
Issue Penalty Charge Notices for blocking or parking across dropped kerbs for residents driveways	74.6%	78.4%	84.7%	58.3%	80.9%	93.8%	81.8%	50.0%	100.0%	77.5%
Issue Penalty Charge Notices for parking away from the kerb	50.0%	60.5%	30.8%	50.0%	54.5%	50.0%	51.1%	50.0%	71.5%	48.8%
Issue Penalty Charge Notices for parking on the pavement	74.1%	72.9%	77.0%	66.7%	77.2%	73.4%	72.1%	80.0%	85.7%	70.0%
Introduce more regular and systematic enforcement of weight restrictions in car parks	50.0%	52.6%	46.2%	41.7%	54.5%	56.3%	51.1%	50.0%	85.8%	41.5%
Adopt the power to remove vehicles in exceptional circumstances	80.0%	86.8%	61.6%	75.0%	86.4%	81.3%	81.8%	70.0%	100.0%	75.6%
Overall Parking Enforcement Strategy	70.9%	78.3%	69.3%	63.7%	72.8%	87.5%	79.6%	30.0%	100.0%	72.5%

% indicates number of respondents either strongly agreeing or tending to agree with the statement

The number of respondents to the public consultation from each of the defined equality categories who Agreed or Strongly Agreed with the introduction of parking enforcement vehicles to enforce restrictions did not show a significant variation from the total support level that should impact on the Committee's decision.

The introduction of a parking enforcement car would have a similar effect on motorists of all equalities characteristics, with the exception of disabled drivers. Care should be taken to prevent issuing PCNs unnecessarily to Blue Badge holders. This issue was taken into account in the final policy decision and on the use of the Camera car.

Actions as a Result of this Information

The Council amended the parking enforcement policy to take in to account the concerns raised and to ensure that blue badge holders are not adversely affected by the new policy and introduction of the camera car.

Overall, equalities analyses can often cite the protected characteristic of Disability as a key equalities consideration to be taken account of when dealing with parking issues. In this instance, it should be noted that the full set of consultation results show a highly significant positive response emerging from Disabled People.

Due to the significant changes to the enforcement policy and the introduction of a camera car full EqlAs were produced and are available on request.

The conclusions reached in considering responses on the proposed changes, and the decision made as a consequence, is as follows:

Proposal	Equalities Analysis
<i>Introduction of parking enforcement vehicles to enforce restrictions</i>	<p>The consultation results show that fewer 'Under 45s' and 'Non White British' people were in agreement with this proposal. However, overall, a significant 60.7% of consultation respondents strongly agreed or tended to agree.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that the introduction of parking enforcement vehicles would have any negative impact upon any protected characteristic group.</p>
<i>Introduction of body worn audio visual equipment to protect Civil Enforcement Officers</i>	<p>The consultation results show that fewer 'Non-White British' people were in agreement with this proposal. However, overall, a significant 72.2% of consultation respondents strongly agreed or tended to agree.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that the introduction of body worn audio visual equipment would have any negative impact upon any protected characteristic group. Specific written responses to the consultation were in favour of this, citing the importance of the council providing adequate protection for CEOs.</p>
<i>The use of warning notices for a limited period following the introduction of new or changed parking restrictions, after which Penalty Charge Notices would be issued</i>	<p>The consultation results show that fewer 'Females' and '45s – 65s' were in agreement with this proposal. However, overall, a significant 92.9%% of consultation respondents strongly agreed or tended to agree.</p> <p>The use of written notices may in some circumstances present barriers for people who have limited English language or certain sensory impairments. However, in this instance, 100% of 'Non White British' and 'Disabled' consultees were in favour of this proposal.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that the use of warning notices for a limited period following the introduction of new or changed parking restrictions would have any negative impact upon any protected characteristic group.</p>

Proposal	Equalities Analysis
<i>Tolerance will not be given to any vehicles found parked on single or double yellow lines unless there is a valid reason for parking there</i>	<p>The consultation results show that fewer 'Females' and 'Non White British' people were in agreement with this proposal. However, overall, a significant 80.4% of consultation respondents strongly agreed or tended to agree.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that this proposal would have any negative impact upon any protected characteristic group.</p> <p>Numerous specific consultation responses stated the importance of this, in particular around schools which would result in a positive impact on the road safety of younger people of school age.</p>
<i>Issue Penalty Charge Notices for blocking or parking across dropped kerbs for residents driveways</i>	<p>The consultation results show that fewer 'Under 45s' and 'Non White British' people were in agreement with this proposal. However, overall, a significant 74.6% of consultation respondents strongly agreed or tended to agree.</p> <p>Consultation with disability groups has specifically raised the issue that dropped kerbs are of high importance for many Disabled People who would rely on these for access, road crossing points etc. Enforcement of this would have a positive impact for many Disabled People as well as parents with pushchairs who are proportionately more likely to be Female.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that this proposal would have any negative impact upon any protected characteristic group.</p>
<i>Issue Penalty Charge Notices for parking away from the kerb</i>	<p>The consultation results show that fewer 'Females' were in agreement with this proposal. A high number of 'Males' and 'Disabled' People were in agreement with this proposal. 50% of consultation respondents strongly agreed or tended to agree.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that this proposal would have any negative impact upon any protected characteristic group.</p>
<i>Issue Penalty Charge Notices for parking on the pavement</i>	<p>The consultation results show that fewer 'Under 45s' were in agreement with this proposal. A high number of 'Disabled' People were in agreement with this proposal. 74.1% of consultation respondents strongly agreed or tended to agree.</p> <p>Consultation with disability groups has specifically raised the issue that parking on pavements can cause significant barriers for many Disabled People. Enforcement of this would have a positive impact for many Disabled People as well as parents with pushchairs who are proportionately more likely to be Female.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that this proposal would have any negative impact upon any protected characteristic group.</p>
<i>Introduce more regular and systematic enforcement of weight restrictions in car parks</i>	<p>The consultation results show that fewer 'Under 45s' and 'Non-Disabled' People were in agreement with this proposal. 50% of consultation respondents strongly agreed or tended to agree.</p> <p>Consultation with disability groups has specifically raised the issue of not enforcing weight restrictions in car parks as this would disproportionately affect accessible vehicles as they tend to be heavier than domestic vehicles.</p>
<i>Adopt the power to remove vehicles in exceptional circumstances</i>	<p>The consultation results show that fewer 'Females' and 'Non White British' people were in agreement with this proposal. A high number of '45s – 65s', 'Males' and 'Disabled' People were in agreement with this proposal. Overall, a significant 80% of consultation respondents strongly agreed or tended to agree.</p> <p>There is no evidence emerging, from either consultation or research conducted, to indicate that this proposal would have any negative impact upon any protected characteristic group.</p>

Actions 2013/14

- Operation of the revised parking enforcement policy will be reviewed.
- Parking Services will implement customer satisfaction monitoring specifically including equalities monitoring information.
- The Parking Services team will attend a focussed Disability equality Training session.

Planning Enforcement

Introduction

The Planning Enforcement service seeks to ensure that building work carried out is in accordance with the Town and Country Planning Act and planning policies and permissions. The planning legislation seek to secure the following:

- The provision of access and facilities to enable all people to use buildings
- Safeguard the Built environment and integrity of the planning system.

The aim of the enforcement service is to operate the service in a timely, consistent and open manner both for applicants and those who may be affected by development.

Monitoring Information

Information held on complaints and enforcement cases is held and analysed by property and breach of the regulations, not by the individual.

Actions 2012/13

Last year we planned to review whether / and how to collect and analyse equality data.

A new National Planning Policy framework (NPPF) was introduced by the Government. This replaced Planning Policy Guidance 18 which previously set out detailed national policy advice on the approach local planning authorities should take in making planning enforcement decisions. As a result we had to divert our effort into the development and adoption of a new Planning Enforcement Policy for South Gloucestershire, and were not able to plan analysis of equality data.

Planning Enforcement Policy

Consultation on a draft Planning Enforcement Policy was open from 24 September 2012 until 14 December 2012. The draft policy was available online and from libraries and one stop shops for comment.

The consultation was widely promoted and information was sent to the following key stakeholders:

- All councillors
- All parish & town councils
- All safer stronger groups
- Business groups
- Residents via consultation document provided at all libraries; one stop shops; and posted on the Council's consultation website.
- Strategic Communications
- South Gloucestershire Equalities Forum
- South Gloucestershire CVS

In total we received 10 responses letters and emails in response to this consultation. This was insufficient for valid analysis of the results by equality domain.

Whilst the responses received are not statistically representative of service users or the general public, they provided an indication of issues to help inform decision making.

The response from parish and town councils was generally supportive.

Some respondents had questions about how the policy would be impacted by recent changes to the National Planning Policy Framework and the Localism Act.

There were several comments in relation to historical planning enforcement issues and cases.

Respondents wanted to see the policy consistently and equitably applied to give confidence and certainty to the process for all parties involved.

As a result of the consultation a revised Planning Enforcement Policy was adopted in February 2013. A formal Equality Impact and Assessment Form was completed as part of the consideration of this policy and is available on request.

Actions 2013/14

- The Planning Enforcement team will implement customer satisfaction monitoring specifically including equalities monitoring information.
- The Planning Enforcement team will attend a focussed Disability equality Training session.

Private Sector Housing

Introduction

The team carries out a wide range of work to help improve the condition and suitability of private housing – both rented and owner occupied – across South Gloucestershire.

The service assesses housing conditions and take action where these are these are unsatisfactory; issues, monitors and renews licences for Houses in Multiple Occupation; runs a voluntary accreditation and registration scheme for private landlords, and works to bring empty properties back into use.

We provide access to low cost loans for home improvement, and for energy efficiency measures.

A significant portion of our effort is also devoted to grant aiding adaptations for Disabled People that enable them to continue living in their own homes.

Monitoring data

A private housing stock condition was carried out in 2011 and the results reported in 2012/13. These have been compared to results from a similar survey in 2007.

The 2011 survey indicated a figure of 99,590 private dwellings in South Gloucestershire (90% of all housing stock) compared with 11,100 social rented properties (10%). Of the private dwellings 77.1% are owner occupied and 12.9% private rented.

	2007	2011
Private households		
Proportion of private households classifying themselves as being from a white British background	95.2%	93.7%
Proportion of private households classifying themselves as being from a BME background	4.8%	6.3%
Owner occupiers		
Proportion of owner occupiers classifying themselves as being White British.	97.6%	96.7%
Proportion of owner occupiers classifying themselves as being White other.	0.7%	1.2%
Proportion of owner occupiers classifying themselves as being from a from a BME background	1.7%	2.1%
Private rental households		
Proportion of private rental households classifying themselves as being White British.	78.1%	76.1%
Proportion of private rental households classifying themselves as being White other.	9.2%	15.5%
Proportion of private rental households classifying themselves as being from a from a BME background	12.7%	8.4%
Sexual orientation		
Heterosexual	N/A	97.5%
Gay man or gay woman/lesbian	N/A	0.3%
No answer	N/A	2.3%
Religion		
Christian	N/A	57.9%
Other religions	N/A	1.1%
No religion	N/A	38.7%
No answer	N/A	2.3%
Health Disability		
Proportion of occupied private dwellings where at least one resident has a long term illness or disability.	9.3%*	16.4%
Proportion of occupied private dwellings where nobody has a long term illness or disability.	90.7%*	83.6%

*disability only

Actions 2012/13

No targets were set for 2012/13

We funded 285 completed adaptations for disabled people enabling them to continue living in their own homes. Of these 168 were funded through Disabled Facilities Grants and 117 under the Community Care (Delayed Discharges) Act 2003.

Actions 2013/14

The monitoring results above provide a guide to the residents living in private sector housing. This will be used to better target campaigns and work in the future.

REACH Programme

Introduction

REACH stands for Re-thinking Eating and Activity for Children's Health. It is a child weight management programme targeted at children aged 8 – 11 years. It is a fun, family, community based programme taking place in South Gloucestershire to help children to manage their weight. Families attend one session per week for 10 weeks which consist of the delivery of healthy eating/nutrition sessions, behaviour change sessions and physical activity sessions. Over 2012/13 an additional service of the REACH programme has been developed called outREACH. OutREACH is a family mentoring programme available for 4 – 15 year olds and their family. OutREACH follows the same structure as REACH offering 10 sessions of support around healthy eating/nutrition, behaviour change and physical activity, but allows sessions to be tailored more to meet the individual needs of the child and family.

Positive changes in anthropometric measurements including weight, waist circumference and body mass index (BMI), as well as positive changes in cardiovascular fitness, sedentary behaviour, diet and self-esteem are all outcomes which this programme delivers for the children participating.

REACH and outREACH are completely free to families as the service is funded by Public Health, South Gloucestershire Council

Monitoring systems are in place in respect of gender, ethnicity and disability which allows the service to evaluate participation levels amongst groups and conduct analysis in respect of developing improvement action.

Monitoring Information

The following data shows the take-up levels of children who have attended the REACH Programme.

Chart to show the take-up level of boys and girls attending the programme.

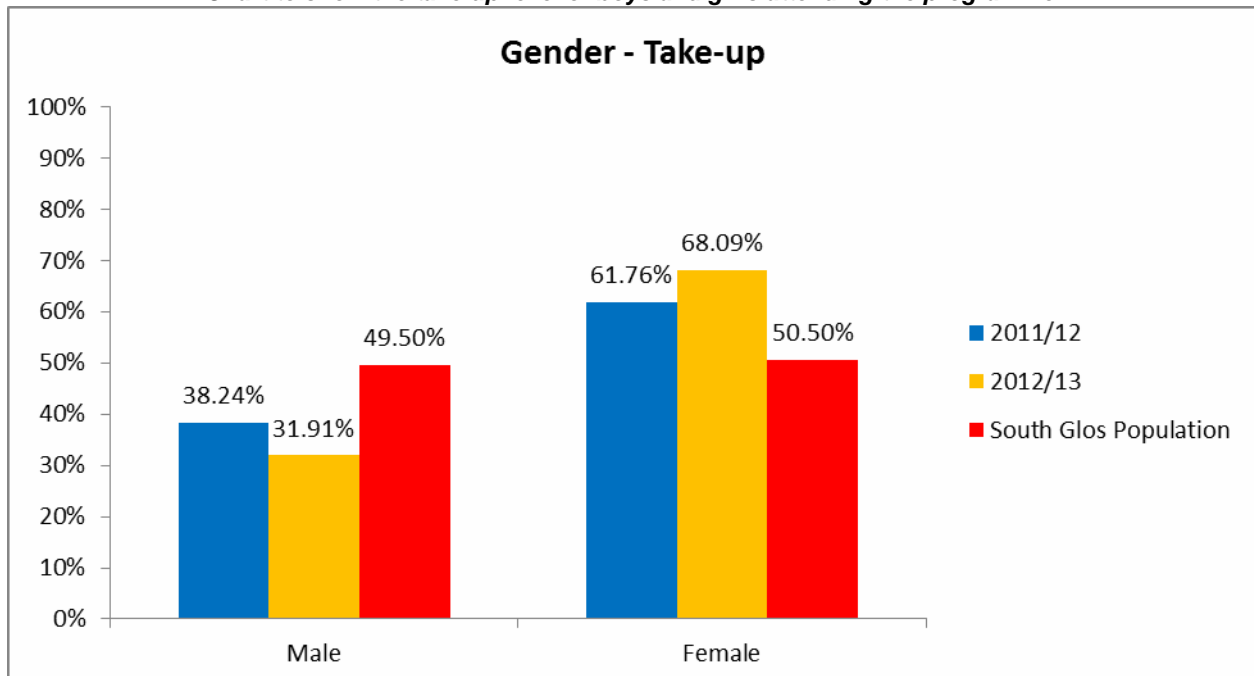


Chart to show the take-up level of children attending the programme according to ethnicity (“BAME” stands for Black, Asian and Minority Ethnic).

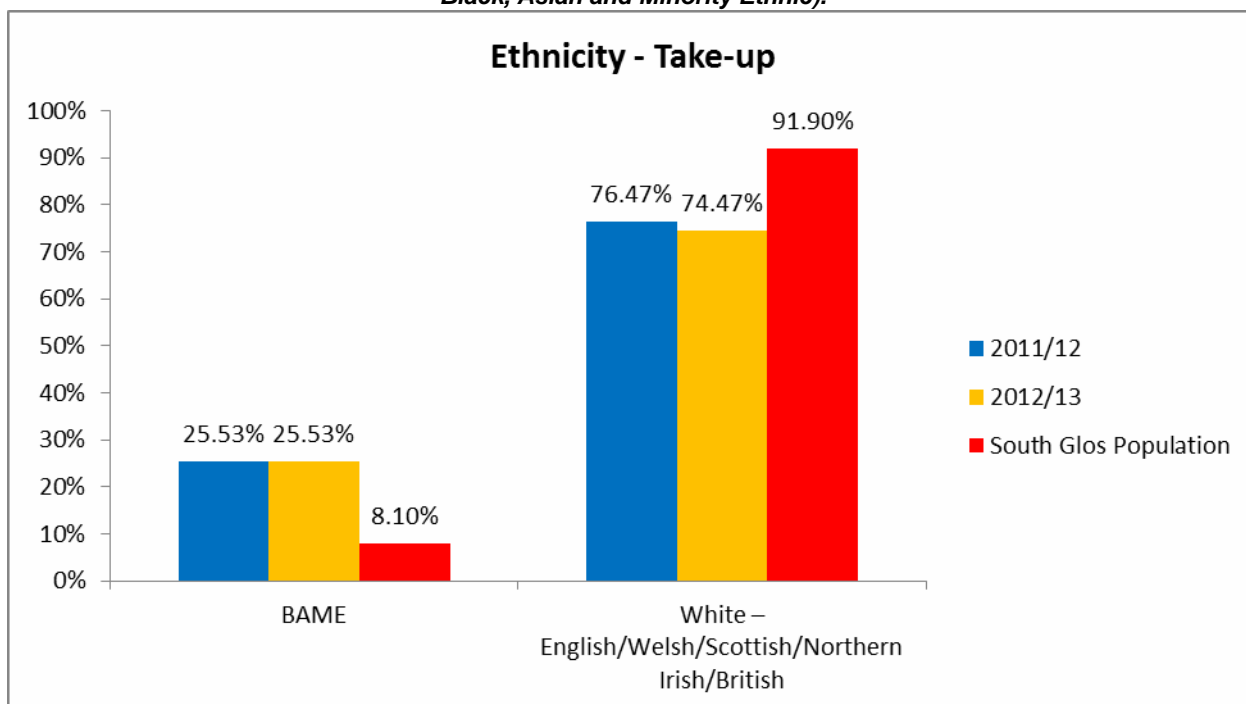


Table to show the ethnicity of children attending

	2012/13 Take-up	South Glos Population
Arab	2.13%	0.10%
Asian/Asian British – Bangladeshi	0.00%	0.10%
Asian/Asian British – Indian	2.13%	1.00%
Asian/Asian British – Pakistani	2.13%	0.30%
Asian/Asian British – Chinese	2.13%	0.50%
Asian/Asian British – Other	0.00%	0.60%
Black/African/Caribbean/Black British – African	0.00%	0.40%
Black/African/Caribbean/Black British – Caribbean	0.00%	0.40%
Black/African/Caribbean/Black British – Other	0.00%	0.10%
Gypsy or Traveller of Irish Heritage	2.13%	0.10%
Mixed/Multiple Ethnic Groups – White & Asian	2.13%	0.40%
Mixed/Multiple Ethnic Groups – White & Black African	0.00%	0.20%
Mixed/Multiple Ethnic Groups – White & Black Caribbean	4.26%	0.60%
Mixed/Multiple Ethnic Groups – Other	2.13%	0.30%
White – English/Welsh/Scottish/Northern Irish/British	74.47%	91.90%
White – Irish	2.13%	0.50%
White – Other	2.13%	2.50%
Other ethnic group	2.13%	0.20%
Prefer not to say	0.00%	-

Chart to show the take-up level of children with disabilities attending the programme.

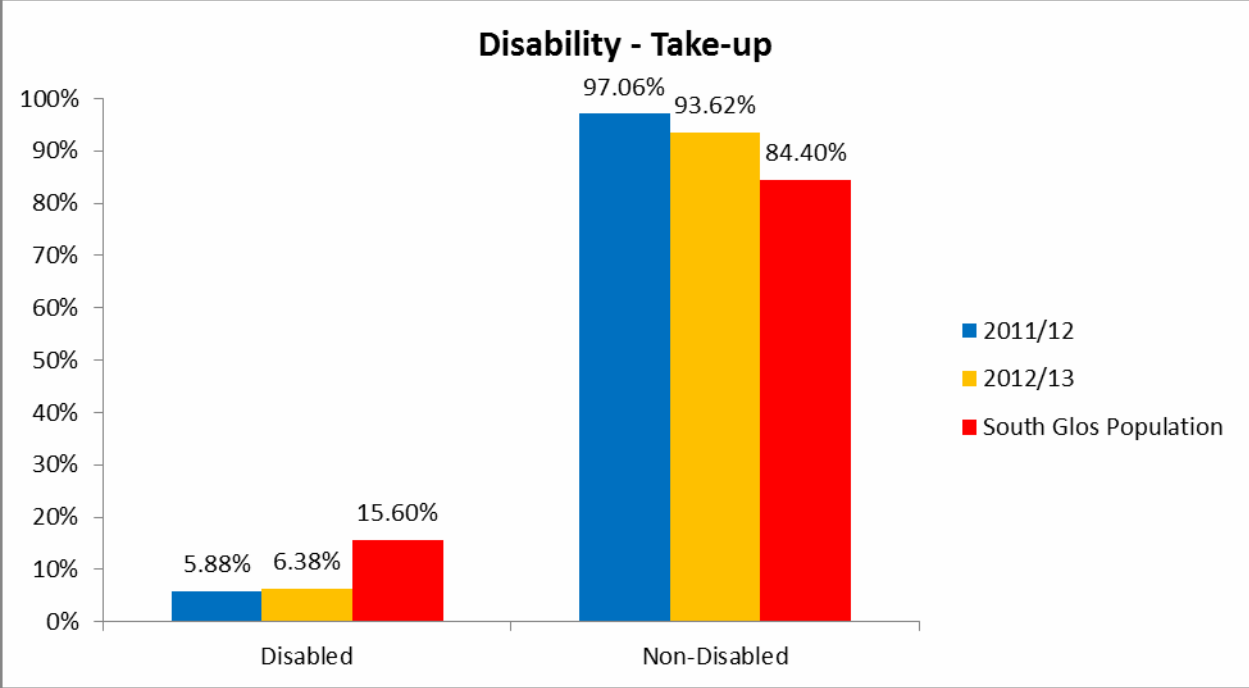
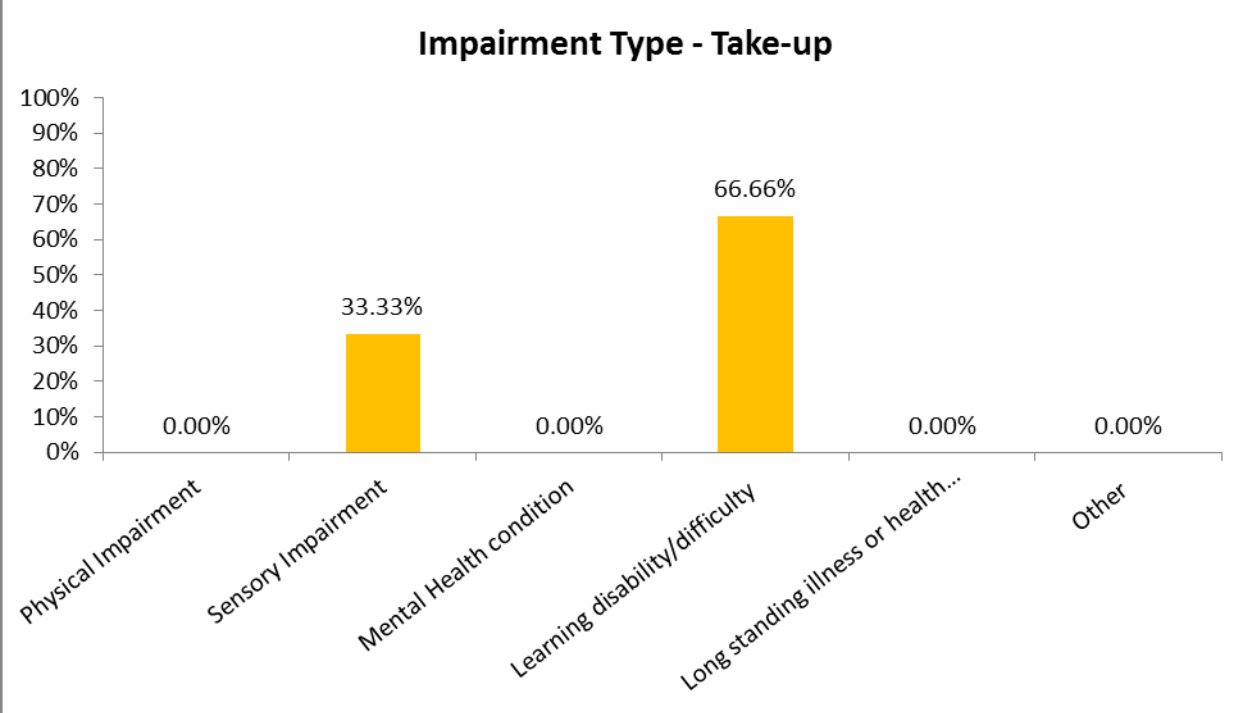


Chart to show the impairment type of those children with disabilities who attended the programme



Assessment of Monitoring Information

Overall, the data shows that:-

- More girls than boys have attended the programme.
- A high number of children from BAME backgrounds have attended the programme. The level of BAME take-up is consistent with the year 2011/12.
- A lower number of disabled children have attended a programme. Impairment types of those having attended are “sensory impairment”, “learning disability/difficulty”.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none"> • Investigate ways of encouraging more boys and their families to attend programmes. 	<p>The take-up level of boys has fallen slightly in comparison with 2011/12 data. In 2012/13 the development of the outREACH programme meant another service was available to children, young people and their family if the group based, community programme was not something they wanted to attend. However, the data from both REACH and outREACH shows that the number of males taking part in both programmes is still lower than desirable.</p>
<ul style="list-style-type: none"> • Investigate ways of encouraging people from those ethnic groups not represented to attend programmes. 	<p>The take-up level of people from BAME backgrounds is consistent with 2011/12 data, however a greater diversity of people from minority ethnic backgrounds attended in 2012/13. In addition to the groups attending in 2011/12, the following groups have attended in 2012/13: “Asian/Asian British – Indian”, “Asian/Asian British – Chinese”, “Gypsy or Traveller of Irish Heritage”, “Mixed/Multiple Ethnic Groups – Other”, “Other ethnic group”.</p>
<ul style="list-style-type: none"> • Investigate the potential of running sessions targeted at disabled children and their families. 	<p>The number of disabled children attending the programme has increased slightly in comparison to 2011/12 data. In addition, we are in conversations to set up a REACH group programme in schools for children with special educational needs.</p>

Actions as a Result of Current Information

As a result of this data, the REACH Programme plans to take the following actions in the forthcoming year:-

1. Continue to engage with boys and their families.
2. Investigate ways of encouraging people from those ethnic groups not represented to attend programmes.
3. Assess options already explored for targeting disabled children and their families.

South Gloucestershire Drug & Alcohol Services

Introduction

South Gloucestershire Drug and Alcohol Services is an umbrella organisation which delivers drug and alcohol advice, key working, treatment and information services for people living in South Gloucestershire, through a team of providers including:

DHI (Drugs and Homeless Initiative) – Offer assessments, key working, structured day care, shared care, harm reduction advice and information, needle exchange, holistic therapies, families and carers support, overdose training and throughcare and aftercare support in treatment centres in Warmley and Yate.

Battle Against Tranquillisers - Specialist service for people using tranquillisers, whether these are prescribed or not prescribed.

South Gloucestershire Specialist Drug and Alcohol Service (SGSDAS) - Specialist drug and alcohol service for people with more complex needs e.g. pregnant drug users, specialist prescribing, mental health and inpatient and community detox.

South Gloucestershire GPs - Involved in shared care/GP prescribing schemes.

All providers are required to submit a minimum dataset on a monthly basis to the National Drug Treatment Monitoring System (NDTMS). This provides demographic data as well as information relating to health interventions and drug treatment modalities. The dataset does not currently collect data relating to disabilities.

Monitoring Information

The following data shows the make-up of clients in treatment.

Table to show the Gender of clients in treatment by agency during 2011 – 2012 and 2012-13

Gender	2011/12				2012/13			
	DHI	BAT	BSDAS	DHI	DHI	BAT	BSDAS	Overall
Male	69%	57%	58%	69%	70%	52%	64%	62%
Female	31%	43%	42%	31%	30%	48%	39%	38%

Source: NDTMS.net and Thesisus

Table to show the Age of clients in treatment by agency during 2011 – 2012 and 2012-13

Age	2011/12				2012/13			
	DHI	BAT	BSDAS	Overall	DHI	BAT	BSDAS	Overall
18 - 24	13%	14%	11%	13%	12%	19%	10%	14%
25 - 34	42%	53%	53%	49%	38%	44%	28%	37%
35 - 44	33%	21%	25%	26%	36%	20%	33%	30%
45 - 64	12%	12%	11%	12%	14%	14%	29%	19%
65+	0%	0%	0%	0%	0%	3%	0%	1%

Source: NDTMS.net and Thesisus

Table to show the Ethnicity of clients in treatment by agency during 2011– 2012 and 2012-13

Ethnicity	2011/12				2012/13			
	DHI	BAT	BSDAS	Overall	DHI	BAT	BSDAS	Overall
White – English/Welsh/Scottish/Northern Irish/British	97%	97%	98%	97%	97%	98%	98%	98%
Asian or Asian British	<1%	0%	0%	0%	<1%	1%	1%	1%
Black or Black British	<1%	0%	0%	0%	<1%	0%	1%	0%
Other	2%	3%	2%	2%	2%	1%	0%	1%

Source: NDTMS.net and Thesius

Table to show the Sexual Orientation of clients in treatment during 2011 – 2012 and 2012-13

Sexual Orientation	2011/12	2012/13
Bi-Sexual	0.3%	1.6%
Gay Man, Gay Woman/Lesbian	0.9%	1.4%
Heterosexual	94.4%	97.0%
Not Known	4.4%	4.8%

Source: Poppie / Illy agency databases

The percentage of Disabled People in treatment as a percentage of the total number of people in treatment = 7% of which:-

Table to show the Impairment Type of clients in treatment as at March 2013

Recorded disabilities for those in treatment	
3.4%	Registered as physically disabled
0.3%	Depression
1.1%	Anxiety
0.6%	Bi-Polar
0.6%	Personality disorder
0.3%	Psychosis
0.3%	Schizophrenia

Source: Illy DHI agency database

Assessment of monitoring information

- South Gloucestershire has a higher proportion of women in drug treatment than the Regional average. Regionally the gender split is around 70% / 30% male to female respectively. In South Gloucestershire this is around 64% / 36%.
- The largest proportion of clients across all agencies, fall within the 25-34 years age category. All services have a very small number of clients in treatment aged over 65 years.
- In last year's Needs Assessment it was identified that 4% of clients at DHI were from a BAME group, this percentage has remained the same for 2011/12. Given the size of the BAME population in South Gloucestershire, it is encouraging that a similar proportion of BAME clients are engaged as the rest of the region on average.
- The minimum dataset reported to NDTMS does not include data relating to disabilities disclosed by the clients, therefore local systems and notes are used to provide information on this group. South Gloucestershire follow NICE guidelines in relation to ensuring treatment centres and psychosocial interventions are accessible to those with disabilities both in terms of presentation of materials and physical access i.e. wheelchair access, outreach service and taxi services.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none"> Continue to monitor demographics of clients in treatment via the annual needs assessment process. 	<p>Client demographics continued to be monitored for clients referred to treatment, in treatment and exiting treatment to identify trends and areas of engagement development. This will continue to be monitored annually through the needs assessment and through specific profile projects.</p>
<ul style="list-style-type: none"> Collate data from providers directly in relation to clients with disabilities. 	<p>The availability of this data within this report indicates this is now being undertaken.</p>
<ul style="list-style-type: none"> Continue to deliver outreach to engage 'hard to reach' and BAME communities and continue to work in conjunction with the council's Traveller unit. 	<p>The Outreach team within our main treatment provider continue to engage hard to reach groups and are also focussing on re-engaging those who do not make it past the initial triage process to remove barriers in treatment access.</p>

Actions as a Result of Current Information

The DAAT undertake an annual needs assessment which analyses the demographic and engagement data for clients in treatment. The data included within this report has been extracted from this document and the full report, including recommendations on service developments to promote engagement, is available on request from Paul Volker - Drug & Alcohol Project worker: paul.volker@southglos.gov.uk. Any recommendations from this document are utilised in the treatment planning process to ensure services are delivered in line with identified needs.

As a result of the findings, South Gloucestershire Drug and Alcohol Services plans to do the following in the forthcoming year:

- Continue to monitor and develop recommendations in relation to equalities information via the annual needs assessment process; this year emphasis has been placed on the engagement of the 18-25 year age cohort.
- Continue to collate data from providers directly in relation to clients with disabilities as this isn't currently recorded within the minimum dataset.
- Continue to deliver outreach services to engage hard to reach and BAME communities and continue to work in conjunction with the Council's Traveller unit. We will continue to monitor the work of the team through the annual needs assessment and contract review process.

Sports Development

Introduction

Our work consists of two main themes - Great Opportunities and Great Environments – and consists of the following work streams:-

- **Strengthening Networks;** particularly in Priority Neighbourhoods (PN) areas to create a comprehensive sports association network and ensuring high quality provision for all.
- **Increasing Participation;** working in 'hard to reach' communities to develop inspiring community events and projects.
- **Including everyone;** through targeted work in all PN areas aiming to develop community-led programmes focussing on disability, ethnicity, gender, socio-economic status.
- **Improving communication;** in particular through better uses of technology for communication processes.
- **High quality places;** developing a Built Facilities Strategy which aims to secure a baseline offer to S.Glos residents.

Monitoring Information

This year has seen a move away from delivery and towards capacity building and advocacy, and the number of sports programmes now delivered is reduced. The work streams identified above will contribute towards the following targets:-

- Increase in % of people physically active (3x30 target >21%, 1x30 is >32%)
- % of people from lower socio economic groups that are physically active (target increase on 17.5% SEC 5-8)
- Reduce % of inactive people u60 & 60+ (target <43.7/68/8% respectively)
 - Increase the total number of accredited sports clubs (previous 93, target is 97)
 - Increase % of active disabled people (target >9%)

Festival of Youth Sport (FOYS) – 4,347 children participated in the coaching programme and sports festival. There is no requirement for schools to provide a breakdown of each team in terms of equalities data, and schools will decide on the make-up of teams. The festival includes a disability event within its programme.

Other positive work undertaken by Sports Development:-

- Olympic Torch Relay Event May 2012
- Annual South Gloucestershire Sports Awards celebrating categories for Aspiring Young Disability and Personal Achievement (disability focused)
- Continuation of Champions Grassroots Awards (PN areas)
- Development of website for Sports Associations to increase community access and with dedicated disability sports link (to BUDS&SUDS - Bristol & South Gloucestershire Union of Disability Sport)
- Support for major athletics club programme to boost adult participation for launch in Spring 2013 – all equalities data to be collected

Assessment of Monitoring Information

- The uptake of sports programmes by boys (51%) and girls (49%) is very similar to 2011/12.
- There has been a significant amount of targeted work around the FOYS event in 2012 which had resulted in a small increase in uptake by schools in PN areas.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	What we did
<ul style="list-style-type: none">Continued support for the BUDS & SUDS Hub at South Gloucestershire & Stroud College	<ul style="list-style-type: none">Creation of hub club, supported by attending stakeholder meetings and signposting
<ul style="list-style-type: none">Deliver a Paralympic Come and Try Event linked into various '2012 Legacy' programmes including the creation of a Disability Sports Network	<ul style="list-style-type: none">Successful event with over 150 participants followed by stakeholder meetings and the development of a steering group and working group for disability sport

Actions as a Result of this Information

There are a number of external programmes and networks currently supported by sports development which impact significantly on improving equality of access. Examples of this work include:-

- Support for over thirty sporting organisations (S.Glos Revenue and Capital Funding Applications).
- Targeted work within the leisure centres to improve physical access (Changing Places and Aiming High)
- Support for the development of the BUDS & SUDS programmes (Bristol & South Gloucestershire Union of Disability Sport)

Streetcare

Introduction

The council is responsible for ensuring that streets and public spaces in the area are clean and well managed, meeting the needs of the communities that use them. The Streetcare service is responsible for:

Streetlighting

Street lighting is provided to illuminate the roads and paths aiding and improving access for the road user and the general public. We maintain approximately 30,000 street lights and 4,000 lit road traffic signs in the district.

Grounds Maintenance

We maintain land which we own or which we are responsible for. There are 44,000 sites across South Gloucestershire that we maintain, including schools, playing fields and parks. Most of our work is routine and planned; this includes grass cutting, hedge cutting, weeding, shrub and flower bed maintenance, litter collection

Dog Control

The council's dog wardens are responsible for:

- Lost and found dogs
- Rehoming stray dogs
- Microchipping dogs
- Helping solve disputes and problems about dogs
- Education and advice about dogs and responsible dog ownership
- Enforcing dog fouling by-laws and other legislation - there are more than 720 dog bins in South Gloucestershire.

The dog wardens also give talks to local schools and other community groups on responsible dog ownership.

Street Cleansing

Street cleansing services include:

- Removal of litter from highways
- Mechanical sweeping of road channels
- Removal of fly-tipped waste - we have a zero tolerance approach to fly tipping and will investigate complaints and incidents of fly tipping. We will remove fly tips from Council owned land and search waste for evidence
- Removal of syringes and other drug-related litter
- Removal of dead animals from the highway
- Provision and emptying of litter and dog waste bins
- Gully cleansing
- Weed control on highways
- Cleansing of council-managed public conveniences.
- Fly posting - we will remove posters that have been stuck up without permission on council maintained buildings and street furniture.
- Graffiti - It is council policy to clean graffiti from council-owned property within three working days. Priority is given to offensive and hate-related graffiti.
- Removal of abandoned vehicles in some instances.

Monitoring Information

The following data shows the satisfaction levels of residents surveyed via the Streetcare 2012 survey as compared to the survey conducted in 2011. The 2012 survey received 1,159 responses..

*NB. Some questions have been revised since 2011/12 and therefore, data is not available against all areas.
Data shown relates to the % of respondents rating their satisfaction with service area as 'very good' or 'good'*

Highways Maintenance

	Overall 11/12	Overall 12/13	Male 11/12	Male 12/13	Female 11/12	Female 12/13	Under 25 11/12	Under 25 12/13	26 to 65 11/12	26 to 65 12/13	Over 65 11/12	Over 65 12/13	Disabled 11/12	Disabled 12/13	Non Disabled 11/12	Non Disabled 12/13	White British 11/12	White British 12/13	Non White British 11/12	Non White British 12/13
Maintaining road surface in good condition	42.80%	22%	40.80%	23%	46.50%	23%	30.00%	21%	23%	23%	41.30%	20%	33.40%	25%	44.10%	23%	43.30%	22%	42.70%	33%
Maintaining footpaths in good condition	49.30%	26%	46.50%	25%	53.20%	28%	50.00%	43%	28%	28%	44.40%	22%	36.30%	18%	50.50%	28%	49.80%	26%	47.50%	44%
Prompt repairs to potholes and other defects	37.50%	17%	33.80%	18%	41.80%	18%	20.00%	0%	18%	18%	35.60%	15%	27.20%	19%	38.20%	18%	37.70%	17%	38.30%	21%
Provision of traffic calming measures		25%		22%		29%		14%		27%		23%		29%		26%		25%		33%
Road Safety education		15%		14%		17%		21%		15%		17%		20%		14%		15%		23%
Maintaining existing streetlights in good condition		59%		60%		59%		57%		58%		62%		51%		61%		61%		47%
Provision of street furniture (eg. bollards, name plates, seats)	65.20%	39%	63.60%	39%	67.70%	40%	40.00%	43%	41%	41%	66.50%	37%	56.30%	32%	66.50%	42%	65.50%	40%	60.00%	35%
Giving the public prior warning of major road works	70.30%		69.90%		71.80%		50.00%				69.20%		58.60%		71.60%		70.90%		64.90%	
Minimising disruption and delays caused by road works	63.90%		60.40%		68.90%		50.00%				66.50%		49.10%		65.10%		63.40%		63.30%	
High standard of reinstatement after road repairs/other works	56.60%		52.00%		62.80%		30.00%				60.20%		39.10%		58.80%		57.00%		56.60%	
Provision of traffic signs and road markings	68.80%		65.90%		72.40%		60.00%				68.30%		58.70%		70.10%		69.20%		63.40%	
Overall Highway Maintenance service	52.70%	28%	49.90%	24%	57.00%	32%	40.00%	36%	28%	28%	55.20%	30%	37.50%	25%	54.80%	30%	53.60%	28%	50.90%	40%
Overall streetlighting service	85%	54%	83%	54%	88.80%	55%	77.70%	50%	53%	53%	92.40%	58%	89.80%	50%	85.10%	56%	85.80%	56%	83.00%	40%

Grounds Maintenance

	Overall 11/12	Overall 12/13	Male 11/12	Male 12/13	Female 11/12	Female 12/13	Under 25 11/12	Under 25 12/13	26 to 65 11/12	26 to 65 12/13	Over 65 11/12	Over 65 12/13	Disabled 11/12	Disabled 12/13	Non Disabled 11/12	Non Disabled 12/13	White British 11/12	White British 12/13	Non White British 11/12	Non White British 12/13
Provision of flower beds / floral displays in public areas	72.70%	48%	70.20%	47%	76.00%	50%	50.00%	29%		50%	77.80%	45%	78.70%	38%	71.70%	50%	73.60%	48%	62.80%	47%
Provision of outdoor sports pitches / playing fields	73.70%	48%	73.10%	48%	75.20%	48%	60.00%	36%		49%	79.40%	48%	72.90%	38%	81.20%	50%	74.20%	48%	67.80%	49%
Provision of childrens play areas	73.60%	44%	72.20%	45%	75.70%	44%	60.00%	29%		44%	84.20%	47%	74.30%	38%	82.40%	46%	74.10%	45%	67.20%	30%
Provision of public parks	75.60%	47%	74.70%	48%	77.00%	47%	60.00%	21%		48%	80.70%	49%	73.80%	40%	90.80%	49%	76.90%	48%	60.00%	35%
Maintenance of public grass areas / shrub beds	71.10%		69.70%		73.10%		60.00%				75.10%		69.30%		93.00%		72.20%		61.10%	
Maintenance of children's play areas	68.40%		66.50%		71.20%		50.00%				77.00%		65.70%		87.10%		68.40%		70.50%	
Maintenance of outdoor pitches / playing fields	68.40%		66.00%		70.90%		60.00%				75.40%		62.20%		84.70%		68.80%		69.40%	
Ensuring that dogs are kept under control in parks	49.50%	21%	44.30%	18%	55.20%	25%	50.00%	14%		22%	47.60%	23%	42.70%	21%	89.40%	22%	50.80%	21%	40.70%	26%
Provision of public toilets	44.90%	15%	41.60%	13%	48.60%	16%	20.00%	14%		15%	47.70%	14%	42.60%	12%	84.60%	16%	45.80%	14%	38.60%	14%
Provision of allotments	44.10%	20%	43.00%	19%	46.20%	22%	20.00%	21%		20%	51.10%	25%	48.20%	20%	68.50%	21%	43.80%	20%	44.70%	16%
Provision of cemeteries	61.00%	35%	59.70%	33%	63.20%	37%	30.00%	36%		33%	65.40%	41%	72.40%	36%	79.00%	36%	61.40%	35%	59.70%	30%
Overall grounds maintenance service	66.20%	35%	66.30%	33%	66.80%	38%	40.00%	21%	36%	36%	72.60%	35%	69.40%	25%	90.00%	38%	66.50%	35%	66.10%	44%

Winter Maintenance

	Overall 11/12	Overall 12/13	Male 11/12	Male 12/13	Female 11/12	Female 12/13	Under 25 11/12	Under 25 12/13	26 to 65 11/12	26 to 65 12/13	Over 65 11/12	Over 65 12/13	Disabled 11/12	Disabled 12/13	Non Disabled 11/12	Non Disabled 12/13	White British 11/12	White British 12/13	Non White British 11/12	Non White British 12/13
Provision of grit bins in local areas	52.60%	35%	52.70%	34%	52.20%	35%	40.00%	14%		33%	58.90%	41%	50.00%	32%	53.70%	35%	95.50%	35%	47.60%	26%
Gritting of main roads	79.40%	71%	80.80%	70%	79.30%	73%	60.00%	29%		70%	86.00%	78%	73.00%	68%	81.00%	73%	53.30%	72%	69.50%	63%
Snow clearing of main roads	72.30%	64%	72.00%	64%	72.80%	65%	40.00%	29%		64%	79.70%	71%	60.00%	66%	74.90%	65%	81.10%	65%	60.00%	54%
Snow clearing of footpaths and cycleways in town centres	43.10%	27%	41.60%	27%	44.60%	28%	20.00%	7%		27%	45.50%	28%	30.90%	28%	44.50%	28%	74.00%	28%	36.20%	28%
Overall winter maintenance service	63.00%	47%	63.20%	46%	62.90%	49%	50.00%	21%		47%	65.50%	51%	54.00%	45%	64.70%	49%	43.90%	48%	55.80%	40%

Street Cleansing

	Overall 11/12	Overall 12/13	Male 11/12	Male 12/13	Female 11/12	Female 12/13	Under 25 11/12	Under 25 12/13	26 to 65 11/12	26 to 65 12/13	Over 65 11/12	Over 65 12/13	Disabled 11/12	Disabled 12/13	Non Disabled 11/12	Non Disabled 12/13	White British 11/12	White British 12/13	Non White British 11/12	Non White British 12/13
Keeping roads, footpaths and parks clear of litter & weeds	61.40%	38%	63.10%	34%	60.90%	41%	50.00%	29%		40%	64.50%	31%	55.40%	34%	63.70%	40%	62.10%	38%	62.60%	40%
Keeping town centres clear of litter and weeds	67.70%	50%	68.00%	47%	68.00%	53%	70.00%	36%		51%	68.90%	49%	55.40%	49%	69.40%	51%	67.20%	50%	72.50%	56%
Provision of litter bins	67.50%	45%	65.30%	43%	70.60%	46%	60.00%	36%		43%	71.00%	49%	59.80%	49%	69.70%	45%	68.10%	45%	71.10%	37%
Frequency of litter bin emptying	63.60%		58.50%		69.10%		60.00%				68.70%		56.40%		65.50%		64.50%		65.00%	
Provision of dog bins	61.60%	38%	58.60%	39%	65.50%	37%	30.00%	14%		36%	66.10%	45%	55.40%	34%	62.40%	39%	61.50%	39%	69.40%	26%
Frequency of dog bin emptying	53.90%		50.20%		59.00%		40.00%				64.00%		49.90%		54.00%		53.40%		62.70%	
Keeping public parks and open spaces clear from dog fouling	47.70%	32%	46.30%	30%	51.10%	35%	50.00%	29%		32%	55.30%	33%	40.10%	30%	49.10%	34%	48.60%	33%	45.80%	28%
Clearing blocked drains	49.00%	29%	45.80%	26%	53.80%	33%	40.00%	43%		30%	58.80%	26%	51.60%	31%	49.60%	31%	50.00%	30%	40.80%	35%
Responding to fly tipping incidents	49.90%		47.20%		54.00%		30.00%				52.80%		44.80%		51.10%		50.50%		47.20%	
Litter education and prevention programme	38.70%	20%	34.70%	19%	42.20%	22%	20.00%	36%		20%	49.60%	21%	31.80%	20%	39.50%	21%	38.70%	21%	38.20%	28%
Removal of abandoned cars	49.30%		44.00%		55.00%		50.00%				51.40%		47.60%		49.90%		49.80%		47.30%	
Enforcement of litter, dog fouling and fly tipping offences	31.40%	17%	29.50%	15%	34.00%	19%	40.00%	36%		17%	36.80%	15%	30.10%	18%	31.70%	18%	31.90%	17%	28.20%	28%
Overall street cleansing service	53.70%	35%	51.40%	33%	57.70%	37%	50.00%	29%		35%	52.70%	32%	38.10%	32%	56.90%	36%	54.60%	35%	50.00%	35%

Public and Alternative Transport Service 2012/13

	Overall	Male	Female	Under 25	26 to 65	Over 65	Disabled	Non Disabled	White British	Non White British
Frequency of bus services in your area	42%	43%	42%	36%	40%	48%	41%	43%	42%	56%
Information about public transport	35%	35%	34%	14%	33%	39%	26%	37%	34%	49%
Provision of bus shelters and stops	46%	45%	49%	29%	46%	46%	37%	49%	47%	56%
Cycle facilities and routes	40%	39%	42%	50%	42%	37%	32%	43%	41%	44%
Footpaths and public rights of way	42%	40%	45%	50%	43%	40%	34%	44%	42%	54%
Overall public and alternative transport service	36%	35%	39%	43%	36%	40%	27%	39%	37%	47%

Other Aspects of the Service

	Overall 11/12	Overall 12/13	Male 11/12	Male 12/13	Female 11/12	Female 12/13	Under 25 11/12	Under 25 12/13	26 to 65 11/12	26 to 65 12/13	Over 65 11/12	Over 65 12/13	Disabled 11/12	Disabled 12/13	Non Disabled 11/12	Non Disabled 12/13	White British 11/12	White British 12/13	Non White British 11/12	Non White British 12/13
Provide a number of ways to contact our services	78.60%	76%	77.70%	76%	80.50%	77%	55.50%	79%	77%	77%	83.00%	79%	76.30%	67%	79.60%	79%	79.90%	78%	68.90%	68%
The Streetcare helpdesk	78.60%	76%	77.70%	76%	80.50%	77%	55.50%	79%	77%	77%	83.00%	79%	76.30%	67%	79.60%	79%	79.90%	78%	68.90%	68%
Providing a prompt response to your call, e-mail or letter	74.60%	63%	74.80%	61%	76.20%	67%	66.60%	64%	64%	64%	79.70%	65%	71.70%	54%	76.40%	67%	76.50%	64%	67.90%	65%
Keeping you informed about the progress of your issue	55.70%	46%	53.70%	45%	59.40%	48%	66.60%	43%	48%	48%	58.60%	46%	48.30%	38%	57.50%	49%	57.90%	46%	49.20%	49%
A prompt resolution to your issue	60.50%	56%	56.30%	56%	66.00%	55%	55.50%	55%	59%	59%	59.50%	59%	59.50%	59%	61.90%	61%	62.30%	52%	52.70%	52%
Accessibility and relevance of information about our services	71.40%	56%	66.90%	55%	77.00%	59%	66.60%	50%	58%	58%	76.00%	57%	68.80%	47%	73.20%	60%	73.10%	57%	67.20%	58%
Helpful and efficient staff	81.00%	68%	80.10%	68%	83.40%	71%	55.50%	71%	66%	66%	87.90%	76%	81.70%	71%	82.30%	69%	82.70%	70%	67.90%	68%
Ensuring the health & safety of the public and our staff	69.60%	66%	66.90%	66%	73.50%	66%	55.50%	66%	74%	74%	74.30%	76%	67.10%	67%	71.00%	71%	71.90%	67%	54.40%	67%
Minimising the impact of our services on the environment	64.80%	61%	61.90%	61%	68.30%	61%	33.30%	61%	71%	71%	71.50%	61%	61.40%	66%	66.20%	66%	66.90%	48%	48.20%	48%

Assessment of Monitoring Information

- The overall levels of satisfaction reported have reduced in all areas regardless of protected characteristic group.
- The streetlighting service has the highest levels of satisfaction amongst all groups.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<p>Overall, the Under 25s and Disabled People are two groups which appear less satisfied with Streetcare services. The service will seek to engage further with these groups to understand specific areas for improvement.</p>	<p>The cleansing team have engaged with school groups to raise awareness of littering and graffiti issues, explaining the impact that the issues have on the community and the cost of clearing up.</p> <p>Through engagement with young people's groups the team have supported litter picking events undertaken by youth clubs by providing equipment and assisting with disposal of airings.</p> <p>There is an on-going implementation of mobility crossings and have incorporated comments from effected groups to influence the priority lists produced.</p> <p>Finally, the asset management team have developed a scoring matrices which it uses to prioritise programmes of work using access issues and the positive impact of the schemes on all disadvantaged groups to help focus limited funds on areas where there is the biggest impact.</p>

Actions as a Result of Current Information

- Continue to work with disadvantaged and hard to reach groups to gain the greatest impact from our continued investment in the highway and open space network.
- Target areas where the users of the service are a priority; highway condition, potholes, litter. At the same time raise awareness of the limitations of the section, including finance and human resource.
- Seek ways of stimulating greater community involvement through voluntary service and work to support existing groups.

Trading Standards (including Metrology)

Introduction

The service investigates and takes action against breaches of trading legislation. This objective approach is evidence based and takes account of the conditions of the alleged or actual breach, and has not historically involved consideration of the equality domain of complainant or perpetrator.

No complaints alleging bias or discrimination have been received in the past 3 years.

Aims are:

- To help improve public confidence in the safety of living in South Gloucestershire Council; reducing anti social behaviour and the perception of it.
- To help prevent the sale of age restricted products, (alcohol, cigarettes, fireworks, solvents etc.) to children.
- To assist in the prevention of spread of animal disease, and control the spread of potentially fatal zoonotic diseases, e.g. rabies by immediate response to outbreak notifications.
- To provide licensing services that help protect consumers and businesses.
- To give advice to consumers and businesses on civil and criminal law with our partner Consumer Direct South West.
- To provide a metrological service, for verification and calibration of weighing and measuring equipment
- To encourage high standards of safety in all consumer goods in the market place.

The service has three key roles in the crime and disorder agenda and in meeting obligations under the Crime and Disorder Act 1998. These are:

- Taking action to prevent people being victims of commercial crime in their own home.
- Taking action to disrupt traders from operating in the informal economy
- Taking action to prevent harm to children and nuisance caused by young people from access to restricted goods such as alcohol.

We will do all of the above by providing services that are:

- High quality, open and equitable
- Delivered in a courteous manner by knowledgeable staff
- Proportional, transparent and consistent
- Helpful and of value to our clients.

In targeting resources account will be taken of the principles extolled by the Hampton review, Better Regulation, and guidance from the Local Better Regulation Office.

Enforcement will be intelligence led, using the framework of the National Intelligence Model, and will follow the principles of the Regulator's Compliance Code.

Monitoring Data

A project based on No Cold Calling Zones has been researched to gauge their effectiveness and results show the following:

- 57% of respondents were female, and 70% were 55 years old and over.
- 55% of people who responded had received a cold caller within the last 6 months.
- 21% of cold calls were traders offering gardening services, 21% were religious canvassers, 19% were charities collectors and 19% were double glazing salespeople.
- Only 64% are displaying their No Cold Calling Zone sticker.
- 60% felt the door stickers and street signs deterred cold callers.
- 50% felt a lot or a little more safer as a result of the zone being launched.
- 43% felt more confident when dealing with cold callers.
- 57% knew who to contact for advice on cold calling.

Actions 2012/13

N/A

Actions Planned For 2013/14

We plan to review existing administrative process and database systems to identify areas for improvement to establish a true representation of ethnicity groups

Transport

Introduction - Strategic Transport Policy

The Strategic Transport Policy Teams cover the following projects and areas of work:

- Joint Local Transport Plan development, assembly, evaluation and monitoring and setting the councils transport policy framework.
- Development and planning of Major Transport Schemes such as the North Fringe to Hengrove Project
- Development and planning of smaller transport schemes and projects, including funding bids for example the Local Sustainable Transport Fund.
- Development and monitoring of Road Safety Strategy and Policy, including road safety audits, accident investigation and prevention.
- Provision of transport advice relating to planning applications.
- Provision of strategic transport expertise on public transport and sustainable transport (including walking, cycling, travel planning).

The main policy and strategy that guide the work of the team is the Joint Local Transport Plan, (JLTP). This Plan is known as the JLTP3 and covers the West of England Area. It has been agreed by South Gloucestershire, Bristol, North Somerset and Bath & North East Somerset Councils and covers the period between 2011 and 2026.

The JLTP3 is available <http://www.travelplus.org.uk/our-vision/joint-local-transport-plan-3>

A three year Delivery Plan 2012/13 to 2014/15 has been prepared, which includes targets and indicators to monitor performance,
<http://www.travelplus.org.uk/media/245864/jltp3%20delivery%20plan%20final%20march%202012.pdf>

Monitoring Information

A one year indicative Delivery Plan was produced for 2011/12,
<http://www.travelplus.org.uk/media/214923/interim%20one%20year%20delivery%20plan%2006apr2011.doc>

The JLTP3 programme identified 6 thematic areas:

- Public transport;
- Road safety;
- Smarter choices;
- Network management;
- Environment and public realm; and
- Asset management.

NHT Public Satisfaction Survey 2011

South Gloucestershire participated in an annual survey of public satisfaction in Highway and Transportation services. The results of this survey can be found at
<http://nhtsurvey.econtrack.co.uk/>

Customer Satisfaction

In 2012 South Gloucestershire local residents considered the highway and transportation services to be in the top 10 unitary authorities for public satisfaction

In 2011 the most important issues for South Gloucestershire residents were:

- Condition of the Roads
- Safety on the Roads
- Pavements & Footpaths
- Local Bus Services
- Traffic & Congestion

At the same time residents identified the most need of improvement were:

- Condition of the Roads
- Traffic & Congestion
- Pavements & Footpaths
- Safety on the Roads
- Local Bus Services

The results of the survey are available by

- Age Group
- Ethnic origin
- Current Employment
- Gender
- Car ownership
- Use of free bus pass
- Long standing illness
- Blue badge holder
- Provide long term care for relative with mobility problem

Table to show the % service users Satisfied or Very Satisfied with the service provided.

Customer Category	2011/12 %	2012/13 %
All respondents	88	87.5
Males	84	85
Females	94	96
Disabled people	100	100
White English/Welsh/Scottish/Northern Irish/British	88	87
Black/African/Caribbean/Black British/-Caribbean	100	100
All Asian/Asian British groups	100	100
Mixed/Multiple Ethnic groups	100	100

KBIs - Comparison To National Average

Green=>avg, Yellow=within 5% of avg, Red>5% below avg

Question	2009	2010	2011	2012
KBI 01 - Overall (local)	55.61	57.11	56.21	57.21
KBI 02 - Overall (national)	55.67	57.20	56.23	57.27
KBI 03 - Ease of Access (all)	76.55	76.59	76.54	77.78
KBI 04 - Ease of Access (disabilities)	71.34	66.57	65.84	72.18
KBI 05 - Ease of Access (no car)	71.24	68.49	66.01	67.18
KBI 06 - Local bus services	48.37	53.67	54.02	55.95
KBI 07 - Local bus services (BVPI 104)	40.02	46.43	48.11	53.17
KBI 08 - Public transport info (BVPI 103)	35.55	43.55	39.95	42.78
KBI 09 - Taxi/mini cab services	62.26	61.67	61.11	61.00
KBI 10 - Community Transport	56.43	59.90	59.72	59.19
KBI 11 - Pavements & Footpaths	61.55	62.05	60.73	62.40
KBI 12 - Pavements & Footpaths (aspects)	60.73	62.17	58.43	60.02
KBI 13 - Cycle routes and facilities	60.69	61.56	64.82	62.18
KBI 14 - Cycle routes and facilities (aspects)	56.83	58.64	61.21	60.84
KBI 15 - Rights of Way	59.57	60.42	61.19	61.29
KBI 16 - Satisfaction - Rights of Way (aspects)	56.63	56.21	56.46	57.58
KBI 17 - Traffic levels & congestion	41.04	43.05	45.91	47.36
KBI 18 - Management of roadworks	48.09	52.38	53.04	54.73
KBI 19 - Traffic management	53.78	55.35	54.91	56.97
KBI 20 - Road safety locally	60.39	62.32	60.84	63.67
KBI 21 - Road safety environment	57.08	58.67	55.34	57.76
KBI 22 - Road safety education	50.97	54.82	52.07	55.63
KBI 23 - Condition of highways	44.04	42.42	37.79	39.77
KBI 24 - Highway maintenance	55.93	55.15	53.45	53.96
KBI 25 - Street lighting	69.54	71.19	69.46	69.17
KBI 26 - Highway enforcement/obstructions	51.97	52.55	53.34	52.38

Actions during 2012/13

South Gloucestershire Council has continued to improve the transport and highway services it offers. . The Council has worked closely with public transport operators and with partners on projects throughout the year. The Greater Bristol Bus Network is now complete delivering more and better buses which are fully accessible with up to date real time information through which information can be accessed audibly via key fobs.

South Gloucestershire also works in partnership with other Greater Bristol local authorities and the West of England Partnership to lobby Government and the rail industry for improvements to rail services and to secure the Greater Bristol Metro proposals. The Greater Bristol Metro proposals, now known as MetroWest have now been prioritised for development and funding by JTEC, the LEP Board and the LTB.

The council and West of England Partners were successful in their Local Sustainable Transport Fund (LSTF) bid for funding for sustainable transport initiatives. These include working with transitional groups, making information accessible to all, pump priming bus services and increasing the cycling infrastructure to ensure that services and facilitates can be more easily accessed by all. This project has been on-going in the last year.

Actions as a result of current information

The information received through the survey requires further interrogation to enable a more detailed appraisal of the thoughts of the respondents by group. Whilst the database doesn't currently allow for this a key action is to progress this for next year.

Viewpoint – South Gloucestershire’s Citizen’s Panel

Introduction

South Gloucestershire's citizen's panel, called *Viewpoint*, was set up in 1999. Viewpoint is a statistically representative panel (in 2012/13 the number of residents on the panel was 1,283) who are randomly selected to broadly represent the population of South Gloucestershire.

The panel is consulted 3 times a year by post/online survey, and this currently achieves a response rate of around 70%. Viewpoint provides a real opportunity for residents to be involved in and influence the decisions the council and its partners make. Over recent years it has provided the council and its partners with residents' opinions about a range of issues, including:

- setting levels of council tax
- perceptions of community safety and the fear of crime
- satisfaction with the library service
- expectations around service standards

The council uses Viewpoint each year to gain feedback on budget proposals and understand residents' preferred budget option. This feedback is then taken into consideration during the finalisation of the budget.

Monitoring Information

The Viewpoint citizens panel is designed to be representative of the adult population of South Gloucestershire, but relies on people voluntarily participating. As of April 2013 the panel was slightly overrepresented by females and over 55 year olds. To address this results are weighted.

Tables to show the make-up of panel members

	Gender			Age			
	Female	Male	Not provided	18-44	45-64	Over 65	Not provided
Panel make-up (%)	55%	44%	1%	23%	41%	35%	1%

	Ethnicity			Disability		
	White British	Non White British	Not provided	Disabled	Non disabled	Not provided
Panel make-up (%)	96%	2%	2%	19%	76%	4%

Note: the % disabled figure includes those with a disability in their household not just on an individual basis

Chart to show responses to the question: “Over the past 2 years do you feel that South Gloucestershire has become a better place to live, is the same or is worse?”

	Overall %	Female	Male	Under 45	46 to 65	Over 65	White British	Non White British	Disabled	Non disabled
BETTER	11%	13%	11%	11%	11%	13%	12%	17%	11%	12%
WORSE	21%	22%	21%	18%	23%	21%	21%	17%	28%	19%

Chart to show responses to the question: “Overall, how satisfied or dissatisfied are you with your local area as a place to live?”

	Overall %	Female	Male	Under 45	46 to 65	Over 65	White British	Non White British	Disabled	Non disabled
SATISFIED	86%	88%	85%	91%	82%	88%	86%	83%	78%	90%
DIS-SATISFIED	6%	7%	6%	1%	9%	6%	6%	6%	10%	5%

Chart to show responses to the question: “Overall how satisfied or dissatisfied are you with the way South Gloucestershire Council runs things?”

	Overall %	Female	Male	Under 45	46 to 65	Over 65	White British	Non White British	Disabled	Non disabled
SATISFIED	73%	75%	71%	82%	65%	77%	73%	83%	66%	76%
DIS-SATISFIED	14%	10%	16%	8%	16%	13%	13%	11%	19%	11%

Chart to show responses to the question: “To what extent do you agree or disagree that South Gloucestershire Council provides value for money for local residents?”

	Overall %	Female	Male	Under 45	46 to 65	Over 65	White British	Non White British	Disabled	Non disabled
AGREE	55%	55%	57%	57%	49%	61%	56%	61%	57%	56%
DISAGREE	18%	15%	19%	15%	22%	16%	17%	33%	20%	18%

Assessment of Monitoring Information

- Several differences in the feedback received by groups were evident in the results as highlighted in the tables above. Key points emerging are:-
- People identifying their ethnicity as being Non White British were more likely to feel that South Gloucestershire has become a better place to live and were more likely to agree that South Gloucestershire Council provides value for money for local residents. This is a development since 2011/12 where people from this group showed the lowest levels of agreement that the Council provides value for money for local residents.
- People under 45 years were more likely to be satisfied with their local area as a place to live and with the way South Gloucestershire Council runs things. This is a positive development over the 2011/12 results.
- People over 65 years were more likely to agree that South Gloucestershire Council provides value for money for local residents. This is consistent with the 2011/12 results.
- Disabled People were more likely to feel that South Gloucestershire has become a worse place to live, were more dissatisfied with the local area as a place to live and were more likely to be dissatisfied with the way South Gloucestershire Council runs things.

- People aged between 46 – 65 years were more likely to be dissatisfied with the way South Gloucestershire Council runs things and were more likely to disagree that South Gloucestershire Council provides value for money for local residents.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
To continue work to attract 18 to 54 year olds to participate in the panel.	Each year we refresh the panel by roughly a third, and as part of this process we make sure to promote it via online channels as well as traditional methods of recruitment- letters etc. The hope is that these new recruitment methods will draw in a younger demographic to the panel; these efforts are on-going.
To review the weightings criteria once the 2011 census data has been received.	The 2011 census data has been received and analysed to create a profile of our population in the area. This information has been incorporated into our weightings criteria to ensure that our Viewpoint results give an accurate reflection of our current demography.

Actions as a Result of Current Information

- Run shorter, more targeted surveys on individual topics
- Run more frequent surveys to become responsive to changing demands of Council services
- Continue work to attract more younger people to the panel
- Carry out a review of the future delivery options for the survey

Walking for Health

Introduction

Walking for Health in South Gloucestershire is part of the national 'Walking for Health' Initiative (WfH) which is supported by The Ramblers and Macmillan Cancer Support. The aim of WfH is to encourage and support people to walk in their own communities, especially those people who take little or no exercise and live in areas of poor health.

Since October 2005 the project has been open to people of all ages and walking abilities across the district of South Gloucestershire, whilst maintaining a focus on the areas of higher health need:

- Cadbury Heath
- Filton
- Kings Chase
- Patchway
- Staple Hill
- Yate & Dodington

Apart from the rural walks which are typically more strenuous, all activities delivered as part of Walking for Health in South Gloucestershire are designed to be suitable for people that are new to, or are increasing, their physical activity and are led by trained Volunteer Walk Leaders.

Monitoring systems are in place in respect of age, demographic, gender and disability which allows the service to evaluate participation levels amongst groups and conduct analysis in respect of developing improvement action.

Monitoring Information

Table to show total number of participants in Walking for Health Programme

	2011/12	2012/13
Total Number of Walkers	633	587
New Walkers	228	151
Existing Walkers (Retained)	405	436

Table to show the number of participants from Priority Neighbourhoods in Walking for Health Programme

	2011/12	2012/13
Cadbury Heath	0	2
Filton	9	4
Kingswood	12	4
Patchway	3	0
Staple Hill	6	2
Yate	16	6

Table to show participation by Age group and Gender

	2011/12		2012/13	
	Female	Male	Female	Male
16 – 24	15	0	6	0
25 – 34	33	2	14	0
35 – 44	15	1	6	0
45 – 54	17	1	16	5
55 – 64	33	18	31	15
65 - 74	40	22	29	13
75 - 84	9	8	6	3
85+	1	1	0	0
Unknown	8	4	5	2

Table to show Ethnicity of walkers

	2011/12	2012/13
White – English / Welsh / Scottish / Northern Irish / British	181	125
BAME	7	1
Unknown	40	25

Table to show Health Conditions of walkers

	2011/12		2012/13	
	New Walkers	Existing Walkers	New Walkers	Existing Walkers
Heart Condition	14	23	9	29
Bone or Joint Problem	10	16	8	29
Heart Disease	8	13	5	18
High Blood Pressure	46	56	24	84
COPD	0	3	0	0
Diabetes	4	8	6	23
Asthma	16	14	12	31
Long Standing Illness	14	18	12	27
Advised to Attend	11	14	10	20

Assessment of monitoring information

- The project usually attracts around 600 walkers each year.
- This year didn't see a huge increase in uptake from Priority Neighbourhoods (PNs) despite the project having a PN focus, and an extensive programme of marketing having taken place in these areas over the last 12 months.
- The walkers are predominantly people ages 55 years plus (probably due to the walks taking place between 9am – 5pm, Monday to Friday).
- 75% of new walkers were female (this is in-keeping with national WfH demographics).
- No specific 'customer satisfaction' figure is obtained through feedback. However, the programme uses a range of measures to illustrate high levels of satisfaction e.g. high retention rates, walkers responding well to resources and finding the network easy to access, walks impacting positively on health etc.

Other positive work undertaken by Walking for Health

- A fortnightly programme of walks for SGC via the Health Workplace Charter.
- Development of the project and its focus through Local Sustainable Transport Funding in order to promote and encourage active travel in priority neighbourhoods and through buggy walks.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
<ul style="list-style-type: none"> • Further work required to engage walkers from PN's 	<p>Marketing programme carried out in Priority Neighbourhoods to try and increase uptake. The percentage of participants recruited from PNs was 12%, which sounds positive however this is due to the lower number of new walkers recruited. This is partly thought to be due to the weather which has been unusually bad all year, including 3 weeks of walks being cancelled. On a positive note walker retention of walkers was higher this year.</p>

Actions we said we would take	Feedback
<ul style="list-style-type: none"> Further work to engage walkers from BAME communities 	Focus this year has been on trying to recruit more walkers from Priority Neighbourhoods and as a result there has not been a specific focus on recruiting walkers from BAME communities.

Actions as a Result of Current Information

- Further work required to engage walkers from PN's.
- Walker retention is good but more work needed to recruit new participants, particularly those that require further support to get active.

Waste Management

Introduction

Since 2000, South Gloucestershire Council (SGC) and SITA UK have been working in partnership to deliver a high quality, cost effective and sustainable integrated waste management service, providing the following services:

- Collection of household waste (green recycling boxes, green and black bins, food waste, plastic bottles).
- Provision and operation of Household Waste Recycling Centres (known as SORT IT!* Centres)
- Processing materials separated for recycling/composting
- Transport of bulk waste
- Residual waste treatment and landfill disposal
- Publicity, promotions and awareness raising

Monitoring Information

An annual survey is conducted to find out what residents think about their SORT IT!* services.

The following data provides information concerning the responses received from the 2011 survey which received 367 responses.

	Overall	Male	Female	Under 25	26 to 65	Over 65	Disabled	Non Disabled	White British	Non White British
Collect your rubbish bin	82%	84%	83%	64%	80%	92%	82%	83%	83%	81%
Collect your recycling bags and boxes	80%	79%	81%	57%	77%	89%	77%	80%	80%	79%
Collect bulky waste	43%	42%	45%	29%	41%	48%	53%	43%	44%	44%
Provide Sort It Centres	77%	79%	76%	57%	76%	84%	77%	78%	78%	70%
Waste and recycling information and education	59%	56%	62%	36%	57%	66%	60%	60%	59%	65%
Overall waste management service	70%	70%	72%	57%	68%	80%	62%	73%	72%	72%

Assessment of Monitoring Information

- Over 65s have the highest levels of satisfaction with the waste management service.
- Disabled People and Under 25s have the lowest levels of satisfaction with the waste management service.
- Disabled People are more satisfied with the collection of bulky waste than others.
- Overall, there are lower levels of satisfaction with bulky waste collections amongst groups.
- There is a lower level of satisfaction with the provision of waste and recycling information and education for Under 25s.

Actions Arising from 2011/12 Data

Last year we said we would take the following actions:-

Actions we said we would take	Feedback
To ensure that communications (both written and verbal) are effective and accessible for all communities.	The council has in place a comprehensive Equality & Diversity Communications Toolkit which is followed in respect of all communications. Sort It!* Communications Materials supplied with alternative languages and translation services used when required. Sign language interpreter provided at Sort It!* Centre Open Day visit.
Investigate the inclusion of ethnicity, age and gender data within the annual customer satisfaction survey.	As shown above, the survey conducted has been revised to include the collection and analysis of information in relation to ethnicity, age and gender.
Investigate actions which will allow for special collection measures to be addressed where residents move properties.	Missed Collections are being monitored with actions identified to improve Assisted Collection performance. In Cab Technology project should allow regular reviews of assisted collections households and positive recording that collections have taken place.

Actions as a Result of Current Information

- Increase access to recycling to all parts of the community through continuing to roll out more comprehensive recycling facilities to flats, widening the services to all aspects of our community.
- Investigate green bin charging with a proposed concessions scheme.
- Work with hard to reach groups to aid their involvement in recycling and their understanding of what is available.

SECTION 3

THE COUNCIL AS AN EMPLOYER



The Council as an Employer - Summary of Key Points Emerging

1. The overall number of employees reduced by 17% from 2009/10 to March 2012/13.
2. 72.6% of employees are female and 27.4% are male.
3. 53.1% of employees work part time. 66.5% of females are part time and 18.8% males are part time.
4. The number of employees aged 16-20 has decreased from 2009/10 to 2012/13. 7.5% of the workforce is aged 29 or under. 74.7% of the workforce is aged 40+. The council has established an apprenticeship programme in partnership with South Gloucestershire and Stroud College – it will be interesting to see if this has an impact on the age profile of the workforce in the long term.
5. 4.3% of the workforce has disclosed a disability which shows a light decrease over the last four years.
6. Sexual orientation is not known for 75.7% 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 by 7.8% since this date.
7. Information about employee's religion/belief is known for 24.3% of the workforce which is a slight increase from 16.4% in 2009/10.
8. 5.3% of employees identify as being from a Black, Asian or Minority Ethnic (BAME) group which is consistent over the last four years. 85.4% of the workforce identified as being White British which is a decrease from 87.5% in 2009/10.
9. We do not capture workforce data about on gender reassignment.
10. There were 363 vacancies in 2012/13. This figure has fluctuated over the last four years. The average number of applications per vacancy has increased from 17 to 23.
11. The success rate of disabled applicants over the last four years has reduced from 6.3% to 3.1%.
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 5.6%. (Permanent employees who voluntarily left).
14. Workforce data about religion/belief and sexual orientation remains low and so it is difficult to analyse this data in a meaningful way. To address this HR should consider actions to encourage employees to update this information on MyView .

1. Staff in Post

Number of permanent employees* (%)

Department		2009/10	2010/11	2011/12	2012/13
Chief Executive & Corporate Resources (CECR)		504 (12.7%)	483 (12.9%)	556 (16.6%)	512 (15.7%)
Environment and Community Services (ECS)**	Community Services (CS)	642 (16.2%)	583 (15.6%)	847 (25.3%)	850 (26%)
	Planning, Transportation and Strategic Environment (PTSE)	350 (8.8%)	359 (9.6%)		
Children, Adults and Health (CAH)***	Community Care & Housing (CCH)	956 (24.2%)	830 (22.2%)	673 (20.1%)	1908 (58.3%)
	Children and Young People (CYP) (exc. Schools)	1504 (38%)	1480 (39.6%)	1266 (37.9%)	
All		3,956 (100%)	3735 (100%)	3342 (100%)	3270 (100%)

* Permanent employees = permanent contracts only, including zero hours contracts.

** Community Services and Planning, Transportation and Strategic Environment departments merged in 2011 to form a new Environment and Community Services department.

*** Community Care and Housing and Children and Young People departments merged in 2013 to form a new Children, Adults and Health department.

Staff in Post – Gender

Department		2009/10			2010/11			2011/12			2012/13		
		No. Permanent Employees (and %)	Male* (%)	Female* (%)	No. Permanent Employees (and %)	Male* (%)	Female* (%)	No. Permanent Employees (and %)	Male* (%)	Female* (%)	No. Permanent Employees (and %)	Male* (%)	Female* (%)
Chief Executive & Corporate Resources (CECR)		504 (12.7%)	187 (17.3%)	317 (11%)	483 (12.9%)	184 (17.8%)	299 (11.1%)	556 (16.6%)	189 (19.9%)	367 (15.4%)	512 (15.7%)	172 (18.7%)	340 (14.5%)
Environment and Community Services (ECS)**	CS***	642 (16.2%)	340 (31.4%)	302 (10.5%)	583 (15.6%)	311 (30.2%)	272 (10.1%)	847 (25.3%)	434 (45.6%)	413 (17.3%)	850 (26%)	432 (46.9%)	418 (17.8%)
	PTSE***	350 (8.8%)	145 (13.4%)	205 (7.1%)	359 (9.6%)	147 (14.3%)	212 (7.8%)						
Children, Adults and Health (CAH)***	CC&H****	956 (24.2%)	124 (11.5%)	832 (28.9%)	830 (22.2%)	113 (11%)	717 (26.5%)	673 (20.1%)	94 (9.9%)	579 (24.2%)	1908 (58.3%)	317 (34.4%)	1591 (67.7%)
	CYP****	1504 (38%)	286 (26.4%)	1218 (42.4%)	1480 (39.6%)	276 (26.8%)	1204 (44.5%)	1266 (37.9%)	235 (24.7%)	1031 (43.1%)			
All		3956 (100%)	1082 (27.4%)	2874 (72.6%)	3735 (100%)	1031 (27.6%)	2704 (72.4%)	3342 (100%)	952 (28.5%)	2390 (71.5%)	3270 (100%)	921 (28.2%)	2349 (71.8%)

* % of total male or female populations

*** CS – Community Services, PTSE – Planning, Transportation and Strategic Environment

**** CCH – Community Care and Housing, CYP – Children and Young People

Staff in Post – Gender (full-time vs. part-time)

	2009/10			2010/11			2011/12			2012/13		
	No. Employees (and %)	Male* (%)	Female* (%)	No. Employees (and %)	Male* (%)	Female* (%)	No. Employees (and %)	Male* (%)	Female* (%)	No. Employees (and %)	Male* (%)	Female* (%)
Total number of full-time staff**	1814 (45.9%)	886 (81.9%)	928 (32.3%)	1768 (47.3%)	863 (83.7%)	905 (33.5%)	1615 (48.4%)	781 (82.0%)	834 (34.9%)	1534 (46.9%)	748 (81.2%)	786 (33.5%)
Total number of part-time staff	2142 (54.1%)	196 (18.1%)	1946 (67.7%)	1967 (52.7%)	168 (16.3%)	1799 (66.5%)	1727 (51.6%)	171 (18%)	1556 (65.1%)	1736 (53.1%)	173 (18.8%)	1563 (66.5%)

* % of total male or female populations

** Full time = 37 hours per week

Staff in Post – Age

Year	<20 (%)	20-29 (%)	30-39 (%)	40-49 (%)	50-59 (%)	60-64 (%)	65+ (%)
09/10	28 (0.7%)	381 (9.6%)	722 (18.3%)	1281 (32.4%)	1112 (28.1%)	318 (8%)	114 (2.9%)
10/11	# (#%)	339 (9.1%)	668 (17.9%)	1226 (32.8%)	1067 (28.6%)	322 (8.6%)	107 (2.9%)
11/12	# (#%)	282 (8.4%)	626 (18.7%)	1103 (33%)	963 (28.8%)	265 (7.9%)	97 (2.9%)
12/13	11 (0.3%)	236 (7.2%)	584 (17.9%)	1056 (32.3%)	1015 (31.07%)	254 (7.8%)	114 (3.5%)

Note: Where there are fewer than ten in a particular group, data has been suppressed and is represented by the # symbol.

Staff in Post – Disability (as a % of disability population in brackets)

	No. permanent employees (and %)	No. permanent employees (and %)	No. permanent employees (and %)	No. permanent employees (and %)
	2009/2010	2010/2011	2011/12	2012/13
Disabled employees	174 (4.8%)	171 (5%)	163 (4.9%)	142 (4.3%)
Non-disabled employees	3428 (86.7%)	3221 (86.2%)	2809 (84.1%)	2729 (83.5%)
Prefer not to say	12 (0.3%)	# (0.2%)	# (0.2%)	# (0.3%)
Not known	342 (8.6%)	334 (8.9%)	362 (10.8%)	390 (11.9%)

Note: Where there are fewer than ten in a particular group, data has been suppressed and is represented by the # symbol.

Staff in Post – Sexual Orientation

Year	Bisexual	Gay man	Gay woman/lesbian	Heterosexual/straight	Other	Prefer not to say	Not known
09/10	# (#%)	# (#%)	# (#%)	595 (15%)	# (0%)	44 (1.1%)	3304 (83.5%)
10/11	# (#%)	# (#%)	10 (0.3%)	665 (17.8%)	# (0%)	53 (1.4%)	2998 (80.3%)
11/12	# (#%)	# (#%)	10 (0.3%)	667 (20%)	# (0.1%)	62 (1.9%)	2591 (77.5%)
12/13	# (#%)	# (#%)	10 (0.3%)	716 (21.9%)	# (0%)	58 (1.8%)	2476 (75.7%)

Note: Where there are fewer than ten in a particular group, data has been suppressed and is represented by the # symbol.

Staff in Post – Religion/Belief

	2009/10	2010/11	2011/12	2012/13
Buddhist	# (#%)	# (#%)	# (#%)	# (#%)
Christian	355 (9%)	381 (10.2%)	373 (11.2%)	393 (12%)
Hindu	# (#%)	# (#%)	# (#%)	# (#%)
Jewish	# (#%)	# (#%)	# (#%)	# (#%)
Muslim	# (#%)	# (#%)	# (#%)	# (#%)
Sikh	# (#%)	# (#%)	# (#%)	# (#%)
Any Other Religion	11 (0.3%)	12 (0.3%)	# (#%)	# (#%)
No religion	234 (5.9%)	280 (7.5%)	292 (8.7%)	319 (9.8%)
Prefer not to say	40 (1%)	48 (1.3%)	61 (1.8%)	62 (1.9%)
Not known	3305 (83.6%)	3000 (80.3%)	2594 (77.6%)	2475 (75.7%)

Note: Where there are fewer than ten in a particular group, data has been suppressed and is represented by the # symbol.

Staff in Post – Ethnicity

	2009/10	2010/11	2011/12	2012/13
Arab	Not Available	Not Available	Not Available	Not Available
Asian/Asian British	34 (0.8%)	37 (1%)	33 (1%)	30 (0.9%)
Black/Black British	44 (1.1%)	53 (1.4%)	50 (1.5%)	45 (1.4%)
Mixed/Multiple Ethnic Groups	25 (0.6%)	23 (0.6%)	24 (0.7%)	24 (0.7%)
Chinese	# (#%)	# (#%)	# (#%)	# (#%)
Gypsy or Traveller of Irish Heritage	# (#%)	# (#%)	# (#%)	# (#%)
White British	3464 (87.5%)	3250 (87%)	2855 (85.4%)	2791 (85.4%)
White – Irish	36 (0.9%)	34 (0.9%)	30 (0.9%)	21 (0.6%)
White – Other	50 (1.3%)	49 (1.3%)	45 (1.3%)	40 (1.2%)
Other ethnic group	# (#%)	11 (0.3%)	11 (0.3%)	# (#%)
Prefer not to say	24 (0.6%)	23 (0.6%)	38 (1.1%)	32 (1%)
Not Known	262 (6.6%)	247 (6.6%)	249 (7.5%)	273 (8.3%)

Note: Where there are fewer than ten in a particular group, data has been suppressed and is represented by the # symbol.

Staff in Post – Gender Reassignment (as a % of transgender employee population in brackets)*

	No. permanent employees identifying as a transgender person (and %)	No. permanent employees identifying as a transgender person (and %)	No. permanent employees identifying as a transgender person (and %)	No. permanent employees identifying as a transgender person (and %)
	2009/2010	2010/2011	2011/12	2012/13
All	Not available	Not available	Not available	Not available

* Systems are being assessed, with the ability to capture this information in the future a part of this work

2. Applicants for Employment

Success rate = number of new starters appointed as a percentage of applicants

	2009/10	2010/11	2011/12*	2012/13
No. of vacancies	495	288	242	363
Average applications per vacancy	17	17	23	23

	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)	2012/13	Success Rate (%)
No. of applicants	8224	3.6%	4820	4.5%	5598	4.3%	8456	3.1%
Appointed	293		215		239		259	

* Figures include all vacancies i.e. full time/part time/temporary and permanent.

Success rates of applicants over the last four years - Gender

	2009/10	Success rate (%)	2010/11	Success rate (%)	2011/12	Success rate (%)	2012/13	Success rate (%)
Male								
No. of applicants	2690	3.4%	1834	4%	1977	4.4%	3032	3.7%
Appointed	91		74		86		112	
Female								
No. of applicants	5460	3.7%	2940	4.8%	3577	4.3%	5372	2.7%
Appointed	203		141		153		147	
Unknown								
No. of applicants					44	0%	52	0%
Appointed				0*	0*			

* System currently requires gender to be entered

Success rates of applicants over the last four years - Disability

	2009/10	Success rate (%)	2010/11	Success rate (%)	2011/12	Success rate (%)	2012/13	Success rate (%)
No. of disabled applicants	254	6.3%	165	3.6%	265	3.8%	359	3.1%
Appointed	16		6		10		11	
No. of non-disabled applicants					5302	2.7%	8056	2%
Appointed				143	161			
No. of unknown applicants					31	277.4%	41	212.2%
Appointed				86	87			

* Not all vacancies are advertised through the recruitment website, therefore figures differ between reporting systems.

Success rates of applicants over the last four years – Age

	2009/10	Success rate (%)	2010/11	Success rate (%)	2011/12	Success rate (%)	2012/13	Success rate (%)
<20								
No. of applicants	494	3.6%	184	4.3%	296	6.8%	351	4.3%
Appointed	18		8		20		15	
20-29								
No. of applicants	3035	3%	1776	4%	1902	3%	2717	2.5%
Appointed	92		72		58		69	
30-39								
No. of applicants	1762	4.5%	1070	4.8%	1360	3.3%	1950	3%
Appointed	79		51		45		58	
40-49								
No. of applicants	1753	3.3%	1029	4.5%	1203	6%	2060	3%
Appointed	58		46		72		61	
50-59								
No. of applicants	898	4%	526	5.5%**	665	4.5%	1127	3.6%
Appointed	36		26		30		41	
60+								
No. of applicants	89	11.2%	55	21.8%	82	17.1%	139	10.8%
Appointed	10		12		14		15	
Unknown								
No. of applicants					90	0%	112	0%
Appointed					0*		0*	

* System currently requires gender to be entered

** Should be 4.9%

Success rates of applicants over the last four years - Sexual Orientation

	2009/10	Success rate (%)	2010/11	Success rate (%)	2011/12	Success rate (%)	2012/13	Success rate (%)
Bisexual								
No. of applicants	59	5.1%	33	6%	53	1.9%	97	0%
Appointed	3		2		1		0	
Gay Man								
No. of applicants	52	0%	42	2.4%	41	2.4%	49	2%
Appointed	0		1		1		1	
Gay Woman/Lesbian								
No. of applicants	84	0%	39	10.2%	65	3.1%	86	4.7%
Appointed	0		4		2		4	
Heterosexual/Straight								
No. of applicants	7585	2%	4309	3.1%	5123	3%	7791	2.2%
Appointed	151		136		153		168	
Prefer not to Say								
No. of applicants	987	14.1%	397	18%	282	2.5%	391	0.3%
Appointed	139		72		7		1	
Other								
No. of applicants							0	0%
Appointed							1	
Not Known								
No. of applicants					34	220.6%*	42	200%*
Appointed					75		84	

* Not all vacancies are advertised through the recruitment website, therefore figures differ between reporting systems.

Success rates of applicants over the last four years - Religion/Belief

	2009/10	Success rate (%)	2010/11	Success rate (%)	2011/12	Success rate (%)	2012/13	Success rate (%)
Buddhist								
No. of applicants	47	2.1%	37	5.4%	45	6.7%	32	3.1%
Appointed	1		2		3		1	
Christian								
No. of applicants	3767	2.3%	1927	2.9%	2279	2.9%	3583	2.1%
Appointed	88		57		67		77	
Hindu								
No. of applicants	52	0%	26	3.8%	29	0%	49	0%
Appointed	0		1		0		0	
Jewish								
No. of applicants	5	20%	7	14.3%	4	0%	7	0%
Appointed	1		1		0		0	
Muslim								
No. of applicants	139	0.7%	77	1.3%	116	0.9%	163	0%
Appointed	1		1		1		0	
Sikh								
No. of applicants	20	0%	16	0%	23	0%	37	0%
Appointed	0		0		0		0	
No religion								
No. of applicants	3592	1.8%	2209	3.4%	2649	2.9%	4020	2.2%
Appointed	65		76		78		87	
Any other religion								
No. of Applicants	161	1.2%	91	2.2%	119	1.7%	149	0.7%
Appointed	2		2		2		1	
Prefer not to Say								
No. of applicants	441	30.6%	430	17.4%	302	4%	374	2.4%
Appointed	135		75		12		9	
Not Known								
No. of applicants					32	237.5%*	42	200%
Appointed					76		84	

* Not all vacancies are advertised through the recruitment website, therefore figures differ between reporting systems.

Success rates of applicants over the last four years – Ethnicity

	2009/10	Success rate (%)	2010/11	Success rate (%)	2011/12	Success rate (%)	2012/13	Success rate (%)
Arab								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed								
Asian/Asian British								
No. of Applicants	258	2.3%	121	8.3%**	171	0.6%	263	0.4%
Appointed	6		1		1		1	
Black/African/Caribbean/Black British								
No. of Applicants	322	1.5%	175	5.7%	250	4%	317	0.3%
Appointed	5		10		10		1	
Gypsy or Traveller of Irish Heritage								
No. of Applicants	0	0%	2	0%	3	0%	3	0%
Appointed	0		0		0		0	
Mixed/Multiple Ethnic Groups								
No. of Applicants	107	1.9%	112	0.9%	131	3.8%	153	1.3%
Appointed	2		1		5		2	
White – English/Welsh/Scottish/Northern Irish/British								
No. of Applicants	6822	2.5%	3940	3.6%	4540	3.3%	7108	2.5%
Appointed	172		143		151		175	
White – Irish								
No. of Applicants	83	1.2%	38	0%	29	3.4%	40	2.5%
Appointed	1		0		1		1	
White – Other								
No. of Applicants	372	1.9%	213	4.2%	333	1.2%	401	1.5%
Appointed	7		9		4		6	
Chinese								
No. of Applicants	31	3%	8	0%	18	0%	18	0%
Appointed	1		0		0		0	
Other ethnic group								
No. of Applicants	38	5.3%	28	7%	23	13%	17	0%
Appointed	2		2		3		0	
Prefer Not to Say								
No. of Applicants					68	4.4%	96	0%
Appointed					3		0	
Not Known								
No. of Applicants					32	190.6%*	40	182.5%
Appointed					61		73	

* Not all vacancies are advertised through the recruitment website, therefore figures differ between reporting systems. ** Should be 0.8%

Success rates of applicants over the last four years – Gender Reassignment (as a % of transgender employee population in brackets)*

	2009/10	Success rate (%)	2010/11	Success rate (%)	2011/12	Success rate (%)	2012/13	Success rate (%)
No. of applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	

* Systems are being assessed, with the ability to capture this information in the future a part of this work.

3. Grievances and Dismissal

Number of grievances received – Overall (as a % of total population in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
No. of formal (stage 2) grievances received	8	(0.2%)	0	(0%)	6	(0.2%)	2	(0.1%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	1	(0%)	0	(0%)

Grievances – Gender (as a % of gender population in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
Male								
No. of written grievances received	1	(0.1%)	0	(0%)	1	(0.1%)	1	(0.1%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Female								
No. of written grievances received	7	(0.2%)	0	(0%)	5	(0.2%)	1	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	1	(0%)	0	(0%)

Grievances – age over the last four years (as a % of age group population in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
<20								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
20-29								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
30-39								
No. of written grievances received	2	(0.3%)	0	(0%)	1	(0.2%)	2	(0.3%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
40-49								
No. of written grievances received	3	(0.2%)	0	(0%)	2	(0.2%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	1	(0.1%)	0	(0%)
50-59								
No. of written grievances received	1*	(0.1%)	0	(0%)	1	(0.1%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
60-64								
No. of written grievances received	0**	(0%)	0	(0%)	2	(0.8%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
65+								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)

* Should be 2

** Should be 1

Grievances – Disability over the last four years (as a % of disability population in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
No. of written grievances received from disabled employees	0	(0%)	0	(0%)	1	(0.6%)	0	(0%)
No. of appeals received against grievance decisions from disabled employees	0	(0%)	0	(0%)	1	(0.6%)	0	(0%)
No. of written grievances received from non-disabled employees	8	(0.2%)	0	(0%)	4	(0.1%)	2	(0.1%)
No. of appeals received against grievance decisions from non-disabled employees	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of written grievances received from prefer not to say	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions from prefer not to say	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of written grievances received from not known	0	(0%)	0	(0%)	1	(0.3%)	0	(0%)
No. of appeals received against grievances decisions from not known	0	(0%)	0	(0%)	0	(0%)	0	(0%)

Grievances - Sexual Orientation over the last four years (as a % of declared sexual orientation in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
Bisexual								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Gay man								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Gay woman / lesbian								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Heterosexual / straight								
No. of written grievances received	0	(0%)	0	(0%)	1	(0.1%)	1	(0.1%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	1	(0.1%)	0	(0%)
Other								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Prefer Not to Say								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Not Known								
No. of written grievances received	8	(0.2%)	0	(0%)	5	(0.2%)	1	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)

Grievances - Religion/Belief over the last four years (as a % of declared religion/belief in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
Buddhist								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Christian								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	1	(0.3%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	1	(0.3%)	0	(0%)
Hindu								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Jewish								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Muslim								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Sikh								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No religion								
No. of written grievances received	0	(0%)	0	(0%)	1	(0.3%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Any other religion								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Prefer Not to Say								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Not Known								
No. of written grievances received	8	(0.2%)	0	(0%)	5	(0.2%)	1	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)

Grievances – Ethnicity over the last four years – (as a % of declared ethnic group in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
Arab								
No. of written grievances received	Not available							
No. of appeals received against grievance decisions								
Asian/Asian British								
No. of written grievances received	1	(2.9%)*	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Black/African/Caribbean/Black British								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	1	(2.2%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Gypsy or Traveller of Irish Heritage								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Mixed/Multiple Ethnic Groups								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	1	(4.2%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
White – English/Welsh/Scottish/Northern Irish/British								
No. of written grievances received	6	(0.2%)	0	(0%)	5	(0.2%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	1	(0%)	0	(0%)
White – Irish								
No. of written grievances received	1	(2.8%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
White – Other								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Other ethnic group								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Prefer Not to Say								
No. of written grievances received	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Not Known								
No. of written grievances received	0	(0%)	0	(0%)	1	(0.4%)	0	(0%)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
No. of appeals received against grievance decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)

* Should be 0%

Grievances – Gender Reassignment over the last four years (as a % of transgender employee population in brackets)*

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
No. of written grievances received	Not available		Not available		Not available		Not available	
No. of appeals received against grievance decisions								

* Systems are being assessed, with the ability to capture this information in the future a part of this work

4. Written warnings and dismissals

*Written warnings = first written warnings for all conduct tables

Number of performance hearings received – Overall (as a % of total population in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
No. of written* warnings	15	(0.4%)	14	(0.4%)	13	(0.4%)	11	(0.3%)
No. of final written warnings	7	(0.2%)	7	(0.2%)	3	(0.1%)	1	(0%)
No. of dismissals	1**	(0%)	2	(0.1%)	5	(0.1%)	2	(0.1%)

Performance Hearings – Gender over the last four years (as a % of gender population in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
Male								
No. of written warnings	6	(0.6%)	9***	(0.9%)	4	(0.4%)	0	(0%)
No. of final written warnings	1	(0.1%)	6	(0.6%)	1	(0.1%)	0	(0%)
No. of dismissals	1****	(0.2%)	0	(0%)	1	(0.1%)	1	(0.1%)
Female								
No. of written warnings	9	(0.3%)	5*****	(0.2%)	9	(0.4%)	11	(0.5%)
No. of final written warnings	6	(0.2%)	1	(0%)	2	(0.1%)	1	(0%)
No. of dismissals	0	(0%)	2	(0.1%)	4	(0.2%)	1	(0%)

** Should be 2

*** Should be 7 (0.7%)

**** Should be 2 (0.2%)

***** Should be 7

Performance Hearings – Age over the last four years (as a % of age group population in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
<20								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
20-29								
No. of written warnings	0	(0%)	2	(0.6%)	2	(0.7%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	1	(0.4%)
30-39								
No. of written warnings	4*	(0.5%)	0	(0%)	2	(0.3%)	2	(0.3%)
No. of final written warnings	0	(0%)	1	(0.1%)	1	(0.2%)	1	(0.2%)
No. of dismissals	1**	(0.1%)	1	(0.1%)	2	(0.3%)	0	(0%)
40-49								
No. of written warnings	5	(0.4%)	9	(0.7%)	5	(0.5%)	3	(0.3%)
No. of final written warnings	4	(0.3%)	3	(0.2%)	1	(0.1%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	1	(0.1%)	0	(0%)
50-59								
No. of written warnings	5***	(0.4%)	2	(0.2%)	2	(0.2%)	6	(0.6%)
No. of final written warnings	2	(0.2%)	2	(0.2%)	1	(0.1%)	0	(0%)
No. of dismissals	0	(0%)	1	(0.1%)	1	(0.1%)	1	(0.1%)
60-64								
No. of written warnings	1	(0.3%)	1	(0.3%)	2	(0.8%)	0	(0%)
No. of final written warnings	1	(0.3%)	1	(0.3%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	1	(0.4%)	0	(0%)
65+								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)

* Should be 3 (0.4%)

** Should be 2 (0.3%)

*** Should be 6 (0.5%)

Performance Hearings – Disability over the last four years (as a % of disability population in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
Disabled Employees								
No. of written warnings	1	(0.6%)	0	(0%)	1	(0.6%)	1	(0.7%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	1	(0.6%)	0	(0%)
Non-Disabled Employees								
No. of written warnings	14	(0.4%)	11	(0.3%)	11	(0.4%)	10	(0.4%)
No. of final written warnings	7	(0.2%)	5	(0.2%)	3	(0.1%)	0	(0%)
No. of dismissals	2	(0.1%)	2	(0.1%)	3	(0.1%)	1	(0%)
Prefer Not To Say Employees								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Not Known Employees								
No. of written warnings	0	(0%)	3	(0.9%)	1	(0.3%)	0	(0%)
No. of final written warnings	0	(0%)	2	(0.6%)	0	(0%)	1	(0.3%)
No. of dismissals	0	(0%)	0	(0%)	1	(0.3%)	1	(0.3%)

Performance Hearings - Sexual Orientation over the last four years - (as a % of declared sexual orientation in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
Bisexual								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Gay man								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Gay woman / lesbian								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Heterosexual / straight								
No. of written warnings	5	(0.8%)	2*	(0.1%)	2	(0.3%)	1	(0.1%)
No. of final written warnings	0	(0%)	1	(0.1%)	1	(0.1%)	1	(0.1%)
No. of dismissals	0	(0%)	0	(0%)	1	(0.1%)	1	(0.1%)
Other								
No. of Written Warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of Final Written Warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of Dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Prefer Not to Say								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	1	(1.6%)	0	(0%)
Not Known								
No. of written warnings	10	(0.3%)	11	(0.4%)	11	(0.4%)	10	(0.4%)
No. of final written warnings	7	(0.2%)	6	(0.2%)	2	(0.1%)	0	(0%)
No. of dismissals	2	(0.1%)	2	(0.1%)	3	(0.1%)	1	(0%)

* Should be 3 (0.5%)

Performance Hearings - Religion/Belief over the last four years - (as a % of declared religion/belief in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
Buddhist								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Christian								
No. of Written Warnings	1	(0.3%)	1	(0.3%)	1	(0.3%)	1	(0.3%)
No. of Final Written Warnings	0	(0%)	0	(0%)	0	(0%)	1	(0.3%)
No. of Dismissals	0	(0%)	0	(0%)	1	(0.3%)	1	(0.3%)
Hindu								
No. of written warnings	0	(0%)	0	(0%)	1	(33%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Jewish								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Muslim								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Sikh								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No religion								
No. of written warnings	4	(1.7%)	1*	(0.4%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	1	(0.3%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	1	(0.3%)	0	(0%)
Any other religion								
No. of written warnings	0	(0%)	1**	(8.3%)**	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Prefer Not to Say								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	1	(2%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Not Known								

No. of written warnings	10	(0.3%)	11	(0.4%)	11	(0.4%)	10	(0.4%)
No. of final written warnings	7	(0.2%)	6	(0.2%)	2	(0.1%)	0	(0%)
No. of dismissals	2	(0.1%)	2	(0.1%)	3	(0.1%)	1	(0%)

* Should be 2 (0.7%)

** Should be 0 (0%)

Performance Hearings – Ethnicity over the last four years – (as a % of declared ethnic group in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
Arab								
No. of written warnings	Not available							
No. of final written warnings								
No. of dismissals								
Asian/Asian British								
No. of written warnings	0	(0%)	0	(0%)	1	(3%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Black/African/Caribbean/Black British								
No. of written warnings	1	(2.8%)	1	(0.5%)	1	(2%)	0	(0%)
No. of final written warnings	1	(2.8%)	0	(0%)	0	(0%)	1	(2.2%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Gypsy or Traveller of Irish Heritage								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Mixed/Multiple Ethnic Groups								
No. of written warnings	0	(0%)	1	(4.3%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
White – English/Welsh/Scottish/Northern Irish/British								
No. of written warnings	14	(0.4%)	11*	(0.3%)	11	(0.4%)	10	(0.4%)
No. of final written warnings	6	(0.2%)	5	(0.1%)	3	(0.1%)	0	(0%)
No. of dismissals	0**	(0%)	2	(0%)	3	(0.1%)	0	(0%)
White – Irish								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	1	(4.8%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	1	(4.8%)
White – Other								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	1	(2%)	0	(0%)
Other ethnic group								
No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	1	(11.1%)	0	(0%)	0	(0%)	0	(0%)
Prefer Not to Say								

No. of written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Unknown								
No. of written warnings	0	(0%)	2	(0.8%)	0	(0%)	0	(0%)
No. of final written warnings	0	(0%)	2	(0.8%)	0	(0.8%)	0	(0%)
No. of dismissals	0	(0%)	0	(0%)	1	(0.4%)	1	(0.4%)

* Should be 10

** Should be 1

Performance Hearings – Gender Reassignment over the last four years (as a % of transgender employee population in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
No. of written warnings	Not available		Not available		Not available		Not available	
No. of final written warnings								
No. of dismissals								

* Systems are being assessed, with the ability to capture this information in the future a part of this work

III Health Dismissals – Disability over the last four years (as a % of disability population in brackets)

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
Disabled employees	4	(2.3%)	2	(1.2%)	5	(3.1%)	5	(3.5%)
Non-disabled employees	11	(0.3%)	10	(0.3%)	15	(0.5%)	26	(1.0%)
Prefer not to say	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Not known	2	(0.6%)	1	(0.3%)	2	(0.6%)	5	(1.3%)

5. Employees who cease employment

Overall workforce turnover – permanent leavers including zero hours contracts, who voluntarily left – overall (as a % of total population in brackets)

	Year 09/10*	% Turnover	Year 10/11*	% Turnover	Year 11/12*	% Turnover	Year 12/13	% Turnover
No. permanent employees	3956 (3992)	5.8% (5.7%)	3735 (3842)	5.4% (5.3%)	3342 (3530)	5.4% (5.2%)	3297	5.6%
No. of permanent employees leavers who voluntarily leave	228		203		182		185	

*Figure shown is the number of permanent employees as at 31 March. Turnover is usually worked out using average number of employees between the reporting start date (April) and end date (March) and not the figure as at a particular time. Therefore figures in brackets show amended turnover figures (where necessary) based on average employee numbers. 2012/13 figures have been worked out using average number of employees.

Staff Turnover – Gender over the last four years (as a % of gender population in brackets)

	Year 09/10*	%	Year 10/11*	%	Year 11/12*	%	Year 12/13	%
Male								
No. of permanent employees	1082 (1095)	4.4% (4.3%)	1031 (1056)	5.1% (5%)	952 (992)	4.5% (4.3%)	931	5.9%
No. of leavers (permanent employees)	47		53		43		55	
Female								
No. of permanent employees	2874 (2897)	6.3% (6.2%)	2704 (2786)	5.5% (5.4%)	2390 (2538)	5.8% (5.5%)	2366	5.5%
No. of leavers (permanent employees)	181		150		139		130	

** Should be (5.1%)

*Figure shown is the number of permanent employees as at 31 March. Turnover is usually worked out using average number of employees between the reporting start date (April) and end date (March) and not the figure as at a particular time. Therefore figures in brackets show amended turnover figures (where necessary) based on average employee numbers. 2012/13 figures have been worked out using average number of employees.

Staff Turnover – Age over the last four years (as a % of age group population in brackets)

	Year 09/10*	%	Year 10/11*	%	Year 11/12*	%	Year 12/13	%
<20								
No. of permanent employees	28 (35)	17.9% (14.3%)	6 (17)	42.8% (52.9%)	6 (7)	16.7% (14.3%)	7	14.3%
No. of leavers (permanent employees)	5		9		1		1	
20-29								
No. of permanent employees	381 (382)	10.5%	339 (360)	7.1% (6.7%)	282 (308)	11.3% (10.4%)	238	16%
No. of leavers (permanent employees)	40		24		32		38	
30-39								
No. of permanent employees	722 (751)	9.1% (8.8%)	668 (695)	7.8% (7.5%)	626 (644)	6.2% (6.1%)	590	9.2%
No. of leavers (permanent employees)	66		52		39		54	
40-49								
No. of permanent employees	1281 (1299)	5.7% (5.6%)	1226 (1256)	5.2% (5.1%)	1103 (1166)	5.5% (5.2%)	1041	4.8%
No. of leavers (permanent employees)	73		64		61		50	
50-59								
No. of permanent employees	1112 (1103)	3.0%	1067 (1089)	3.6% (3.5%)	963 (1014)	3.3% (3.2%)	1022	2.4%
No. of leavers (permanent employees)	33		38		32		25	
60-64								
No. of permanent employees	318 (312)	1.9%	322 (317)	3.1% (3.2%)	265 (288)	3.4% (3.1%)	270	3.3%
No. of leavers (permanent employees)	6		10		9		9	
65+								
No. of permanent employees	114 (111)	4.4% (4.5%)	107 (108)	5.6%	97 (105)	8.2% (7.6%)	130	6.2%
No. of leavers (permanent employees)	5		6		8		8	

*Figure shown is the number of permanent employees as at 31 March. Turnover is usually worked out using average number of employees between the reporting start date (April) and end date (March) and not the figure as at a particular time. Therefore figures in brackets show amended turnover figures (where necessary) based on average employee numbers. 2012/13 figures have been worked out using average number of employees.

Staff Turnover – Disability over the last four years - (as a % of disability population in brackets)

	Year 09/10*	%	Year 10/11*	%	Year 11/12*	%	Year 12/13	%
No. of disabled employees	174 (176)	7.5%	171 (175)	3.5%	163 (166)	2.5%	152	5.9%
No. of disabled employees leaving	13	(7.4%)	6	(3.4%)	4	(2.4%)	9	
No. of non-disabled employees	3428 (3481)	5.5%	3221 (3316)	5.2%	2809 (3003)	5.7%	2764	4.9%
No. of non-disabled employees leaving	189	(5.4%)	169	(5.1%)	160	(5.3%)	136	
No. of prefer not to say employees	12 (12)	0%	9 (11)	33.3%	8 (9)	(0%)	9	0
No. of prefer not to say employees leaving	0		3	(27.3%)	0		0	
No. of unknown employees	342 (325)	7.6%	334 (341)	7.5%	362 (352)	5%	373	10.7%
No. of unknown employees leaving	26	(8%)	25	(7.3%)	18	(5.1%)	40	

*Figure shown is the number of permanent employees as at 31 March. Turnover is usually worked out using average number of employees between the reporting start date (April) and end date (March) and not the figure as at a particular time. Therefore figures in brackets show amended turnover figures (where necessary) based on average employee numbers. 2012/13 figures have been worked out using average number of employees.

Staff Turnover - Sexual Orientation over the last four years - (as a % of declared sexual orientation in brackets)

	Year 09/10*	%	Year 10/11*	%	Year 11/12*	%	Year 12/13	%
Bisexual								
No. of permanent employees	4	(0%)	5 (5)	0%	8 (8)	0%	7	0%
No. of leavers (permanent employees)	0		0		0		0	
Gay man								
No. of permanent employees	1	(0%)	2 (2)	50%	2 (2)	50%	3	0%
No. of leavers (permanent employees)	0		1		1		0	
Gay woman / lesbian								
No. of permanent employees	6	(0%)	10 (8)	0%	10 (10)	10%	10	10%
No. of leavers (permanent employees)	0		0		1		1	
Heterosexual / straight								
No. of permanent employees	595	7.9%	665 (637)	9% (9.4%)	667 (668)	8.5%	692	10.7%
No. of leavers (permanent employees)	47		60		57		74	
Other								
No. of permanent employees	2	(0%)	2 (2)	0%	2 (2)	0%	2	50%
No. of leavers (permanent employees)	0		0		0		1	
Prefer Not to Say								
No. of permanent employees	44	11.4%	53 (49)	5.7% (6.1%)	62 (57)	6.5% (7%)	59	5.1%
No. of leavers (permanent employees)	5		3		4		3	
Not Known								
No. of permanent employees	3304	5.4% (5.3%)	2998 (3140)	4.6% (4.4%)	2591 (2783)	4.6% (4.3%)	2525	4.2%
No. of leavers (permanent employees)	176		139		119		106	

*Figure shown is the number of permanent employees as at 31 March. Turnover is usually worked out using average number of employees between the reporting start date (April) and end date (March) and not the figure as at a particular time. Therefore figures in brackets show amended turnover figures (where necessary) based on average employee numbers. 2012/13 figures have been worked out using average number of employees.

No data available for 2009 – data for this reporting year based on employees as at 31 March 2010.

Staff Turnover - Religion/Belief over the last four years - (as a % of declared religion/belief in brackets)

	Year *09/10	%	Year 10/11*	%	Year 11/12*	%	Year 12/13	%
Buddhist								
No. of permanent employees	4	0%	6 (5)	16.7%	5 (5)	20%	5	40%
No. of leavers (permanent employees)	0		1	(20%)	1		2	
Christian								
No. of permanent employees	355	7%	381 (371)	8.7%	373 (380)	6.2%	382	8.4%
No. of leavers (permanent employees)	25		33	(8.9%)	23		(6.1%)	
Hindu								
No. of permanent employees	1	0%	1 (1)	0%	3 (3)	0%	3	0%
No. of leavers (permanent employees)	0		0		0		0	
Jewish								
No. of permanent employees	2	0%	3 (3)	0%	3 (3)	0%	3	0%
No. of leavers (permanent employees)	0		0		0		0	
Muslim								
No. of permanent employees	3	0%	3 (3)	33.3%	2 (3)	0%	3	0%
No. of leavers (permanent employees)	0		1		0		0	
Sikh								
No. of permanent employees	1	0%	1 (1)	0%	0 (1)	100%	0	0%
No. of leavers (permanent employees)	0		0		1		0	
No religion								
No. of permanent employees	234	9.4%	280 (262)	9.6%	292 (287)	10.6%	306	12.4%
No. of leavers (permanent employees)	22		27		(10.3%)		31	
Any other religion								
No. of permanent employees	11	9.1%	12 (12)	0%	9 (10)	0%	10	20%
No. of leavers (permanent employees)	1		0		0		0	
Prefer Not to Say								
No. of permanent employees	40	10%	48 (45)	4.2%	61 (54)	11.5%	61	8.2%
No. of leavers (permanent employees)	0		2		(4.4%)		7	
Unknown								
No. of permanent employees	3305	5.4%	3141	4.6%	2594	4.6%	2526	4.2%
No. of leavers (permanent employees)	180		139		(4.4%)		119	

*Figure shown is the number of permanent employees as at 31 March. Turnover is usually worked out using average number of employees between the reporting start date (April) and end date (March) and not the figure as at a particular time. Therefore figures in brackets show amended turnover figures (where necessary) based on average employee numbers. 2012/13 figures have been worked out using average number of employees.

No data available for 2009 – data for this reporting year based on employees as at 31 March 2010.

Staff Turnover –Ethnicity over the last four years – (as a % of declared ethnic group in brackets)

	Year 09/10*	%	Year 10/11*	%	Year 11/12*	%	Year 12/13	%
Arab								
No. of permanent employees	Not available		Not available		Not available		Not available	
No. of leavers (permanent employees)								
Asian/Asian British								
No. of permanent employees	34 (32)	5.6%	37 (36)	2.7%	33 (36)	6.1%	32	6.3%
No. of leavers (permanent employees)	2	(6.3%)	1	(2.8%)	2	(5.6%)	2	
Black/African/Caribbean/Black British								
No. of permanent employees	44 (43)	9.1%	53 (49)	1.89%	50 (51)	6%	48	12.6%
No. of leavers (permanent employees)	4	(9.3%)	1	(2%)	3	(5.9%)	6	
Chinese								
No. of permanent employees	8 (9)	0%	8 (8)	0%	7 (8)	0%	6	0%
No. of leavers (permanent employees)	0		0		0		0	
Gypsy or Traveller of Irish Heritage								
No. of permanent employees	0	0%	0	0%	0	0%	0	0%
No. of leavers (permanent employees)	0		0		0		0	
Mixed/Multiple Ethnic Groups								
No. of permanent employees	25 (25)	12%	23 (24)	8.7%	24 (24)	8.3%	24	12.5%
No. of leavers (permanent employees)	3		2	(8.3%)	2		3	
White – English/Welsh/Scottish/Northern Irish/British								
No. of permanent employees	3464 (3518)	5.4%	3250 (3352)	5.1%	2855 (3042)	5.5%	2819	4.5%
No. of leavers (permanent employees)	187	(5.3%)	167	(5%)	157	(5.2%)	128	
White – Irish								
No. of permanent employees	36 (36)	2.8%	34 (35)	8.8%	30 (32)	0%	24	12.5%
No. of leavers (permanent employees)	1		3	(8.6%)	0		3	
White – Other								
No. of permanent employees	50 (49)	14%	49 (49)	14.3%	45 (46)	11.1%	43	16.3%
No. of leavers (permanent employees)	7	(14.3%)	7		5	(10.9%)	7	
Other ethnic group								
No. of permanent employees	9 (10)	0%	11 (10)	9.1%	11 (11)	9.1%	10	10%
No. of leavers (permanent employees)	0		1	(10%)	1		1	
Prefer Not to Say								
No. of permanent employees	24 (19)	8.3%	23 (24)	4.3%	38 (30)	5.3%	35	8.6%
No. of leavers (permanent employees)	2	(10.5%)	1	(4.2%)	2	(6.7%)	3	

Unknown								
No. of permanent employees	262 (254)	8.4%	247 (258)	8.1%	249 (252)	4%	258	12.4%
No. of leavers (permanent employees)	22	(8.7%)	20	(7.8%)	10		32	

*Figure shown is the number of permanent employees as at 31 March. Turnover is usually worked out using average number of employees between the reporting start date (April) and end date (March) and not the figure as at a particular time. Therefore figures in brackets show amended turnover figures (where necessary) based on average employee numbers. 2012/13 figures have been worked out using average number of employees.

Staff Turnover – Gender Reassignment over the last four years - (as a % of transgender employee population in brackets)*

	Year 09/10	%	Year 10/11	%	Year 11/12	%	Year 12/13	%
No. of permanent employees	Not available		Not available		Not available		Not available	
No. of leavers (permanent employees)	Not available		Not available		Not available		Not available	

* Systems are being assessed, with the ability to capture this information in the future a part of this work

Overall Workforce Turnover – permanent leavers who were made redundant – Overall (as a % of total population in brackets)*

	Year 09/10***	% Turnover	Year 10/11***	% Turnover	Year 11/12***	% Turnover	Year 12/13	% Turnover
No. permanent employees	3956 (3992)	0.4%	3735 (3842)	2.3% (2.2%)	3342 (3530)	5.2% (4.9%)	3297	5.6%
No. of permanent employees leavers who were made redundant	15		85		173		185	

* Figure includes employees who were made redundant or were made redundant with early retirement

Numbers have risen due to on-going service reviews

***Figure shown is the number of permanent employees as at 31 March. Turnover is usually worked out using average number of employees between the reporting start date (April) and end date (March) and not the figure as at a particular time. Therefore figures in brackets show amended turnover figures (where necessary) based on average employee numbers. 2012/13 figures have been worked out using average number of employees.

6. Applications for flexible working and success rates

Flexible Working

The council recognises the potential benefits of flexible working, (in terms of recruitment/retention, reduced travel and its role in meeting work life balance demands of its employees) and operates a range of measures including:

- flexible working hours for most office-based staff;
- part-time and/or term-time working;
- job share;
- home working; or
- other flexible working arrangements either on a permanent or temporary basis.

It is important that flexible working arrangements are balanced against service needs and has regard to potential effects on other staff and costs.

The council goes further than its statutory duty because the Flexible Working Policy enables any employee to make a request for flexible working.

Therefore, requests from all staff to work more flexibly are considered sympathetically and on their merits and will continue to be considered. The policy fully embraces equalities principles and ensures that all protected characteristic groups are able to make and have considered flexible working requests.

7. Return-to-work rates after maternity leave

Return-to-work rate = Number of employees taking maternity leave who return to employment after maternity leave ends*

	2009/10	Return-to-work rate (%)	2010/11	Return-to-work rate (%)	2011/12	Return-to-work rate (%)	2012/13	Return-to-work rate (%)
No. of employees taking maternity leave	52	**	43	**	75	**	52	**
Number of employees returning to work after maternity leave	36		43		43		56	

* Figures show the total number of female employees (headcount) taking maternity leave and the total number (headcount) returning to work within the reporting period. They do not show if individuals have returned to work in the reporting period.

** As figures show total numbers (headcount) and not individuals, we are unable to provide a return to work rate.

8. Length of service*

	2009/10	2010/11	2011/12	2012/13
Ave length of service (total workforce)	9	9	10	10

* Permanent staff, rounded up/down to nearest whole year.

Average length of service over the last four years - Gender

	2009/10	2010/11	2011/12	2012/13
Male	9	10	10	10
Female	8	9	10	10

Average length of service over the last four years - Disability

	2009/10	2010/11	2011/12	2012/13
Disabled	10	10	10	11
Non-disabled	9	10	10	11
Prefer not to say	6	8	9	10
Unknown	3	4	4	5

Average length of service over the last four years – Age

	2009/10	2010/11	2011/12	2012/13
<20	2	2	1	1
20-29	3	4	4	4
30-39	6	6	6	7
40-49	8	9	10	10
50-59	11	12	12	12
60+	12	13	13	14

Average length of service over the last four years - Sexual Orientation

	2009/10	2010/11	2011/12	2012/13
Bisexual	1	1	3	4
Gay Man	4	7	8	6
Gay Woman/Lesbian	4	4	5	3
Heterosexual/Straight	5	5	5	5
Other	23	24	25	26
Prefer not to Say	7	8	8	9
Not Known	9	10	11	12

Average length of service over the last four years - Religion/Belief

	2009/10	2010/11	2011/12	2012/13
Buddhist	2	2	3	7
Christian	6	6	6	6
Hindu	14	7	7	4
Jewish	7	5	6	7
Muslim	4	6	9	7
Sikh	6	7	0	0
No religion	4	4	4	4
Any other religion	6	6	7	7
Prefer not to say	6	6	7	7
Not known	9	10	11	12

Average length of service over the last four years - Ethnicity

	2009/10	2010/11	2011/12	2012/13
Arab	Not available	Not available	Not available	Not available
Asian/Asian British	6	7	8	8
Black/African/Caribbean/Black British	8	8	8	10
Gypsy or Traveller of Irish Heritage	0	0	0	0
Mixed/Multiple Ethnic Groups	6	6	7	7
White – English/Welsh/Scottish/Northern Irish/British	9	10	10	11
White – Irish	9	10	10	12
White – Other	7	6	7	8
Chinese	5	7	8	10
Other ethnic group	10	9	9	8
Prefer not to say	3	4	4	5
Not known	3	3	4	4

Average length of service over the last four years – Gender Reassignment*

	2009/10	2010/11	2011/12	2012/13
Employees identifying as a transgender person	Not available	Not available	Not available	Not available

* Systems are being assessed, with the ability to capture this information in the future a part of this work

9. Take-up of training opportunities

At least once every 12 months employees meet with their manager to conduct a Personal Development and Performance Review (PDPR). This gives employees the opportunity to discuss performance and any learning and development needs they might have.

The Workforce Development Team supports managers in their key role to manage employee development. They also co-ordinate the council's wide range of learning opportunities and courses, which have been designed to meet staff needs as well as address wider council priorities.

	2009/10	(%)	2010/11	(%)	2011/12	(%)	2012/13	(%)
All permanent staff - annual PDPR								
Average no of permanent staff	4243	15%	3835	17%	3530	16%	3297	12%
PDPRs completed	630		650		577		380	
All permanent staff - six monthly review								
Average no of permanent staff	4243	1%	3835	1%	3530	1%	3297	2%
PDPRs completed	53		54		35		77	
Permanent staff who need to complete an annual PDPR								
Average no of permanent staff*	4243	13%	3835	14%	3530	14%	3297	9%
PDPRs completed	536		554		482		288	
Permanent staff who need to complete an annual PDPR – six monthly review								
Average no of permanent staff*	4243	1%	3835	1%	3530	1%	3297	2%
PDPRs completed	43		47		32		62	

* Average number of staff, unable to provide numbers that need to complete a PDPR.

SECTION 4

EQUALITY IMPACT ASSESSMENT AND ANALYSIS (EqIAA)



Equality Impact Assessment and Analysis (EqIAA)

The Council operates a comprehensive approach to Equality Impact Assessment and Analysis (EqIAA). A full [Toolkit](#) is in place to assist staff members in conducting effective EqIAAs and is available via the public website.

All changes in services, for example, changes as a result of transformation projects, are subject to Equality Impact Assessment and Analysis. A table showing transformation projects with EqIAAs is shown below.

The Council's consultation activity contains details of EqIAAs in order to provide citizens the opportunity to have their say in respect of equalities issues.

All EqIAAs are available upon request from equalities@southglos.gov.uk

In addition, all council services areas conduct work on an annual basis to assess and analyse the impact of their services for different groups within society. As a result of this, development actions are devised and progress is published. This Annual Equality Report contains full details of this on-going analysis work.

Table to show transformation projects completed

Project Name
Children, Adult & Health
SureStart Service Review
CYPIS Service Review
L&SES Service Review
Grants Cessation
Senior Management Review
Other (via Budget Setting)
Localities Management Review
Cross Cutting Services Reviews
Strategy, Quality and Standards Service Review
Support Service Reviews
Specific Grants
Home Care
Housing
Asses, decide and provide
High Cost Adult Placements 1
Management Review

Council Wide / Chief Executive & Corporate Resources
Payroll/HR
Revs & Bens
Customer Services
LADS Stage 1 & Stage 2
Comms, PR & Marketing
Management Review
Support Service Reviews
Specific Grants
Agency
Print
Environment & Community Services
Street Care
Environmental Services
Planning
Design
PROW/TC
Management Reviews
Support Service Reviews - Joining Forces
Support Service Reviews - Pre Joining Forces
Fleet
Specific Grants