



Annual Equalities Report 2011 – 2012

We want to ensure that your needs are met.

If you would like this information in any other format, please contact us.

For example, you may wish to receive this document in Braille, audio tape, large print, computer disk or community languages.

Telephone: 01454 868009

Email: equalities@southglos.gov.uk

<p align="center">ENGLISH</p> <p>If you would like this information in a different format, for example: Braille, audio tape, large print, computer disk or community languages, please contact Tel: 01454 868009.</p>
<p align="center">ALBANIAN</p> <p>Në qofte se kete informacion do ta donit ne nje format të ndryshem, për shembull, ne alfabetin per te verberit ,audio kasete, me shkroja të medhaja, disk kompjuterik apo në gjuhen e komunitetit ju lutem kontaktoni Tel: 01454 868009.</p>
<p align="center">BENGALI</p> <p>আপনি যদি এই তথ্যাবলী বিভিন্ন রূপে চান, উদাহরণস্বরূপ : ব্রেইল, অডিও টেপ, বড় প্রিন্ট, কম্পিউটার ডিস্ক বা গোষ্ঠীগত ভাষাগুলিতে, তাহলে অনুগ্রহ করে এর সাথে যোগাযোগ করুন টেলি : 01454 868009.</p>
<p align="center">CHINESE</p> <p>如果你需要以不同形式取得這資料,例如,盲人凸字,聲帶,大號字,電腦碟或社區語言,請聯絡: 電話: 01454 868009.</p>
<p align="center">GUJARATI</p> <p>જો તમારે આ માહતિની અન્ય રીતે મેળવવી હોય, ઉદાહરણ તરીકે: બ્રેઇલ, સાંભળવાની ટેપ, મોટા મુદ્રણ, કોમ્પ્યુટર ડીસ્ક અથવા અન્ય ભાષાઓમાં, તો મહેરબાની કરીને 01454 868009 ઉપર ફોન કરો.</p>
<p align="center">HINDI</p> <p>यदि आपको यह जानकारी किसी और रूप में चाहिये जैसे कि: ब्रेल, ऑडियो टेप पर, बड़े प्रिन्ट में, कम्प्यूटर डिस्क पर य समुदायिक भाषाओं में, तो कृपया संपर्क करें टैलिफोन नम्बर: 01454 868009.</p>
<p align="center">KURDISH</p> <p>هه گهر تۆ چهز نه که ی ئەم زانیاریانەت بە شیوازی تر هه ییت بۆ نموونه: نووسینی چاپی بۆ کوێران، شریت، نووسینی گهوره، دیسکی کۆمپیوتەر، یان به زمانه کومه لایه تیه کان تکایه په یوه نهی بکه به م ژماره وه 01454 868009.</p>
<p align="center">POLISH</p> <p>Niniejsze informacje dostępne są również w innym formacie, na przykład wydrukowane pismem Braille'a, wydrukowane dużą czcionką, zapisane na dysk komputerowy lub przetłumaczone na języki obce. W celu uzyskania kopii zadzwoń na numer: 01454 868009.</p>
<p align="center">PORTUGUESE</p> <p>Se quiser esta informação num formato diferente, por exemplo em Braille, audiocassete, letra de tamanho grande, disco para computador ou numa língua comunitária, por favor telefone para 01454 868009.</p>
<p align="center">PUNJABI</p> <p>ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਢੰਗ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਉਦਾਹਰਣ ਦੇ ਤੌਰ ਤੇ, ਬਰੇਲੀ, ਸੁਨਣ ਵਾਲੀ ਟੇਪ, ਵੱਡਾ ਛਪਾ ਜਾਂ ਕੰਪਿਊਟਰ ਡਿਸਕ ਜਾਂ ਕਿਸੇ ਹੋਰ ਕੰਮਿਊਨਿਟੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01454 868009 ਤੇ ਸੰਪਰਕ ਕਰੋ।</p>
<p align="center">SOMALI</p> <p>Hadii aad rabto warkan oo si kale u yaala, sida isagoo ku duuban cajalad maqal ah ama cajalada koombiyuutarka ama ku qoran far waaweyn ama farta indhooleyaasha (Braille) ama ku qoran afkale fadlan lasoo xidhiidh Tel: 01454 868009.</p>
<p align="center">URDU</p> <p>اگر آپ کو یہ معلومات مختلف شکلوں مثلاً بریل، آڈیو ٹیپ، بڑے لفظوں، کمپیوٹر ڈسک یا دوسری زبانوں میں چاہئے تو براہ کرم ٹیلیفون نمبر 01454 868009 پر رابطہ کریں</p>
<p align="center">VIETNAMESE</p> <p>Nếu quý vị muốn lấy tài liệu này trong một hình thức khác, ví dụ, bằng chữ nổi, thu băng, in nét lớn hay đĩa computer, hay bằng bất cứ một ngôn ngữ cộng đồng nào, xin liên lạc với số điện: 01454 868009.</p>

Introduction

South Gloucestershire Council has devoted considerable attention to equality work in the past 5 years. The Council's Plan 2008-2011 committed it to reaching Level 4 of the Equality Standard for Local Government by April 2011. Level 3 of this standard was achieved in 2009, and Level 4 also achieved by the self-imposed deadline. That placed the Council in the top 18 local authorities in the country with regard to progress against this standard for equalities (where 5 local authorities had achieved Level 5 and 13 had achieved Level 4).

In achieving these standards equality was effectively integrated into service delivery, rather than being an additional activity rather than being 'bolted-on' to services.

While the Equality Standard for Local Government focused primarily on Council's internal processes, this Council did not lose sight of the extent to which those processes were intended to help equality communities across South Gloucestershire. The positive effect of this was shown both through formal consultation, and the feedback received from equality groups and individuals.

Single Equality Plan

Following extensive consultation with local communities, including equality communities, the Council adopted a new Single Equality Plan in April 2012. The elements of this Annual Report that review 2011/12 should be read in the context of the previous Single Equality Scheme, but those for 2012/13 are designed to achieve the objectives laid out in the new Single Equality Plan 2012-2016. Those objectives, and the ways in which we will measure success are as follows:

Objective	Measuring success
Objective 1: To ensure a consistent approach to managing equalities	System for managing equalities reviewed and revised system fully implemented by April 2012; then followed each year
Objective 2: To ensure fair treatment for all by Council services	% of residents surveyed who believe they have received fair treatment from Council services
Objective 3: To reduce any gaps in service use and take-up.	Analysis within each service of gaps in service use and take-up
Objective 4: To continuously improve equality of opportunity for our employees and job applicants	Analysis of equalities gaps as assessed in annual 'Equalities in Employment' report together with attitudes and experiences of staff from biennial staff survey.

These objectives were adopted after the end of the period covered by this Equalities Annual Report. Nevertheless the information presented in the Annual Report provides a valuable baseline against which future improvement will be measured.

The Annual Report

This Annual Report presents information on the equality work of the Council and its services in 2011/12, and on to the work they intend to carry out in 2012/13.

We have 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.

All of this information is included in this Annual Report and made available to anyone who wishes to see it. The Council would welcome feedback on these results from any individual or organisation in order to help us improve the equality of our delivery.

In future Annual Reports we will be able to present this data to establish trends and draw conclusions about the extent to which we are improving outcomes for all our residents.

Key Highlights 2011/12

The Council has always focussed on the outcome of equality of opportunity for all, rather than being concerned only with its own internal activities and processes.

A major development during 2011/12 was the expansion of its Equality Forum to become the South Gloucestershire Equalities Forum. This brings together a much larger range of groups and organisations, providing an opportunity for equality groups to work to eliminate discrimination, promote equality of opportunity, build up good relations between diverse individuals and equalities communities of interest, the Council and other Partners and are inclusive of all equalities communities.

The Forum had its first major success with the Equalities Live Event held in November with a focus on getting your voice heard and was introduced by TV presenter and Equalities campaigner Sherrie Eugene.

Key areas to watch in 2012/13

We would highlight three key areas to watch in 2012/13

1. *Residents confidence*

Each year the Council surveys residents in order to assess their views of equality in the district. The results of this survey have improved year-on-year over the last 4 years but in 2011 they showed a marked deterioration in 2011.

The survey was carried out in August 2011, at the same time as civil disorder was front page news in the national media. Although there were no related disturbances in South Gloucestershire we believe the national media coverage influenced the local survey results. We will be paying close attention to the results in 2012 to ascertain whether this was a 'blip' or part of a bigger trend the Council will need to respond to.

2. *Census results*

The first results from the 2011 census are scheduled to be published in the autumn of 2012 and will provide up-to-date information on the local community. This will assist us in comparing service based results to the local population in order to identify any areas of potential mismatch which would justify more detailed consideration.

3. *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 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.

Integrating equality into all aspects of the council's work provides the opportunity to significantly and continuously improve and develop services by making them more appropriate and responsive to the needs of people. This leads to better value for money. Good equality approaches and practices significantly impact on making the council a better employer, improving our ability to meet the needs of customers, helping us to be better placed to deliver public services and to ensuring that our vision for South Gloucestershire is achieved. Our vision is that South Gloucestershire is: **"A great place to live and work"** and the following values are embedded into all sections of the Strategy:

- ensure resources are used wisely, reduce carbon emissions, prevent pollution and waste and protect and enhance the environment for future generations.
- promote a greater understanding and mutual respect between different sectors and sections of the community; empower all people to participate and become involved in decisions which affect the area.
- find simple and effective ways of working together that improve efficiency, make the most of resources and ensure value for money.

The Council Plan¹ sets out the council's corporate aims and core values for meeting our area's vision. "Equality of Opportunity for all" is clearly set out as one of our core values. South Gloucestershire Council works for all parts of every community. Our aim is to:-

- Encourage mutual respect for all of our residents;
- Recognise and work with every diverse group;
- Give high quality inclusive services and facilities;
- Make sure our employment policies and practices are fair;
- Challenge harassment and discrimination.

The Council has a Corporate Equality and Diversity Policy² which details our commitments and aims. We are committed to valuing and treating all people with dignity and respect. Our approach is three fold:-

1. To recognise that people, whether as communities or individuals, will have specific needs that need to be recognised and addressed in order for them to develop their full potential;
2. To acknowledge that the majority view is not always right and the rights of minorities will need to be protected;
3. To mainstream equalities into all aspects of our policy development and service delivery.

¹ To view the Council Plan visit: <http://www.southglos.gov.uk/NR/exeres/f9bc029f-5734-4a02-a923-1a2bc681aa8e>

² To view the council's Corporate Equality and Diversity Policy visit: <http://www.southglos.gov.uk/Resources/Publications/COS/06/0200/COS-06-0140>

The principles that underpin the overarching Corporate Equality and Diversity Policy and inform our approach to equality are:-

- Welcoming and celebrating diversity;
- Developing a shared understanding of the essence of equality which is to value and treat all people with respect and dignity;
- Promoting equality of opportunity;
- Through policies, services, employment, contracting, and funding practices ensuring that no service user, employee or job applicant will receive less favourable treatment on the grounds of age, colour, impairment, marital status, lifestyle and culture, religion or belief, nationality, race gender, sexual orientation, gender identity;
- Taking all possible steps to eliminate discrimination, and undertaking action to remedy past discrimination and disadvantage.

'The Equalities Review'³ set out a wide definition of equality, based on the idea of equal life chances:-

"An equal society protects and promotes equal, real freedom and opportunity to live in the way people value and would choose, so that everyone can flourish. An equal society recognises people's different needs, situations and goals, and removes the barriers that limit what people can do and be."

This definition is more aspirational than the formal legal definitions of equality. It is about what we can do to create a fairer society and recognises that:-

- equality is an issue for us all;
- we don't all start from the same place;
- to create a fairer society we need to recognise different needs and preferences.

The Public Sector Equality Duty is laid out within the Equality Act 2010. It is about ensuring the needs of all are met. The broad purpose of the Duty is to ensure that equality and good relations are issues which are robustly considered in the day-to-day business of public authorities. If an authority does not consider how its actions can or do affect different groups in different ways, it is unlikely that their action will have the intended effect – this, in turn, can contribute to inequality and poor outcomes.

The Public Sector Equality Duty consists of:-

1. A General Equality Duty (which is set out in section 149 of the Equality Act 2010), and;
2. Specific Duties (which are imposed by secondary legislation – The Equality Act 2010 (Specific Duties) Regulations 2011).

The Duty covers the following nine Protected Characteristics:-

1. Age
2. Disability
3. Gender Reassignment
4. Pregnancy and Maternity
5. Race
6. Religion or Belief
7. Sex
8. Sexual Orientation
9. Marriage and Civil Partnership

³ Cabinet Office (February 2007) 'Fairness and Freedom: The Final Report of the Equalities Review'. Available from

<http://webarchive.nationalarchives.gov.uk/20100406130654/archive.cabinetoffice.gov.uk/equalitiesreview/>

The General Equality Duty is made up of three aims which state that a public authority must, in the exercise of its functions, have due regard to the need to:-

1. Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010;
2. Advance equality of opportunity between persons who share a protected characteristic and persons who do not share it; this means:-
 - removing or minimising disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic.
 - taking steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
 - encouraging persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
3. Foster good relations between persons who share a protected characteristic and persons who do not share it; this means:-
 - tackling prejudice.
 - promoting understanding.

The Specific Duties

The Specific Duties state that a public authority must carry out a number of actions as follows:-

1. Publish information to demonstrate its compliance with the General Equality annually. The information a public authority publishes must include, in particular, information relating to persons who share a relevant protected characteristic who are its employees and other persons affected by its policies and practices.
2. Prepare and publish one or more specific and measurable objectives it thinks it should achieve the General Equality Duty. A public authority must publish these objectives by 6th April 2012; and subsequently publish this information at intervals of not greater than four years.
3. Publish the above information in such a manner that it is accessible to the public and may do this by publishing the information within another published document.

This report directly contributes to South Gloucestershire Council's work to achieve point 1 above.

Please use the contents page overleaf - you can use the hyperlinks provided to skip directly to the information you wish to view.

Contents

Page

SECTION 1 – Annual Departmental Equalities Feedback Reports

Environment and Community Services	12
Chief Executive & Corporate Resources	14
Community Care & Housing	17
Children & Young People	19

SECTION 2 – Services

A) Environment & Community Services Department

Viewpoint – South Gloucestershire’s Citizen’s Panel	24
Building Control	28
Planning	29
Planning Enforcement	32
Libraries	33
Adult Community Learning	38
Heritage Services	40
Environmental Health	41
Anti-Social Behaviour and Community Safety	42
Licensing and Trading Standards	44
Community Engagement	45
Equalities and the Third Sector	47
Licensing	48
Metrology	49
Parking Enforcement	50
StreetCare	51
Waste Management	58
Leisure Centres	60
Sports Development	61
Active Lifestyles Programme	63
Active Family Clubs	65
REACH Programme	66
Breakthrough & Inclusion	68
Exercise on Prescription	71
Walking to Health	74
South Gloucestershire Drug & Alcohol Services	77
Core Strategy	80
Transport	82

B) Chief Executive & Corporate Resources Department

Corporate Contact Centre, One Stop Shops, Complaints	93
Housing and Council Tax Benefit	94
Council Tax Billing	96
Registrars Service	97

C) Community Care & Housing Department

Adult Social Care	101
Homechoice	103
Housing and Social Care Feedback	107
The Local Involvement Network (LINK)	109
Carers Support	113

D) Children & Young People's Department	
Schools – Pupil Performance	115
Children's Centres	120
Admissions to School	122
Youth Centres	124
Young People's Drug and Alcohol Service	126
Teenage Pregnancy	128
Youth Offending Service	129
Connexions	133
Young Carers	136
Children subject of Child Protection Plans, Children in Care and Children in Need	137

Section 3 - Employment

The Council as an Employer	144
Staff in Post	145
Applicants for Employment	153
Grievances	160
Written Warnings and Dismissals	168
Employees Who Cease Employment	177
Applications for Flexible Working and Success Rates	186
Return-to-Work Rates after Maternity Leave	194
Length of Service	195
Take-up of Training Opportunities	199

Section 4 – Equality Impact Assessment and Analysis Schedules

Environment and Community Services	201
Chief Executive and Corporate Resources	203
Community Care and Housing	207
Children and Young People	208
Transformation Projects	210

SECTION 1

**ANNUAL DEPARTMENTAL EQUALITIES
FEEDBACK REPORTS**



SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN

Key actions that were achieved 2011/2012

- The Corporate Equality Forum was expanded to become the South Gloucestershire Equalities Forum. This provides an opportunity for equality groups to work to eliminate discrimination, promote equality of opportunity, build up good relations between diverse individuals and equalities communities of interest, the Council and other Partners and be inclusive of all equalities communities.
- First Equalities Live Event held in November with a focus on getting your voice heard and introduced by TV Presenter and Equalities campaigner Sherrie Eugene.
- The Engage Festival celebrating culture was held in Filton and attracted over 10,000 visitors.
- Collection of LGBT books was established to tour South Gloucestershire Libraries.
- All elected Members received “Equality and Diversity in the Community” Training in 2011.
- Equality and Diversity training delivered for social workers in 2011.
- Continued provision of support for staff equalities groups.
- Review of partner’s equality objectives conducted.

The key actions that were not achieved 2011/2012 and why

None

The key actions proposed for the forthcoming year of 2012/13

- Adoption of a Single Equality Plan by the Council in April 2012.
- Hold an Engage Festival in July 2012.
- Monitor perceptions of community cohesion to assess whether the figures recorded last year reflect a genuine reduction in cohesion or were a result of the survey being carried out at the same time as the national disturbances.
- To support the national Six Steps Challenge for services to blind and partially sighted people. This will include taking part in the Make a Noise in Libraries fortnight with events aimed at this client group (see <http://www.southglos.gov.uk/NR/exeres/589f2560-c977-4ab7-a5a9-5351d94ef948>)

SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAs)

- The EqIA schedule has been refreshed for 2012-16 with EqIAs with a more comprehensive approach to services rather than individual EqIAs for each element of service.
- The schedule of new EqIAs to be carried out 2012-16 is shown in Section 4 of this report
- The major financial and service changes 2012-16 will be made through the Transformation Programme. EqIAs will be carried out on an ongoing basis on options under consideration as part of this programme. The current projects are:
 - Changes in Library Service
 - Environmental Health and Trading Standards

SECTION 3 - EQUALITIES MONITORING

In addition to regularly monitoring action plans and conducting EqlAs;

- All committee reports now include a paragraph on equalities to ensure that officers have considered equalities issues.
- Detailed equalities monitoring is considered in Section 2 of the Annual Equalities Report.

SECTION 4 – PROCUREMENT

- Contractor/supplier performance in terms of equalities was monitored and reviewed during 2011/12
- No suppliers/contractors were identified as not meeting equalities criteria.
- The Corporate Equalities in Procurement Guidance has been fully reviewed and updated.

SECTION 5 – CHALLENGES

Financial challenges

- Continue to identify and deliver service improvements and maintain the work of the transformation programme to deliver savings

Delivering a high quality service to customers

- Improve customer satisfaction for all customers measured through satisfaction surveys.
- Gather and analyse equality data on services which currently do not do so.
- Ensuring appropriate equality approaches are built into working practices as more services are delivered by communities both through the Priority Neighbourhood work and through Localism.

Ensuring EqlAs are completed to a high standard

- Regular monitoring of the EqlA schedule.

SECTION 6 – ANY OTHER INFORMATION AS APPROPRIATE/RELEVANT TO THE DEPARTMENT

N/A

DEPARTMENT: CHIEF EXECUTIVE AND CORPORATE RESOURCES

YEAR: April 2011 – March 2012

SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN

Key actions that were achieved 2011/2012

- The Corporate Equalities training plan was approved which will incorporate equalities refresher programme for both staff and members. A group of employees are being trained to deliver the equalities training over June/July 2012.
- Incorporated fairness and human rights questions into customer satisfaction survey guidance and communicated with departments
- Undertook a comprehensive equal pay audit as part of career family project
- Incorporated equality issues into PDPR process and forms
- Produced 'equalities in procurement' guidance to ensure that procurement is carried out in a way that promotes equality of opportunity, is not in breach of legislation and that services provided through contracts meet the needs of all users
- Updated the Contracts and Procurement guidance to incorporate legislation changes and monitoring forms for measuring satisfaction and perceptions of procured services
- Reviewed the pilot for extended customer equalities monitoring information
- Refreshed the council brand and style guidelines to ensure that all printed and online materials fully meet or exceed national accessibility and usability guidelines
- Translated materials into easy-read and languages such as Polish, French, Arabic and Chinese for non-English speaking residents
- Improved online services for customers
- More efficient collection and storage of equalities data through all customer access channels

The key actions that were not achieved 2011/2012 and why

The key actions proposed for the forthcoming year of 2012/13

- Conduct Staff Survey and develop and deliver actions based on results
- Review PDPR process to ensure equalities objectives are incorporated
- Continue the work on easy-read web pages for people with learning difficulties to ensure that they can access information about all the things they are interested in, not just the services that are provided for them.
- Support the broadband project to ensure all properties in South Glos. have access to at least 2mbs, and that 90% have access to super-fast broadband
- Training to be provided to all members and staff on the new committee arrangements and in decision making to include equality impact assessments.

SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAs)

- The EqIA schedule has been refreshed for 2012-16. Given the large number of HR EqIAs there are, it was agreed to give all of the reviews a timescale of 2012/13 and then monitor the production of EqIAs on a monthly basis. It is expected that the vast majority will be undertaken in the summer 2012.
- We are undertaking a project as part of the broadband initiative to ensure that we minimise digital exclusion in South Glos to ensure everyone has access to digital opportunity.
- There has been work to ensure that the transformation programme projects going forward have thorough and effective equality impact assessments to ensure that the reviews going forward are not subject to challenge where equalities have not been properly considered.

SECTION 3 - EQUALITIES MONITORING

In addition to regularly monitoring action plans and conducting EqIAs;

- All committee reports and executive decisions now include a paragraph on equalities to ensure that officers have considered equalities issues.
- A report on equalities in recruitment, retention and employment data has been published and covers the mandatory equalities monitoring categories as well as religion and sexual orientation.

SECTION 4 – PROCUREMENT

- The SGC guidance for contracting has been updated to reflect changes in legislation
- SGC contracting guidance monitoring forms have been updated to include details of measuring customer satisfaction and perceptions of procured services

SECTION 5 – CHALLENGES

Financial challenges

- Continue to identify and deliver service improvements and maintain the work of the transformation programme to deliver savings (Action 1)

Continue to delivering a high quality service to customers

- Improve customer satisfaction for all customers measured through satisfaction surveys. (Action 1)

Maintain employee engagement

- Use the results of the employee survey to measure employee engagement and act upon any key areas highlighted within the survey promptly. (Action 4)

Ensuring EqIAs are completed to a high standard

- Regular monitoring of the EqIA schedule. Equality impact assessment training for project managers on transformation programme. (Action 3)

Procurement arrangements

- Embedding corporate procurement arrangements through a new team and ensuring approaches and guidance represent best practice and is implemented throughout the council (Action 5)

SECTION 6 – ANY OTHER INFORMATION AS APPROPRIATE/RELEVANT TO THE DEPARTMENT

n/a

DEPARTMENT: COMMUNITY CARE AND HOUSING

YEAR: April 2011 – March 2012

SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN

Key actions that were achieved 2011/2012

- Incorporated the work of the BOME liaison group into the Race Equality network which gives all race and ethnicity equality groups the opportunity to work together to eliminate discrimination and to promote racial equality.
- First “Supporting You” newsletter sent out to all service users receiving a service from the department.
- Held workshops to look at overcoming barriers in engaging people with mental health issues and to involve them in the development of mental health services
- Established a new Community Care and Housing Equalities working group with membership of senior managers from each service area.
- Updated the Contracts and Procurement guidance to incorporate legislation changes and monitoring forms for measuring satisfaction and perceptions of procured services.
- Service reviews??
- Involvement of key staff in the formulation and implementation of the NHS South West EDS (Equality Delivery system) to ensure full input into the system and understanding its operation.

The key actions that were not achieved 2011/2012 and why

None

The key actions proposed for the forthcoming year of 2012/13

New Departmental Action Plan for 2012/13 established with 6 key priorities:

1. To reduce gaps in service use, take-up and satisfaction – this will be achieved by each service area consistently collecting customer satisfaction data, analysing by equalities category, devising improvement actions in line with analysis of the data, benchmarking performance against other Local Authorities and continued monitoring of compliments and complaints to understand emerging equalities issues.
2. To deliver a full programme of robust Equality Impact Assessments – this will be achieved by developing an on-going departmental schedule of assessments and to conduct Equality Impact Assessments for all transformation projects.
3. To ensure departmental approaches to procurement represent best practice – this will be achieved conducting procurement activity in line with Corporate guidance and by assessing and monitoring the outcomes of procured services.
4. To ensure all service areas have plans in place to embed and progress the corporate equalities agenda – each service area will have an action plan in place to deliver this objective.

5. To ensure that appropriate and effective training on equalities continues to be delivered across the department. Each section will undertake a programme of training, including refresher awareness training for existing staff.

6. To ensure continued departmental representation at EDAT and continued meeting of the departmental Equalities working group.

A full copy of the action plan is held on the departmental website.

SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAs)

- The EqIA schedule has been reviewed to take a more comprehensive approach to carrying out EqIAs so that they cover full services rather than specific elements of service.
- EqIAs completed for all CC and H service reviews and transformation areas of work.

SECTION 3 - EQUALITIES MONITORING

In addition to regularly monitoring action plans and conducting EqIAs;

- All committee reports now include a paragraph on equalities to ensure that officers have considered equalities issues.

SECTION 4 – PROCUREMENT

- Contractor/supplier performance in terms of equalities was monitored and reviewed during 2011/12
- No suppliers/contractors were identified as not meeting equalities criteria.

SECTION 5 – CHALLENGES

Following implementation of the transformation programme, continuing to progress the equalities agenda in an environment of reduced resources and capacity.

SECTION 6 – ANY OTHER INFORMATION AS APPROPRIATE/RELEVANT TO THE DEPARTMENT

n/a

SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN

Key Achievements 2011/2012

- Review and evaluation of CYP Plan 2009-2012 outcomes – detail available in ‘*South Gloucestershire Vulnerable Groups Analysis*’ dated December 2011 and *CYP Plan 2009-2012 Evaluation Overall*
- Review and analysis of key data trends in support of ‘Narrowing the Gap’ to identify priorities for Partnership future action – detail available in ‘*Review of 2011 Standards & Performance*’ report dated January 2012
- Identification of targeted support across a number of schools and settings to help those most vulnerable to underachievement
- Development of a Partnership Strategy for Children and Young People 2012-2016
- Monitoring the effectiveness of safeguarding strategies – *South Gloucestershire Safeguarding Children Board – Annual Report 2011/12*
- Action to address and improve identification and recording of diversity related issues in respect of children and families completed – *Social Care Improvement Plan*
- Progression of CYP Transformation Review programme including consultation across 6 strands
- Publication of our pledge and promises to Children & Young People in care – detail available in ‘*Our Promises*’
- Review and development of partnership working including awareness raising across a range of groups and organisations
- Review of commissioning and delivery of traded services to support schools, including establishment of new protocols for accessing equalities related advice and support.

Key Actions for 2012/13

- 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*
- Progression and delivery of CYP Transformation Review programme across 6 key strands to ensure full implementation in 2014/15
- Introduction of a single business process for all integrated service activities to ensure services are fair and focussed on the vulnerable and disadvantaged
- Review and development of Special Educational Needs and Disability (SEND) Strategy
- Development of provision for disadvantaged two year olds
- Departmental staff training to deliver CYP equalities outcomes
- Regular review and monitoring of departmental EIAs in line with updated schedule
- Review of CYP representation and changed working relationship on equalities related Partnership groups and organisations.

SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAs)

Each Department produces an EqIA Schedule on a rolling basis (our 4 -year period will be April 2012 to March 2016). Please provide an overview of the following:-

The 4 year EqIA schedule 2012 – 2016

- CYP schedule of completed and new EqIAs reviewed and updated for 2012-2016 – schedule and record to be held on departmental website

Departmental progress in terms of delivering the EqIA Schedule 2011/2012

- EqIA 2011/12 schedule reviewed and aligned to new departmental service structure and planning area priorities
- EqIAs completed for all CYP Transformation Review strands of work
- EqIAs for CYP service planning areas being progressed in line with proposed timetable 2012-16
- Existing departmental strategies and policies 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 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 2011-12

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 monitoring (including data and information) undertaken in 2011/12 is identified in the plans below:

- CYP Plan 2009-2012
- Commissioning of Places Strategy 2009-2012 Implementation Plan
- CYP Transformation Review Programme
- CYP Capital Programme
- LA School Improvement Policy
- Youth Offending Business Plan
- Social Care Improvement Plan
- Common Assessment Framework
- SG Safeguarding Board Business Plan
- Corporate Parenting Strategy
- Anti-Bullying and Hate Crime Reportable Incidents
- Annual Admissions 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.
- Ensure that targeted support is available for schools with vulnerable BME groups.
- To challenge weak outcomes and to support headteachers of specific schools to improve.
- Implementing First Point which will provide a single front door for young people requiring services and to identify the appropriate intervention.
- Better capturing and use of the experience of the child or young person and their family to underpin work with individual children.
- To ensure the effective commissioning and delivery of sufficient early years and primary school places to meet rising demand.
- Building on work with Gypsy and Traveller community to develop links with other harder to reach communities.
- Improving the identification and recording of diversity related issues affecting children and their families accessing the service
- Working with schools to improve the management and reporting of 'reportable incidents'.
- Consolidation and presentation of key equalities data and information to be published in central CYP 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 to commission a range of services for children and young people from the private, voluntary and independent sector. The mechanism for regular 6 monthly reporting and monitoring is identified in council standard Service Level Agreements and performance is monitored 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 2011/12.

SECTION 5 – CHALLENGES

This section should cover an overview of:

Key challenges faced in 2011/12

- Departmental restructuring and transformation review of service areas to facilitate changing role of the Local Authority (LA).
- 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.

Challenges for 2012/13 and how these will be addressed in the Departmental Equalities Action Plan for 2012/13.

- Changing central government policy on the requirement for collection and reporting of reportable incidents by schools and the LA's changing relationship with schools and responsibilities for academies could impact on the Council's ability to provide meaningful data and information across the area. Along with the LA, partner organisations currently find this information invaluable and every effort will be made to encourage continued reporting, however schools/academies are no longer required to report to the LA.
- Resource restrictions 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 to identify priorities for future reporting and monitoring to ensure most effective use of resources.

SECTION 2

SERVICES



A) Environment and Community Services Department

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 of around 1,600 residents 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 2012 the panel was slightly overrepresented by females and the over 55 year olds. To address this results are weighted.

Note: 'BAME' means – Black, Asian and Minority Ethnic.

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?”

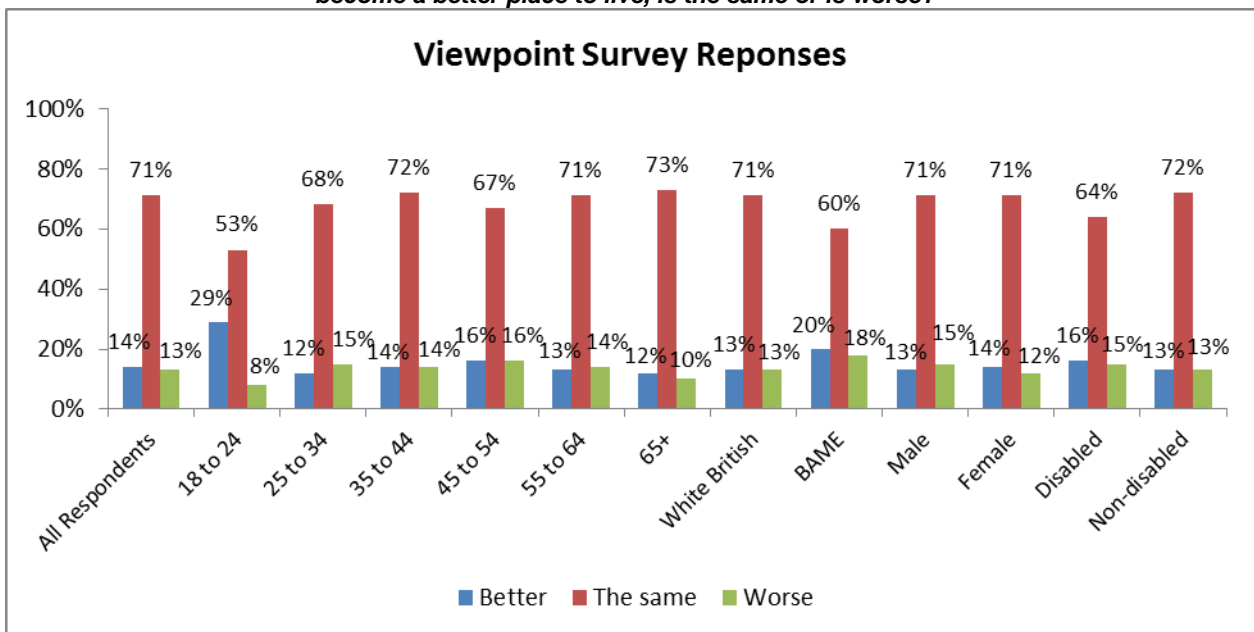


Chart to show responses to the question: "Overall, how satisfied or dissatisfied are you with your local area as a place to live?" Note: Chart shows percentage of people responding as 'Very' or 'fairly' satisfied.

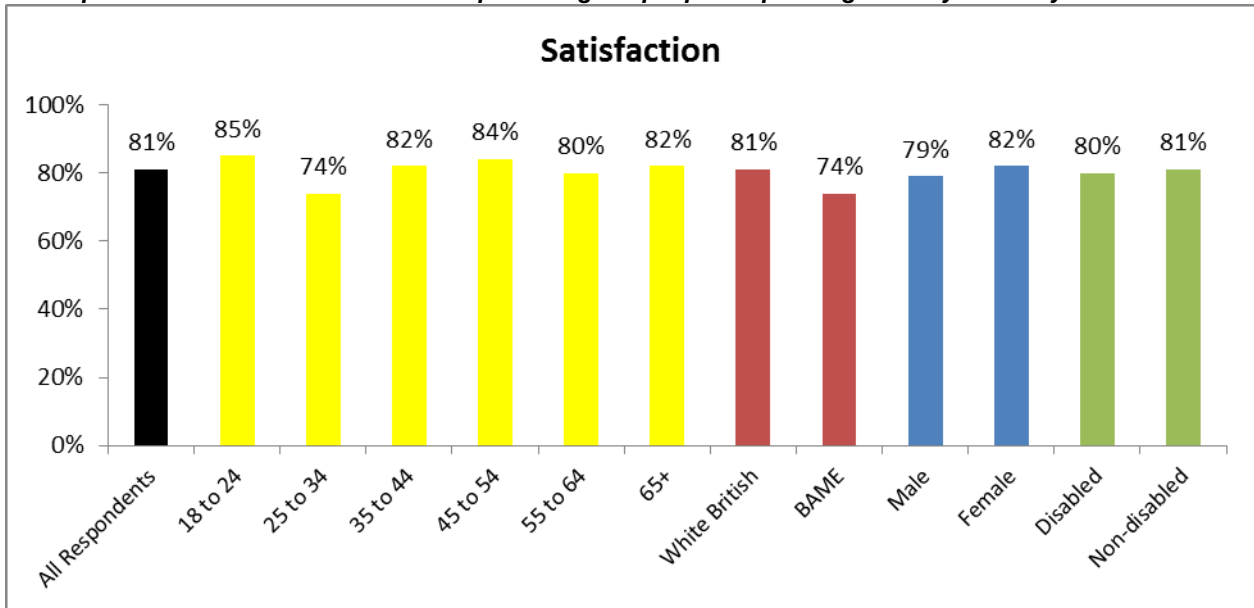


Chart to show responses to the question: "Overall how satisfied or dissatisfied are you with the way South Gloucestershire Council runs things?" Note: Chart shows percentage of people responding as 'Very' or 'fairly' satisfied.

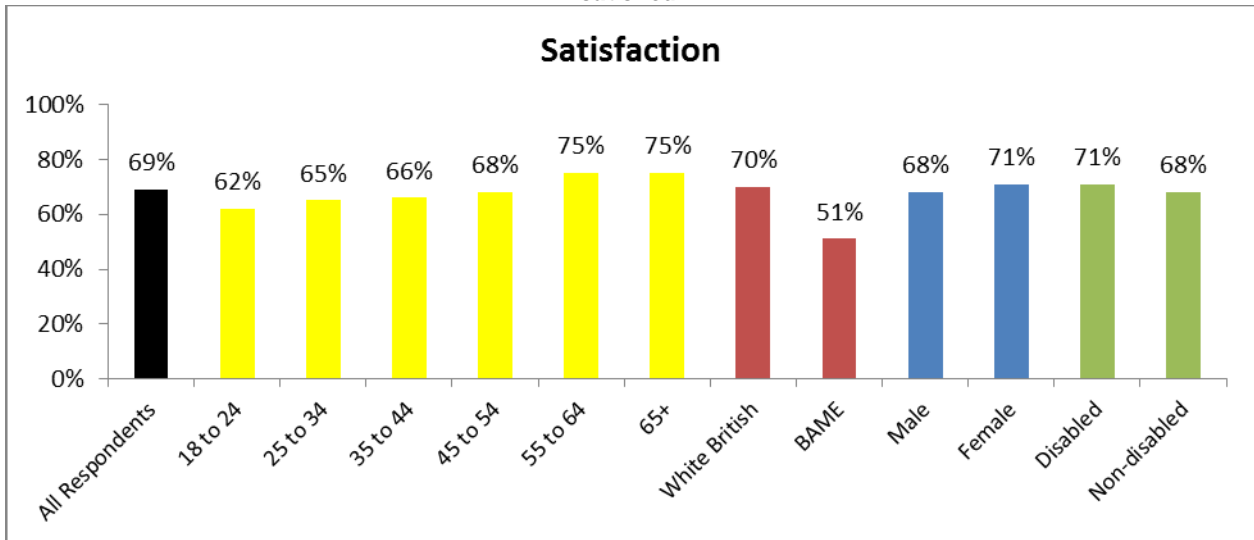
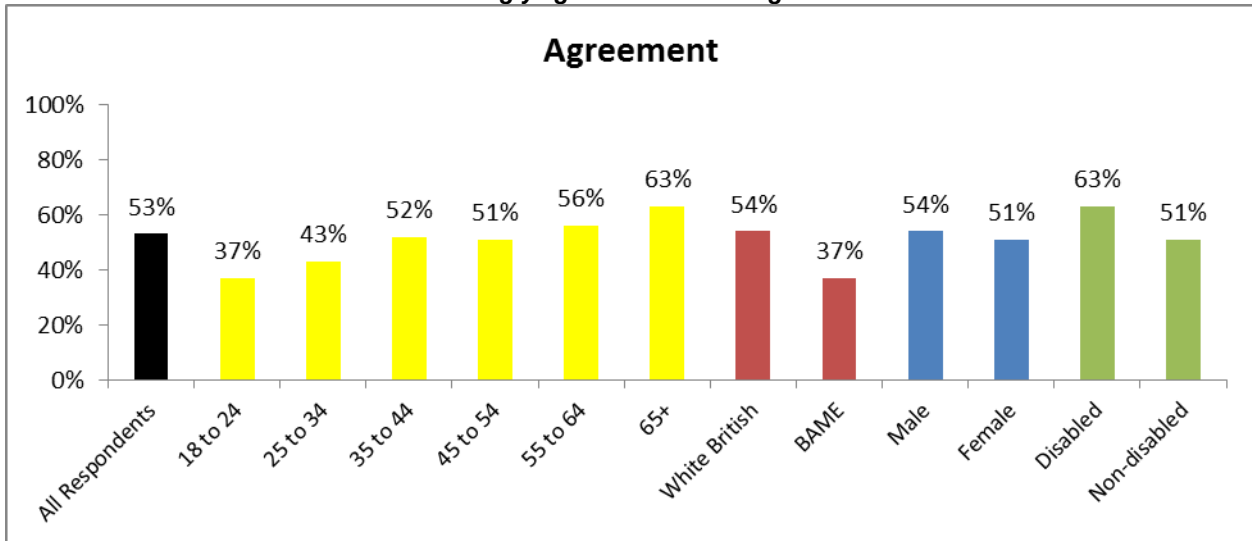


Chart to show responses to the question: To what extent do you agree or disagree that South Gloucestershire Council provides value for money for local residents? Note: Chart shows percentage of people responding as 'Strongly agree' or 'Tend to agree'.



Assessment of Monitoring Information

- The BAME group and the 25 – 34 years groups showed the lowest levels of satisfaction with the local area as a place to live. However, only 9% of BAME respondents stated that they were 'fairly' or 'very' dissatisfied which compares to 8% of the White British group who stated that they were 'fairly' or 'very' dissatisfied. Additionally, only 11% of 25-34 respondents stated that they were 'fairly' or 'very' dissatisfied which compares to an overall 'dissatisfaction rate' of 8%
- The BAME group showed the lowest level of satisfaction with the way South Gloucestershire Council runs things. However, of the BAME group, only 8% stated that they were 'fairly' or 'very' dissatisfied which compares to a 7% 'dissatisfaction rate' for both the White British group and the overall 'dissatisfaction rate'.
- The BAME group and the 18 – 24 years groups showed the lowest levels of agreement that the Council provides value for money for local residents. However, only 8% BAME disagreed that the council provides value for money whereas 12% of the White British group disagreed and 18% of the 18 – 24 years group disagreed. This compares to an overall 'disagreement level' of 13%.

Actions as a Result of this Information

- To continue work to attract 18 to 54 year olds to participate in the panel.
- To review the weightings criteria once the 2011 census data has been received.

Safe and Strong Communities

Safe and Strong Communities is a high-profile service that plays a very visible role in delivery for residents and communities. It works with communities and residents, though also taking some enforcement action on their behalf.

It includes four service areas:

- Building Control and Planning Enforcement
- Community Cultural Services
- Environmental Health
- Strong, Safer Communities

Each of these is explored in more detail on the following pages.

Building Control

Introduction

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

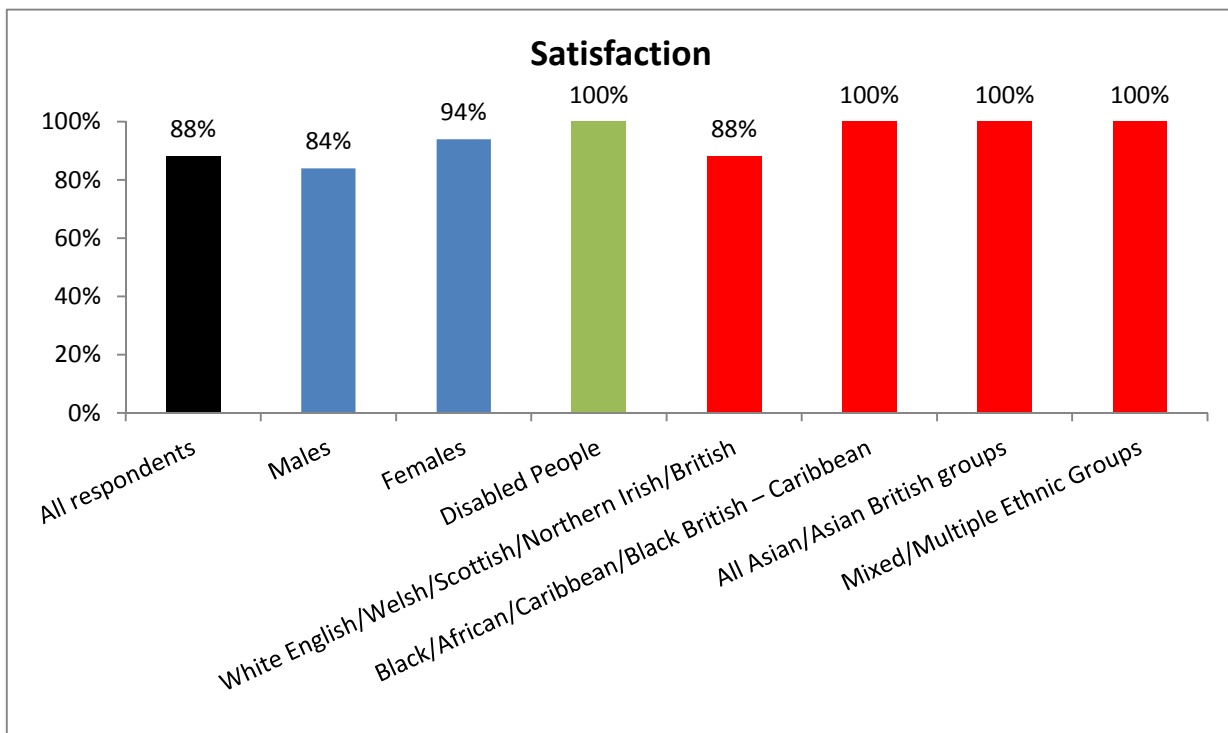
- The health, safety and welfare of building users and others affected by them
- The conservation of fuel and power
- The provision of access and facilities to enable all people to use buildings

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 and development.

Monitoring Information

The following data shows the satisfaction levels of customers having used the Building Control service in 2011/12:

Chart to show the satisfaction levels of customers using the Building Control service in 2011/12.



Assessment of Monitoring Information

Overall, the data shows a high level of satisfaction with the service regardless of 'group'.

People with disabilities; Black/African/Caribbean/Black British – Caribbean; all Asian/Asian British groups and those from mixed/multiple ethnic groups have the highest satisfaction level. Those identifying as White British have the lowest satisfaction level.

Actions as a Result of this Information

As a result of this data, the Building Control service plans to undertake a review of the categories used in customer satisfaction monitoring activity in order to ensure alignment with corporate policy.

Planning

Introduction

Areas covered by the Planning Service include:

- Planning Enforcement
- Planning Permission
- Planning Policy
- Planning Applications
- Telecommunications Development Planning Guidance
- Planning Appeals
- Planning Complaints
- Commenting on Planning Applications
- Searching planning applications online

Monitoring Information

The following data shows the satisfaction levels of applicants surveyed during 2011/12.

Overall, surveys gained 258 responses.

Chart to show the satisfaction levels according to Gender during 2011/12

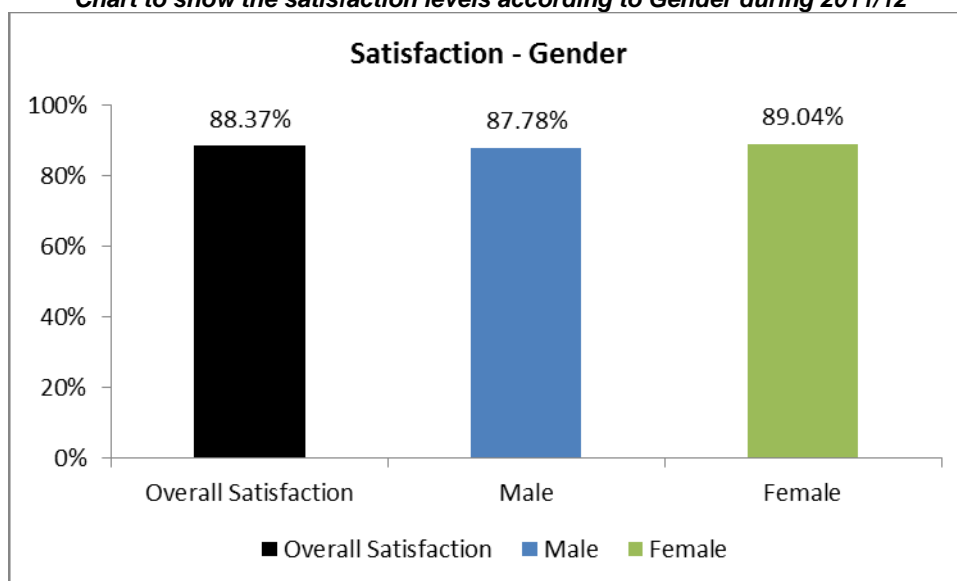


Chart to show satisfaction levels according to ethnicity during 2011/12 (“BAME” stands for Black, Asian and Minority Ethnic)

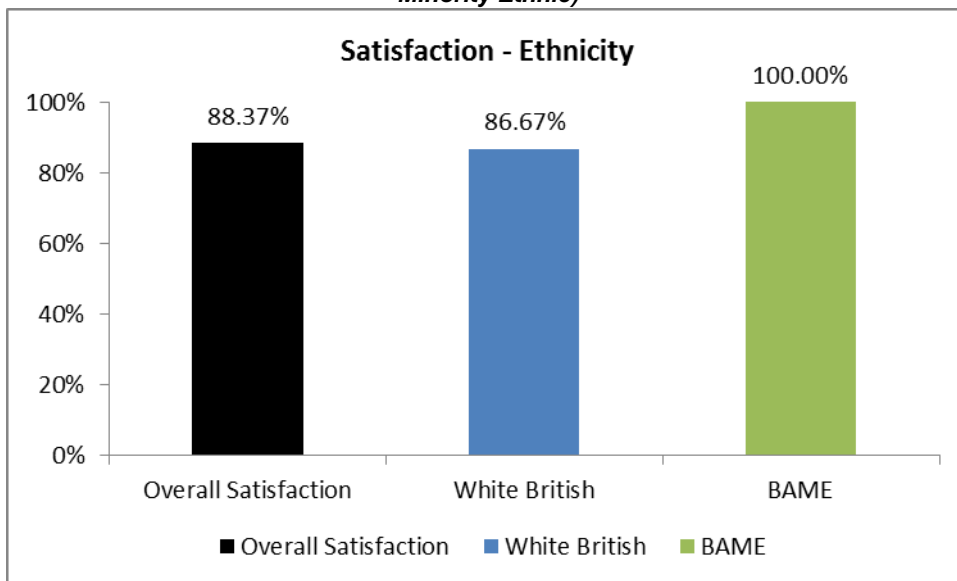


Chart to show satisfaction levels according to Disability during 2011/12

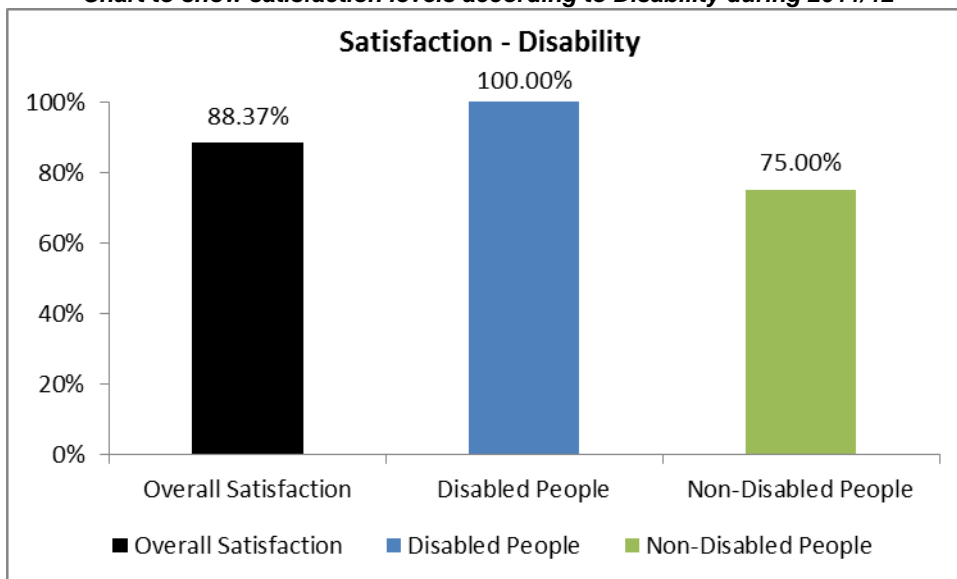
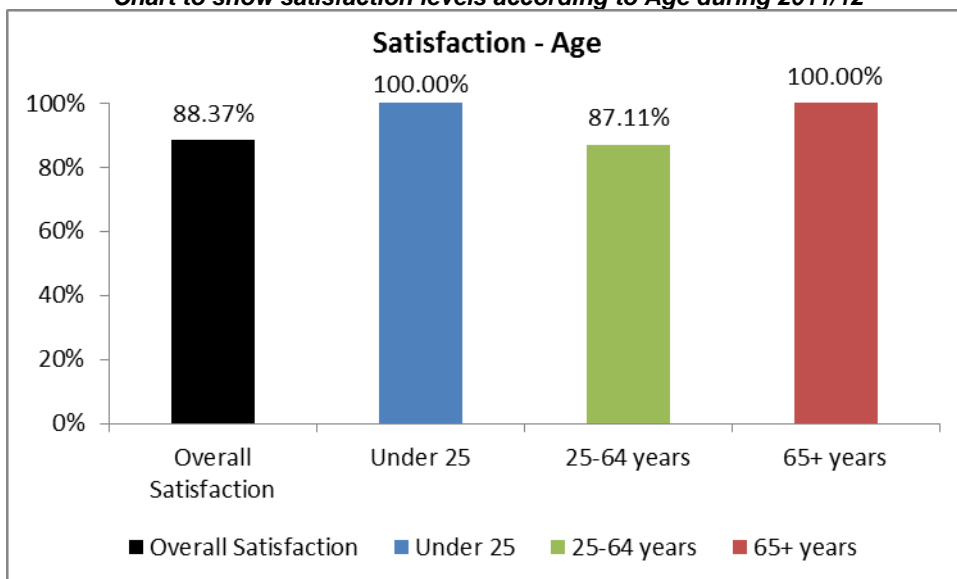


Chart to show satisfaction levels according to Age during 2011/12



Assessment of Monitoring Information

- Overall, the data shows that there is no significant variation of satisfaction levels according to equalities groups.

Actions as a Result of this Information

- As a result of this data, the Planning Applications service plans to undertake a review of the categories used in customer satisfaction monitoring activity in order to ensure alignment with corporate policy.

Planning Enforcement

Introduction

The Planning Enforcement service investigates and takes action against breaches of planning status or permission. This objective approach takes account of the Planning status and conditions of the alleged or actual breach, and has not historically involved consideration of the equality domain of complainant or landowner.

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

Monitoring Information

No monitoring information is currently collected.

Assessment of Monitoring Information

N/A

Actions as a Result of this Information

Consideration will be given during the year of whether / and how to collect and analyse equality.

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

Usage of service - Gender and Age

Age Range	Female	Male	Not recorded	Total
0 to 10	6325	5529	82	11936
11 to 15	2100	1469	28	3597
16 to 17	428	191	2	621
18 to 25	1370	541	7	1918
26 to 40	5394	1873	18	7285
41 to 60	6270	3068	36	9374
over 60	6100	3983	19	10102
declined	130	73	7	210
unknown	211	138	796	1145
Total	28328	16865	995	46188

Usage of service - Disability

Disability	Total (nos)	Total (%)
Unknown	7639	10.47%
-- declined --	5731	7.85%
-- None --	57356	78.58%
Hearing	264	0.36%
Learning	237	0.32%
Learning+Hearing	23	0.03%
Mental Health / Mental Distress	108	0.15%
Physical	991	1.36%
Physical+Hearing	65	0.09%
Physical+Learning	34	0.05%
Visual	383	0.52%
Visual+Hearing	38	0.05%
Visual+Learning	19	0.03%
Visual+Physical	59	0.08%
Visual+Physical+Hearing	17	0.02%
Visual+Physical+Learn+Hear	16	0.02%
Visual+Physical+Learning	7	0.01%
Total	72987	100.00%

Usage of service - Ethnicity

Of people declaring ethnicity	Total (nos)	%
Unknown	21295	29.2%
Declined	8984	12.3%
Bangladeshi	96	0.1%
Indian	842	1.2%
Pakistani	165	0.2%
Black African	254	0.3%
Black Caribbean	95	0.1%
Chinese	286	0.4%
Mixed white and Asian	155	0.2%
Mixed white and black African	107	0.1%
Mixed white and black Caribbean	162	0.2%
Other Asian	262	0.4%
Other Black	65	0.1%
Other ethnic group	241	0.3%
Other mixed	88	0.1%
Other White	1225	1.7%
White British	38460	52.7%
White Irish	196	0.3%
Romany/Gypsy/Traveller	9	0.0%
	72987	100.0%

The following data shows the satisfaction levels of residents surveyed via the Libraries 2011/12 survey.

Overall the survey gained 4,287 responses. The make-up of the respondents was as follows:

- Male – 34.7%, Female – 64.7% (remainder not known)
- Under 25 – 6.8%, Over 65 – 32.1%, 26 – 65 - 60.3% (remainder not known)
- Disabled – 9.3%, Non-Disabled – 87.1% (remainder not known)
- White British – 92.6%, Non White British – 6.6% (remainder not known)

Satisfaction with the following aspects of the library service

Satisfaction	Overall	Male	Female	Under 25	Over 65	Disabled	Non-disabled	White British	Non White British
Range of books	87.0%	83.4%	89.9%	89.9%	87.5%	87.0%	86.8%	87.0%	82.7%
Range of DVDs	77.8%	74.6%	88.4%	77.8%	79.4%	84.6%	77.1%	77.6%	74.0%
Range of talking books	75.7%	74.0%	78.6%	74.8%	77.7%	79.4%	74.7%	76.4%	65.1%
Range of events and activities	86.2%	81.3%	75.5%	80.4%	85.9%	88.9%	85.8%	87.2%	80.9%
IT / computer facilities	91.8%	89.6%	87.8%	91.7%	94.2%	93.7%	91.6%	91.9%	85.6%
Staff knowledge	96.9%	96.5%	92.8%	92.8%	97.8%	97.3%	96.8%	97.4%	92.5%
Staff helpfulness	98.2%	98.3%	97.2%	95.9%	99.1%	99.2%	98.0%	98.4%	94.8%
Range of information available	90.5%	88.0%	98.1%	86.9%	90.6%	91.6%	90.5%	91.2%	85.2%
Opening hours	77.2%	73.6%	91.5%	77.9%	79.2%	80.7%	76.7%	77.1%	76.8%
Library layout and signage	89.6%	86.4%	78.9%	91.2%	88.2%	89.8%	89.6%	90.3%	88.6%
Overall, how would you rate this library?	95.7%	95.2%	91.4%	94.4%	96.8%	97.4%	95.4%	96.0%	90.9%

% relates to respondents rating service as either good or very good

Overall, the data shows that people from the Over 65 age band have the highest satisfaction level and people from the Non White British group have the lowest satisfaction level, where this is at 90.9%.

Satisfaction with the following processes

Ease of use	Overall	Male	Female	Under 25	Over 65	Disabled	Non-disabled	White British	Non White British
Joining the library	97.3%	97.3%	90.9%	93.4%	99.3%	96.9%	97.4%	97.8%	95.7%
Reserving an item	95.0%	94.5%	97.5%	85.7%	98.0%	97.9%	94.8%	96.1%	89.2%
Booking a computer	90.0%	90.3%	95.3%	85.0%	91.7%	93.6%	89.6%	90.9%	86.1%
Downloading an MP3 e-audio book	66.4%	67.4%	89.4%	61.4%	68.4%	65.0%	65.3%	63.3%	69.4%
Using self-service machines (where available)	79.1%	78.8%	63.4%	83.7%	78.5%	73.4%	80.3%	78.5%	87.3%

% relates to respondents rating usage as either easy or very easy

Awareness of other services

Awareness of other services	Overall	Male	Female	Under 25	Over 65	Disabled	Non-disabled	White British	Non White British
IT / computer basic training courses	59.2%	66.8%	59.7%	48.0%	81.5%	76.5%	66.3%	66.3%	57.8%
Home library service for people who are housebound	67.6%	40.5%	68.0%	29.0%	57.4%	48.8%	42.4%	42.4%	44.1%
Support for reading groups	44.1%	41.5%	45.3%	48.1%	46.9%	47.7%	42.7%	42.7%	47.1%
Free online information resources	43.4%	66.6%	43.7%	72.8%	63.3%	69.4%	66.8%	66.8%	71.2%
Telephone enquiry service	66.6%	60.9%	66.9%	53.4%	65.2%	61.2%	62.3%	62.3%	67.4%
Free internet access within the library	62.1%	87.8%	63.2%	95.5%	82.6%	82.6%	88.9%	88.9%	91.8%
Email/text notification of reservations & overdue items	88.0%	70.6%	88.8%	63.7%	65.1%	68.7%	73.0%	73.0%	75.4%
Hire of exhibition and meeting space	71.8%	30.2%	73.7%	31.1%	34.8%	34.4%	28.1%	28.1%	32.3%

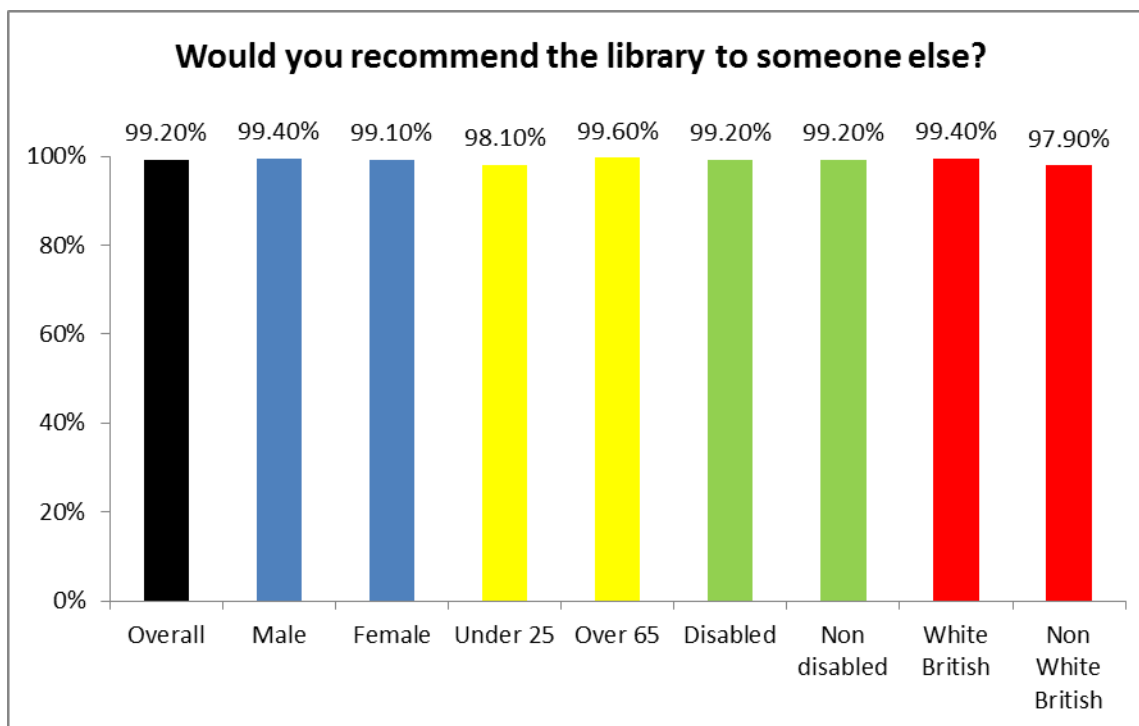
% relates to number of respondents stating that they were aware that the library provided these services

If you have used library computers, have they helped you with any of the following:

Computer use	Overall	Male	Female	Under 25	Over 65	Disabled	Non-disabled	White British	Non White British
Work	38.8%	39.4%	38.9%	50.5%	11.9%	29.3%	41.0%	37.2%	46.2%
Study	43.3%	44.5%	43.1%	64.5%	33.8%	43.6%	44.1%	43.0%	50.8%
House & home	31.4%	27.3%	34.6%	18.8%	31.2%	42.1%	30.2%	32.7%	29.2%
Health	17.2%	16.4%	17.4%	15.1%	14.2%	36.4%	14.8%	16.8%	21.5%
Leisure	50.9%	56.2%	48.3%	44.6%	52.3%	56.4%	49.8%	49.3%	52.3%
Family & relationships	22.0%	21.1%	22.4%	22.0%	21.5%	30.7%	20.4%	22.6%	22.3%
Online shopping	19.9%	22.0%	18.2%	24.7%	12.3%	27.1%	18.8%	19.0%	23.1%
Finding a job	21.2%	23.0%	19.9%	36.6%	1.5%	20.7%	21.9%	19.0%	25.4%

% relates to number of respondents stating that they had used library computers to help them in these areas

Would you recommend this library to someone else?



% relates to number of respondents that would recommend the library to someone else

Assessment of Monitoring Information

- There is an overall high level of satisfaction with library services across South Gloucestershire.
- People from a BAME background have a lower level of satisfaction with the range of talking books on offer, the IT/Computer facilities, the range of information available, the process of reserving an item and booking a computer.
- Females appear to be less satisfied with the range of events and activities on offer, library layout and signage, and using the self-service machines.
- Under 25s appear to be less satisfied with the process of booking a computer and the IT/Computer basic training courses.
- All groups, except Females, are less satisfied with 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 this Information

As a result of this information the Library Service will:-

- 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.
- 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.

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

Group	Take-Up
Disability affecting mobility	0.35%
Hearing impairment	0.21%
Mental ill health difficulty	7.59%
Multiple disabilities	0.07%
Other medical condition (e.g. epilepsy, asthma, diabetes)	0.76%
Visual impairment	0.21%
Other physical disability	5.80%
Other	2.00%
All Disabled People	16.98%
All Non-Disabled People	83.02%
Age	
Under 25 years	7.04%
25-34 Years	15.60%
35-44 years	21.46%
45-54 years	20.22%
55-64 years	15.46%
65+ years	20.22%
Ethnicity	
Asian or Asian British - Bangladeshi	0.35%
Asian or Asian British - Indian	0.69%
Asian or Asian British - Pakistani	0.21%
Asian or Asian British - Any other Asian background	1.45%
Black / African / Caribbean / Black British - African	0.76%
Black / African / Caribbean / Black British - Caribbean	0.48%
Asian or Asian British - Chinese	1.59%
Mixed / multiple ethnic Group - White and Asian	0.35%
Mixed / multiple ethnic Group - White and Black African	0.14%
Mixed / multiple ethnic Group - White and Black Caribbean	0.21%
Mixed / multiple ethnic Group - Any other Mixed / multiple ethnic background	0.35%
Other ethnic group - Any other ethnic group	2.14%
Other ethnic group - Not provided	1.04%
White - English / Welsh / Scottish / Northern Irish / British	83.29%
White - Irish	0.69%
White - Turkish	0.07%
White - Any other white background	6.22%
All BAME	16.71%

Assessment of Monitoring Information

- A slightly higher percentage of Disabled People attend courses (16.98%) when compared to the total Disabled population of 14.7% for the whole of South Gloucestershire.
- There is an even split across age groups with respect to people taking up learning opportunities, with the exception of the under 25 years age group.
- People from a BAME background are highly likely to access learning opportunities – 16.71% as compared to a 5.8% total BAME population in South Gloucestershire. The BAME groups most likely to access learning opportunities are “White Other”, “Chinese”, “Black African” and people of an “Asian” background.

Actions as a Result of this Information

The service is working with the West of England Learning consortium on supporting people with mental health illnesses.

The service will continue to target male learners

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.

Assessment of Monitoring Information

It is difficult to assess the impact on equalities by the heritage section and further work needs to be done with groups in 2012/13

Actions as a Result of this Information

See above

Environmental Health

Introduction

The service investigates and takes action against breaches of environmental 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.

Monitoring Information

No monitoring information is currently collected.

Assessment of Monitoring Information

N/a

Actions as a Result of this Information

Consideration will be given during the year of whether / and how to collect and analyse equality.

Anti-Social Behaviour and Community Safety

Introduction

The Safer South Gloucestershire Community Safety and Drugs Partnership exists to help improve the safety and well-being of individuals and communities throughout South Gloucestershire. Partnership members include:

- South Gloucestershire Council
 - Avon & Somerset Constabulary
 - Avon & Somerset Police Authority
 - Avon Fire & Rescue Service
 - Avon Fire Authority
 - South Gloucestershire Primary Care Trust
- and other statutory and voluntary groups.

We work together to make our communities safer from the effects of crime, disorder and misuse of drugs and alcohol. We tackle issues of major concern to people living and working in South Gloucestershire. These include:

- Drugs & Alcohol education, awareness and treatment
- Community Safety (including public reassurance and community safety groups)
- Anti Social Behaviour
- Crime (including Domestic Violence and Hate Crime)
- Making our roads and environment safer

The Partnership is responsible for the funding, planning, co-ordination and delivery of community safety, drug and alcohol services in South Gloucestershire.

The Anti Social Behaviour Team ensures that all service users have equal access to our services and the services of our Partner agencies when dealing with ASB.

We co-ordinate multi agency responses to ensure the needs of all individuals and our communities are met and where required, services are tailored to the needs of the individuals and communities through the ASB & Perceptions Delivery Group and the Anti Social Behaviour Review Panel working alongside other groups such as the Partnership Against Hate Crime (PAHC) and MARAC (Multi Agency Risk Assessment Conference, Vulnerable Adults Safer Guarding Board). In addition to this we work extensively with a range of specialist organisations including SARI, EACH and South Gloucestershire Council Drug and Alcohol Services.

All multi-agency panels and conferences for ASB identify issues relating to equality and diversity and are aware of their duties in relation to vulnerable people and child protection and support for all victims and witnesses.

The Partnership Against Hate Crime (PAHC) has a diverse membership from organisations across South Gloucestershire, working together to amongst others;

- To respond to the requirements of the Safer and Stronger Communities Strategic Partnership.
- To review the definition of a prejudice-based incident annually.
- To support and coordinate inter-agency policy and action on prejudice based incidents in South Gloucestershire
- To allocate resources for pro-active work to promote equality, Diversity and to counter prejudice-based incidents

Membership of the Partnership includes:

Avon and Somerset Police , South Gloucestershire Council ,SARI (Support against Racist Incidents) ,North Bristol NHS Trust ,Merlin Housing Society ,South Gloucestershire Faith and Belief Forum ,North Avon Magistrates Courts and South Gloucestershire Disability Equality Network.

Monitoring Information

The following table shows the number of incidents recorded by PAHC in 2011 and compares this to 2010.

Nature of Incident	No of incidents 2010	No of incidents 2011	% of total incidents 2010	% of total incidents 2011
Race	292	277	82%	79%
Religion	6	7	2%	2%
Disability	24	31	7%	9%
Transgender	5	3	1%	1%
Sexual Orientation	27	30	8%	9%
	354	348		

Assessment of monitoring information

- Data indicates that there has been a very small decrease in the number of incidents reported from 354 in 2010 to 348 in 2011.
- Racist Incidents are still the type of incident which is being reported the most frequently.
- Disablist, homophobic, transphobic and faith base incidents are still being reported in low numbers.

Actions as a Result of this Information

- To identify specific hotspots and ensure that targeted resources and project work is delivered in those areas.
- To increase reporting of homophobic, transphobic and disability hate crimes / incidents.
- 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.

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.

Licensing and Trading Standards

Introduction

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.

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 as a Result of this Information

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.

Community Engagement

Introduction

Our aim is to enhance the quality of life of residents through working together with our communities to promote safer and stronger communities and make a difference:

1. by creating a fair place for all through promoting equality of opportunity and improving cohesion;
2. by narrowing the gap in our priority neighbourhoods through focusing resources and encouraging initiative;
3. by listening and improving through engaging communities in decision making;
4. by building a stronger community and voluntary sector through supporting each other;

Contribute to promoting safer and stronger communities under the Sustainable Community Strategy, Council Plan and Safer Stronger South Gloucestershire Partnership Strategy

1. Promote equality of opportunity and reduce disadvantage
 - Reduce the number of vulnerable people at risk of financial exclusion;
 - Ensure public services meet the needs of people and disadvantaged groups living in priority neighbourhoods;
 - Increase the take up of community learning to support people in need of skills for life and up to level 2 qualification;
2. Promote engagement and cohesion
 - Increase the proportion of people who feel they have opportunities for participating in decision making in their area;
 - Strengthen the capacity of our partners in town and parish councils as well as our voluntary and community sector;
 - Increase the percentage of people who feel that their local area is a place where people from different backgrounds can get on well together and reduce the percentage of residents who think that people in their area are victimised because of their skin colour, ethnic origin or religion'

In particular we will:

- Commission advice services;
- Commission voluntary and community sector services including infrastructure support;
- Maintain resident and community involvement in safer stronger community groups;
- Support development of Community Lead Groups in Priority Neighbourhoods to plan and deliver their own solutions to reduce disadvantage;
- Enable Parish and Town Councils to respond effectively to their changing role under Localism Bill;
- Develop West of Community Learning Consortium and re-model local delivery of Community Learning;
- Maintain development & support for South Gloucestershire Equalities Forum
- Support requests for contributions across a range of community infrastructure;

To co-ordinate the Priority Neighbourhoods (PN) programme of the council and its partners, working with the community lead groups in each of the PN areas.

To work towards ensuring that no lower super output area falls into the bottom 20% nationally either on the composite indicator of the Indices of Multiple Deprivation or for any one or more criteria.

Development and maintenance of the community lead groups.

Production and implementation of local action plans by the community lead groups to address the issues of deprivation.

Ensuring partnership working in order to target resources where most needed and for most effective action

Assisting community lead groups to focus on agreed priorities to challenge deprivation to narrow the gap between quality of life in PN's and other areas of South Gloucestershire

This will be fully addressed through the Communications Strategy (one for each area) to ensure all residents of the PN's have equal access to being informed, getting involved and having a voice. The PN programme will have impact on those most vulnerable

Actions as a Result of this Information

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.

Equalities and The Third Sector

Introduction

Improve the working relationship between South Gloucestershire Council and our diverse communities of interest and promoting their engagement with each other and the Council.

- Being the principal point of contact between South Gloucestershire Council and our equalities communities.
- Organising and supporting meetings between groups and South Gloucestershire Council

Promote equality of opportunity, community cohesion and encouraging good practice. We will do this by:

Internally & Externally:

- Being the natural and first point of contact for our diverse communities of interest

Externally:

- Marketing engagement opportunities
- Capacity building equalities community groups

South Gloucestershire Equalities Forum

Whilst we estimate that the population of South Gloucestershire as a whole has risen by just under 7%, the numbers of people from minority ethnic groups has gone up almost 200%. As more people have chosen South Gloucestershire as their place to live and work, they don't always do both together. Increasing numbers of people live in our area and work in Bristol or Bath. Or live in Bristol and commute into one of the new business that are thriving here. And of course, no one can have failed to notice that more people are taking a greater interest in local democracy, but often lack the means to be visibly part of public and civic life.

With this as an evolving background coupled with the financial constraints that our strategic partners now face, it made sense for the Council to work more closely with our areal Police, Fire & Rescue and NHS, especially where we shared a common purpose in delivering better quality services to our residents. The new **South Gloucestershire Equalities Forum** has evolved from the former Council Corporate Equalities Forum into one that works not just at a strategic level with its Partners, but actively engages with residents from its equalities communities of interest.

Actions as a Result of this Information

After the change in the Forum's Terms of Reference, November 2011 saw the first Equalities Live! event, designed specifically to engage with residents by presenting equalities issues in a lively and topical way. 'Discover how to get your voice heard' was a day of workshops hosted by the Forum at SGS Filton College, and run by our partners from the voluntary sector. Complete copies of the feedback report can be downloaded at www.tinyurl.com/85urelj. A second event examining the inequalities around unemployment and its disproportionate effect on equalities groups is planned for Summer 2012. The Forum also set up an e-Group (information sharing website) to act as a resource and hub for Partners and residents. Email equalities@southglos.gov.uk for an invitation to join.

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.

Licensing

Introduction

The service investigates and takes action against breaches of environmental 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.

Monitoring Information

No monitoring information is currently collected.

Assessment of Monitoring Information

N/a

Actions as a Result of this Information

Consideration will be given during the year of whether / and how to collect and analyse equality.

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.

Monitoring Information

No monitoring information is currently collected.

Assessment of Monitoring Information

N/A

Actions as a Result of this Information

Consideration will be given during the year of whether / and how to collect and analyse equality.

Parking Enforcement

The service enforces the parking regulations applying in South Gloucestershire. 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.

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

Monitoring Information

No monitoring information is currently collected.

Assessment of Monitoring Information

N/A

Actions as a Result of this Information

Consideration will be given during the year of whether / and how to collect and analyse equality.

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 2011/12 survey.

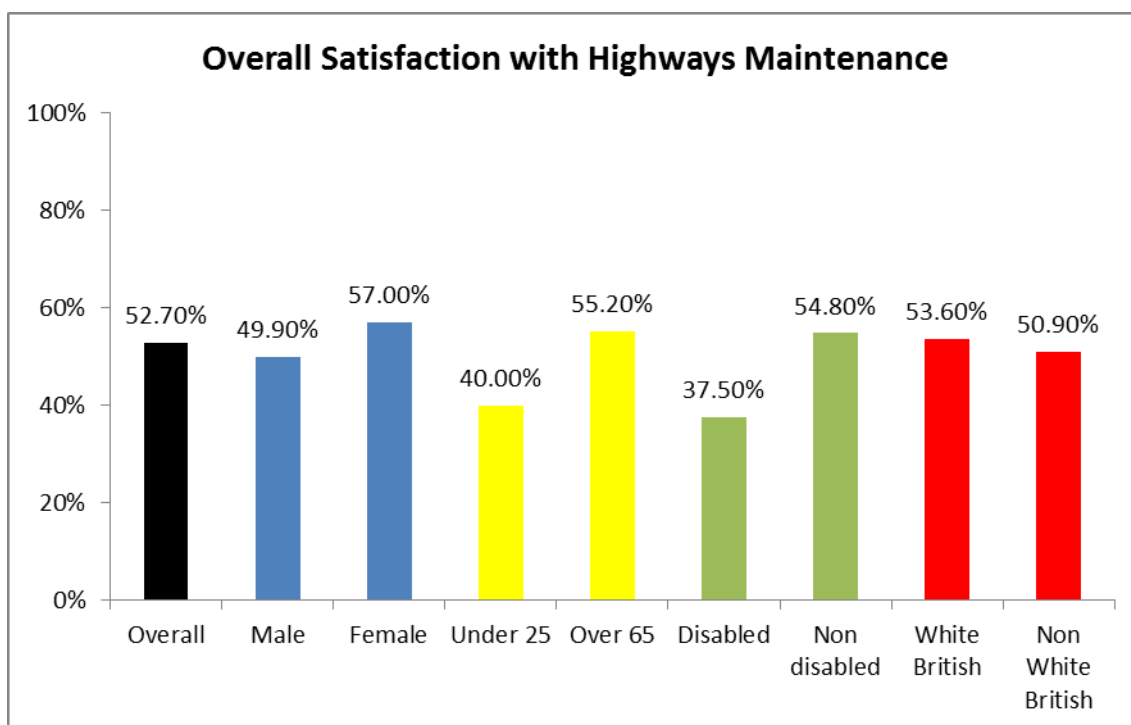
Overall the survey gained 672 responses. The make-up of the respondents was as follows:

- Male - 50.3%, Female - 45.5% (remainder not known)
- Under 25 – 1.5%, Over 65 – 23.7%, 26 – 65 - 71.3% (remainder not known)
- Disabled – 10%, Non-Disabled – 79.9% (remainder not known)
- White British – 85.4%, Non White British – 3.6% (remainder not known)

Note: The following data represents the number of respondents rating their satisfaction with the service between 10 and 6 on a scale of 1 – 10.

Highways Maintenance

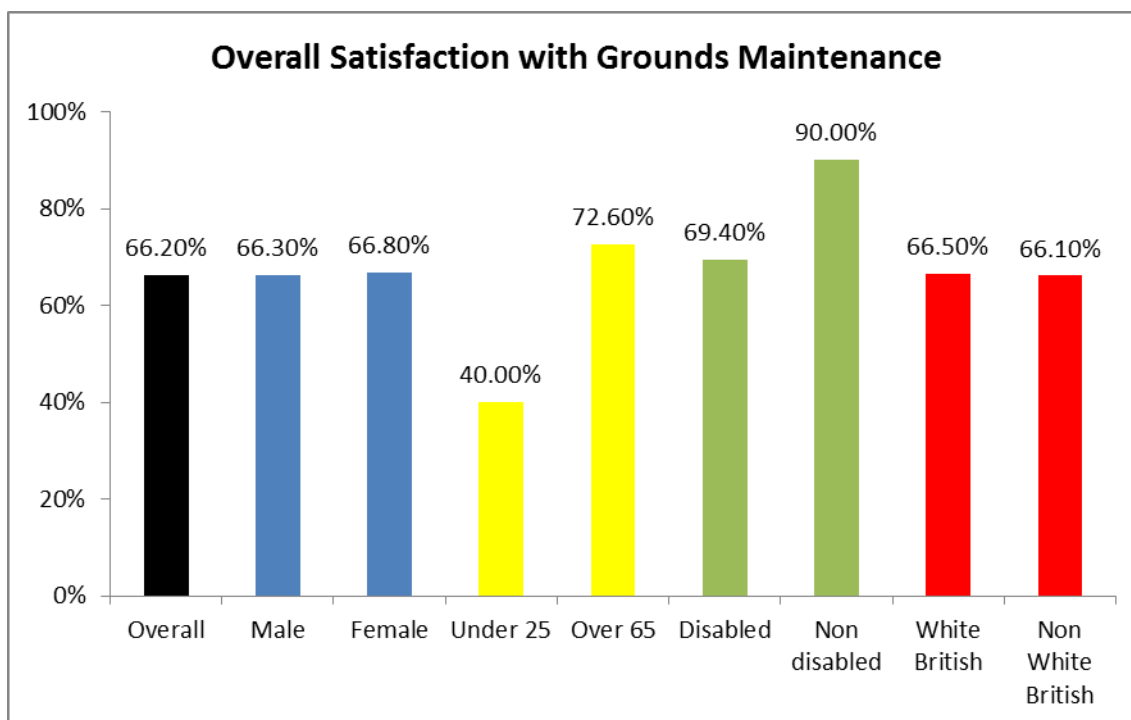
Satisfaction with service	Overall	Male	Female	Under 25	Over 65	Disabled	Non-disabled	White British	Non White British
Maintaining road surface in good condition	42.8%	40.8%	46.5%	30.0%	41.3%	33.4%	44.1%	43.3%	42.7%
Maintaining footpaths in good condition	49.3%	46.5%	53.2%	50.0%	44.4%	36.3%	50.5%	49.8%	47.5%
Prompt repairs to potholes and other defects	37.5%	33.8%	41.8%	20.0%	35.6%	27.2%	38.2%	37.7%	38.3%
Giving the public prior warning of major road works	70.3%	69.9%	71.8%	50.0%	69.2%	58.6%	71.6%	70.9%	64.9%
Minimising disruption and delays caused by road works	63.9%	60.4%	68.9%	50.0%	66.5%	49.1%	65.1%	63.4%	63.3%
High standard of reinstatement after road repairs/other works	56.6%	52.0%	62.8%	30.0%	60.2%	39.1%	58.8%	57.0%	56.6%
Provision of street furniture (e.g. bollards, name plates, seats)	65.2%	63.6%	67.7%	40.0%	66.5%	56.3%	66.5%	65.5%	60.0%
Provision of traffic signs and road markings	68.8%	65.9%	72.4%	60.0%	68.3%	58.7%	70.1%	69.2%	63.4%
Overall Highway Maintenance service	52.7%	49.9%	57.0%	40.0%	55.2%	37.5%	54.8%	53.6%	50.9%



Overall, the data shows that the Females have the highest satisfaction level and Disabled People have the lowest satisfaction level.

Grounds Maintenance

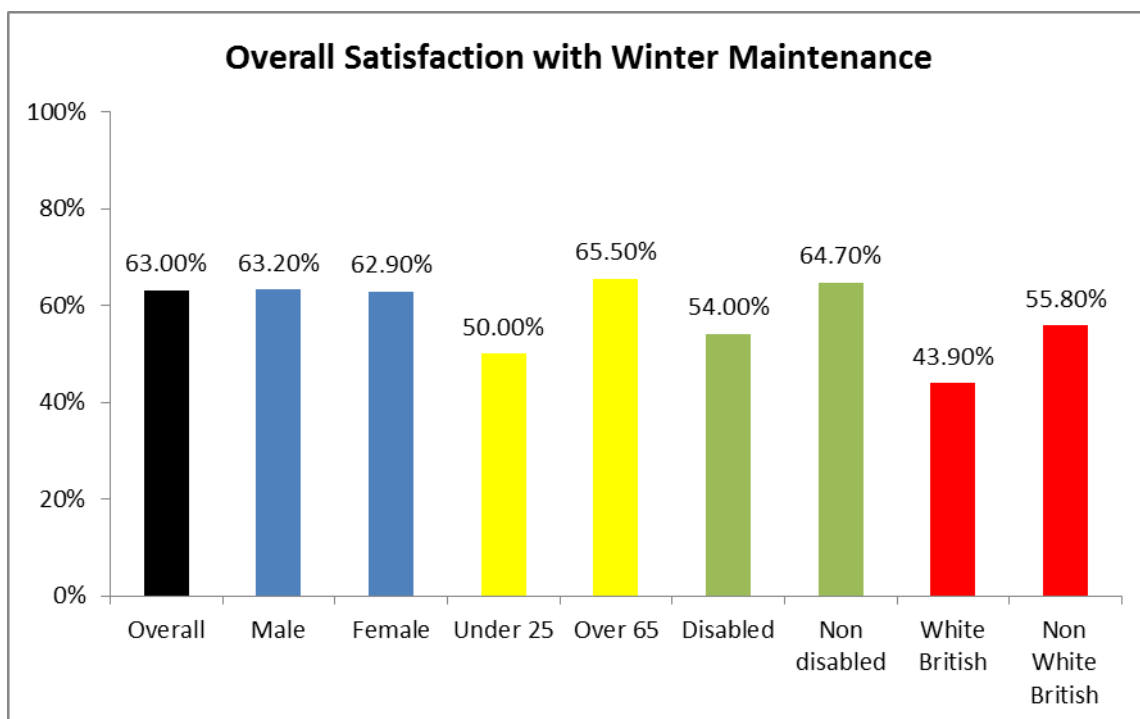
Satisfaction with service	Overall	Male	Female	Under 25	Over 65	Disabled	Non-disabled	White British	Non White British
Provision of flower beds / floral displays in public areas	72.7%	70.2%	76.0%	50.0%	77.8%	78.7%	71.7%	73.6%	62.8%
Provision of outdoor sports pitches / playing fields	73.7%	73.1%	75.2%	60.0%	79.4%	72.9%	81.2%	74.2%	67.8%
Provision of children's play areas	73.6%	72.2%	75.7%	60.0%	84.2%	74.3%	82.4%	74.1%	67.2%
Provision of public parks	75.6%	74.7%	77.0%	60.0%	80.7%	73.8%	90.8%	76.9%	60.0%
Maintenance of public grass areas / shrub beds	71.1%	69.7%	73.1%	60.0%	75.1%	69.3%	93.0%	72.2%	61.1%
Maintenance of children's play areas	68.4%	66.5%	71.2%	50.0%	77.0%	65.7%	87.1%	68.4%	70.5%
Maintenance of outdoor pitches / playing fields	68.4%	66.0%	70.9%	60.0%	75.4%	62.2%	84.7%	68.8%	69.4%
Ensuring that dogs are kept under control in parks	49.5%	44.3%	55.2%	50.0%	47.6%	42.7%	89.4%	50.8%	40.7%
Provision of public toilets	44.9%	41.6%	48.6%	20.0%	47.7%	42.6%	84.6%	45.8%	38.6%
Provision of allotments	44.1%	43.0%	46.2%	20.0%	51.1%	48.2%	68.5%	43.8%	44.7%
Provision of cemeteries	61.0%	59.7%	63.2%	30.0%	65.4%	72.4%	79.0%	61.4%	59.7%
Overall grounds maintenance service	66.2%	66.3%	66.8%	40.0%	72.6%	69.4%	90.0%	66.5%	66.1%



Overall, the data shows that the Non-Disabled People have the highest satisfaction level and people from the Under 25 age band have the lowest satisfaction level.

Winter Maintenance

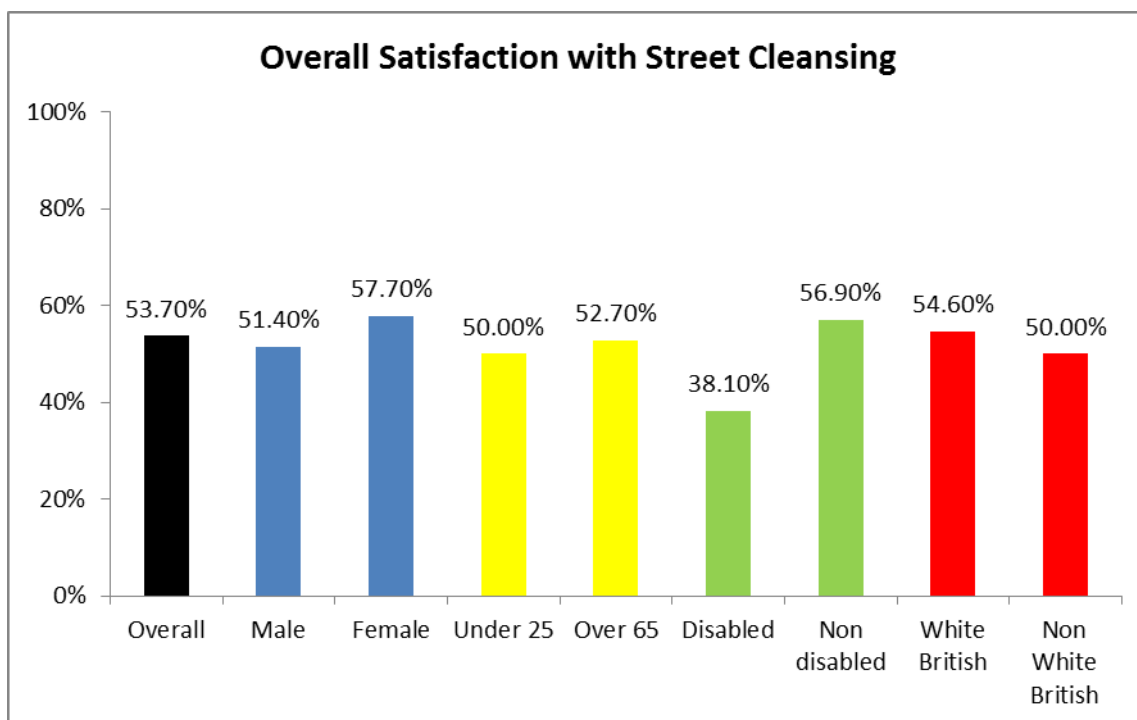
Satisfaction with service	Overall	Male	Female	Under 25	Over 65	Disabled	Non-disabled	White British	Non White British
Provision of grit bins in local areas	52.6%	52.7%	52.2%	40.0%	58.9%	50.0%	53.7%	95.5%	47.6%
Prompt gritting of main roads	79.4%	80.8%	79.3%	60.0%	86.0%	73.0%	81.0%	53.3%	69.5%
Snow clearing of main roads	72.3%	72.0%	72.8%	40.0%	79.7%	60.0%	74.9%	81.1%	60.0%
Snow clearing of footpaths and cycleways in town centres	43.1%	41.6%	44.6%	20.0%	45.5%	30.9%	44.5%	74.0%	36.2%
Overall winter maintenance service	63.0%	63.2%	62.9%	50.0%	65.5%	54.0%	64.7%	43.9%	55.8%



Overall, the data shows that the Non-Disabled People have the highest satisfaction level and people identifying as White British have the lowest satisfaction level.

Street Cleansing

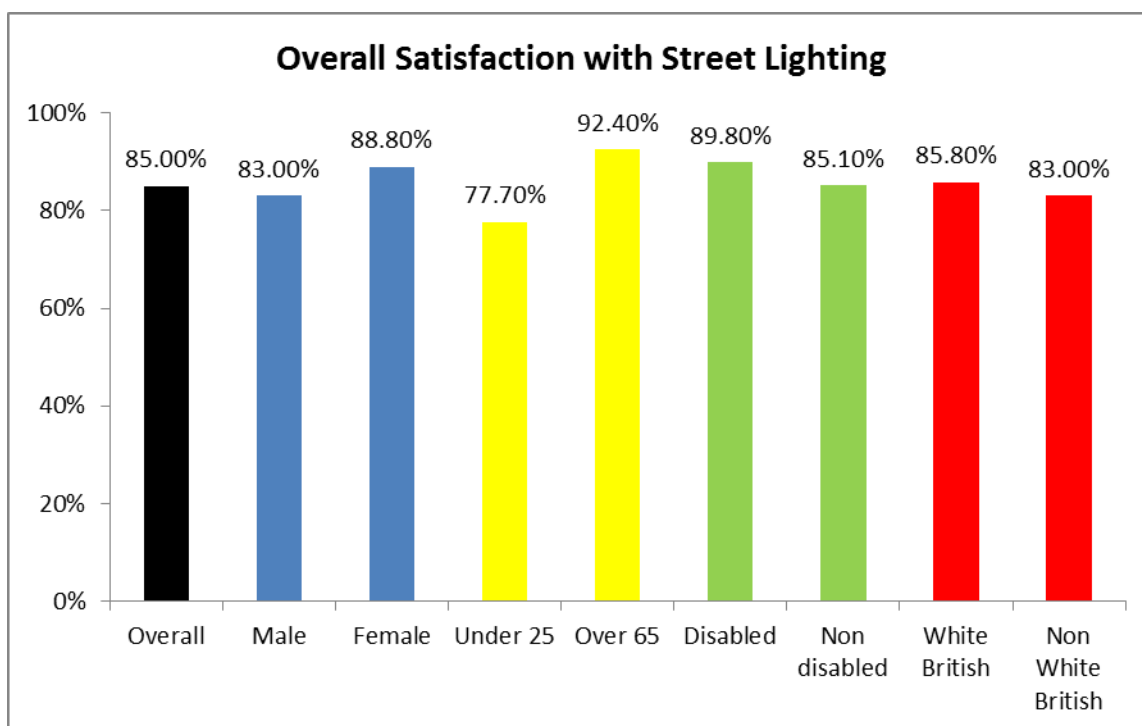
Satisfaction with service	Overall	Male	Female	Under 25	Over 65	Disabled	Non-disabled	White British	Non White British
Keeping roads, footpaths and parks clear of litter & weeds	61.4%	63.1%	60.9%	50.0%	64.5%	55.4%	63.7%	62.1%	62.6%
Keeping town centres clear of litter and weeds	67.7%	68.0%	68.0%	70.0%	68.9%	55.4%	69.4%	67.2%	72.5%
Provision of litter bins	67.5%	65.3%	70.6%	60.0%	71.0%	59.8%	69.7%	68.1%	71.1%
Frequency of litter bin emptying	63.6%	58.5%	69.1%	60.0%	68.7%	56.4%	65.5%	64.5%	65.0%
Provision of dog bins	61.6%	58.6%	65.5%	30.0%	66.1%	55.4%	62.4%	61.5%	69.4%
Frequency of dog bin emptying	53.9%	50.2%	59.0%	40.0%	64.0%	49.9%	54.0%	53.4%	62.7%
Keeping public parks and open spaces clear from dog fouling	47.7%	46.3%	51.1%	50.0%	55.3%	40.1%	49.1%	48.6%	45.8%
Clearing blocked drains	49.0%	45.8%	53.8%	40.0%	58.8%	51.6%	49.6%	50.0%	40.8%
Responding to fly tipping incidents	49.9%	47.2%	54.0%	30.0%	52.8%	44.8%	51.1%	50.5%	47.2%
Litter education and prevention programme	38.7%	34.7%	42.2%	20.0%	49.6%	31.8%	39.5%	38.7%	38.2%
Removal of abandoned cars	49.3%	44.0%	55.0%	50.0%	51.4%	47.6%	49.9%	49.8%	47.3%
Enforcement of litter, dog fouling and fly tipping offences	31.4%	29.5%	34.0%	40.0%	36.8%	30.1%	31.7%	31.9%	28.2%
Overall street cleansing service	53.7%	51.4%	57.7%	50.0%	52.7%	38.1%	56.9%	54.6%	50.0%



Overall, the data shows that Females have the highest satisfaction level and Disabled People have the lowest satisfaction level.

Street Lighting

Satisfaction with service	Overall	Male	Female	Under 25	Over 65	Disabled	Non-disabled	White British	Non White British
Maintaining existing streetlights in good condition	90.5%	91.2%	90.9%	88.8%	94.7%	91.6%	90.5%	91.4%	88.2%
Repairing broken streetlights	86.8%	87.1%	87.9%	88.8%	91.1%	89.8%	87.0%	88.0%	84.8%
Provision of street lighting trials e.g. switch off/dimming	52.2%	45.4%	60.8%	55.5%	58.3%	50.8%	52.6%	53.8%	43.1%
Maintenance of bus shelters	67.0%	63.2%	72.4%	55.5%	74.3%	64.5%	67.6%	69.2%	55.1%
Overall Street lighting service	85.0%	83.0%	88.8%	77.7%	92.4%	89.8%	85.1%	85.8%	83.0%



Overall, the data shows that people from the Over 65 age band have the highest satisfaction level and people from the Under 25 age band have the lowest satisfaction level.

Other aspects of service

Satisfaction with service	Overall	Male	Female	Under 25	Over 65	Disabled	Non-disabled	White British	Non White British
The Streetcare helpdesk	78.6%	77.7%	80.5%	55.5%	83.0%	76.3%	79.6%	79.9%	68.9%
Providing a prompt response to your call, e-mail or letter	74.6%	74.8%	76.2%	66.6%	79.7%	71.7%	76.4%	76.5%	67.9%
Keeping you informed about the progress of your issue	55.7%	53.7%	59.4%	66.6%	58.6%	48.3%	57.5%	57.9%	49.2%
A prompt resolution to your issue	60.5%	56.3%	66.0%	55.5%	59.5%	59.5%	61.9%	62.3%	52.7%
Accessibility and relevance of information about our services	71.4%	66.9%	77.0%	66.6%	76.0%	68.8%	73.2%	73.1%	67.2%
Helpful and efficient staff	81.0%	80.1%	83.4%	55.5%	87.9%	81.7%	82.3%	82.7%	67.9%
Ensuring the health & safety of the public and our staff	69.6%	66.9%	73.5%	55.5%	74.3%	67.1%	71.0%	71.9%	54.4%
Minimising the impact of our services on the environment	64.8%	61.9%	68.3%	33.3%	71.5%	61.4%	66.2%	66.9%	48.2%

Assessment of Monitoring Information

- Overall, Under 25s and Disabled People are less satisfied with Highways Maintenance.
- Overall, Under 25s are less satisfied with Grounds Maintenance.
- Overall, Under 25s, Disabled People and White British people are less satisfied with Winter Maintenance.
- Overall, disabled People are less satisfied with Street Cleansing and Street Lighting.

Actions as a Result of this Information

- 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.

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, proving 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.

Over the last 12 months, how satisfied have you been when dealing with our staff?

	All Respondents	Disabled Respondents
When collecting your bins	82%	78%
When collecting your recycling box and bag	77%	82%
At the SORT IT!* Centres	78%	63%

% relates to respondents rating satisfaction as either very satisfied or fairly satisfied

Over the last 12 months, how satisfied have you been with the following aspects of your rubbish collection?

	All Respondents	Disabled Respondents
The containers provided for your rubbish	84%	79%
The place where you are required to leave your rubbish for collection	91%	96%
The level of street cleanliness after your rubbish has been collected	67%	52%
How often your rubbish is collected	82%	92%

% relates to respondents rating satisfaction as either very satisfied or fairly satisfied

Over the last 12 months, how satisfied have you been with the following aspects of your recycling collection?

	All Respondents	Disabled Respondents
The green bin or pink sacks	79%	77%
The green box	90%	88%
The green bag	80%	81%
The white plastic bottle bag	84%	84%
The grey food waste bin	72%	58%
The grey kitchen caddy	68%	39%
Separate cardboard collections	31%	17%
The place where you are required to leave your recycling for collection	89%	91%
The range of recyclables that you can put into your recycling containers	75%	67%
How often your recycling is collected	84%	80%

% relates to respondents rating satisfaction as either very satisfied or fairly satisfied

How satisfied are you with the following aspects of our other services?

	All Respondents	Disabled Respondents
The range of recyclables that you can put into local recycling banks	80%	74%
Location of local recycling banks	80%	78%
Cleanliness of local recycling bank sites	68%	65%
The range of items that can be recycled at the SORT IT*! Centres	89%	88%
Location of the SORT IT*! Centres	92%	88%
Cleanliness of the SORT IT*! Centre sites	89%	92%
Opening hours of the SORT IT *! Centres	79%	63%
Information and signage at the SORT IT*! Centres	86%	73%

% relates to respondents rating satisfaction as either very satisfied or fairly satisfied

How useful do you find the information that we provide?

	All Respondents	Disabled Respondents
SORT IT!* Newsletter (in South Gloucestershire News)	83%	67%
Collection day calendars	97%	88%

% relates to respondents rating usefulness as either very useful or fairly useful

Assessment of Monitoring Information

- Overall satisfaction levels are slightly lower for Disabled People.
- SORT IT!* Centres and the grey food waste bins are two areas of particular lower satisfaction levels amongst Disabled People.

Actions as a Result of this Information

- To ensure that communications (both written and verbal) are effective and accessible for all communities.
- Investigate the inclusion of ethnicity, age and gender data within the annual customer satisfaction survey.
- Investigate actions which will allow for special collection measures to be addressed where residents move properties.

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 loop, accessible changing facilities, poolside hoists etc.) and the adoption of a general access principle of:

- Dedicated parking spaces for disabled 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 60 and those in receipt of benefit (this includes disabled people).

Assessment of Monitoring Information

Although full attendance figures giving a breakdown by gender, age, ethnicity etc. are currently unavailable, the following information provides a picture of the scale of impact on Equalities issues:

- There were in excess of million visits to leisure centres for 2011/12.
- In 2010/11 there were 826,741 swims across the five South Gloucestershire pools, of which 443,283 (53%) were juniors (u16) and 24,169 (4%) aged over 60.
- Approximately one third of customers take advantage of some kind of concession, with 37% of Active card holders on a concessionary rate, and roughly 36% of swimmers having a concession.
- South Gloucestershire offers one of the higher concessionary discounts in the UK of 40% on 'big ticket' items including swimming.
- 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 improved from just 70% in 2010/11 to over 85% in 2012 (of 1,000 customers 86.9% rated their last visit as good or very good; 82% rated the programme at their centre good or very good; and 73% rated the cleanliness / appearance of their centre good or very good).

Actions as a Result of this Information

- Circadian to provide a full report on attendance in line with statutory Equalities guidelines.
- Review of 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, people from within Priority Neighbourhoods or with special health needs.

Sports Development

Introduction

A range of participation opportunities is available in all areas of sport and physical activity. Programmes are designed to get more people taking part, more active, and more often, and key focuses for South Gloucestershire include:

- working with clubs and voluntary groups to assist their development
- identify gaps in community level sports provision and work with key partners to fill
- working with coaches, teachers and volunteers to develop their skills and lifelong learning and involvement
- encouraging healthy lifestyles and physical activity
- raising awareness of community wellbeing and social inclusion
- supporting the development of sport and physical activity in schools and in FE/HE education
- establishing a clear pathway for sport through participation to excellence
- providing high quality sports facilities for use by sports clubs

Monitoring Information

Chart to show the take-up level of boys and girls aged u15 attending sports programmes

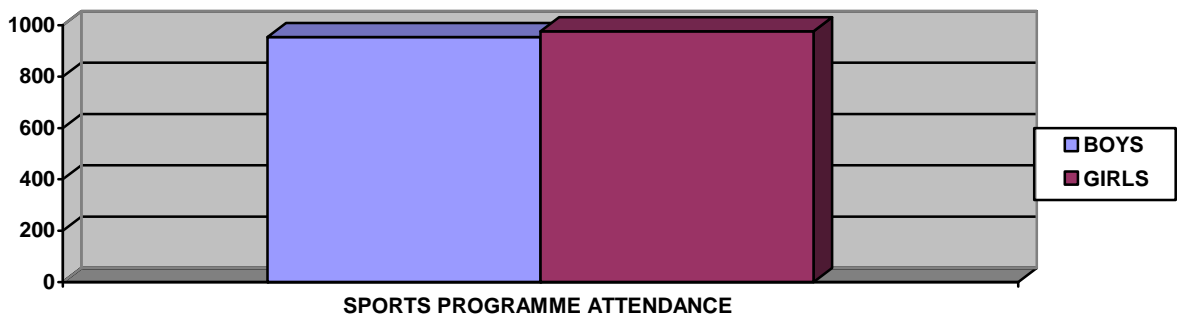


Chart to show the take-up level of boys and girls aged u15 from Priority Neighbourhoods

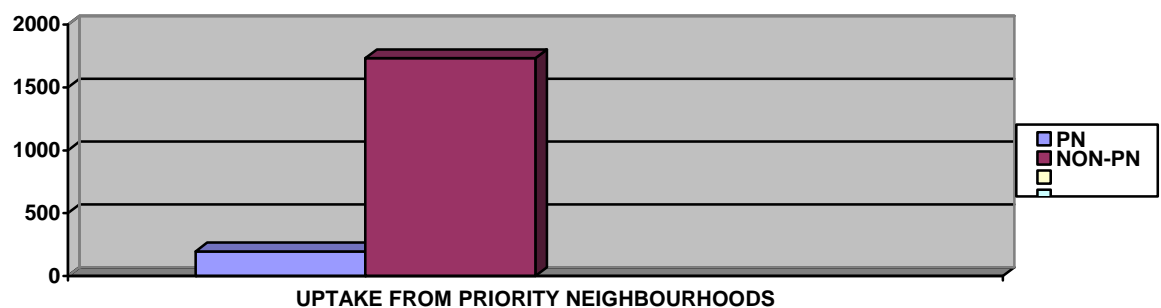
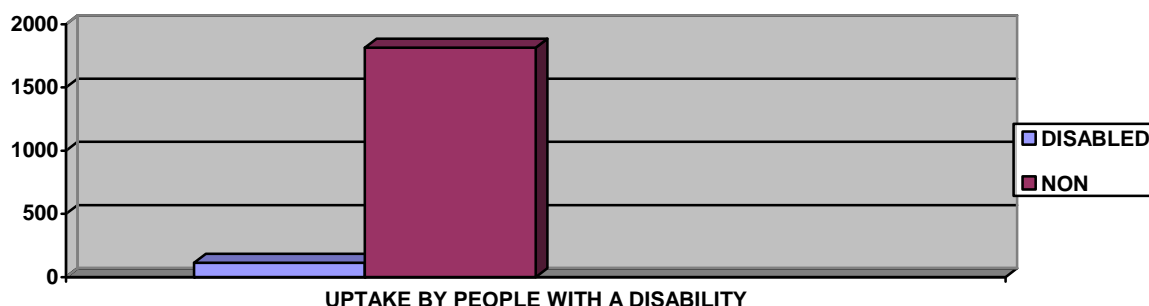


Chart to show the take-up level of boys and girls aged u15 with a disability



Assessment of Monitoring Information

- There is a fairly even split of boys (52%) and girls (48%) attending the various sports programmes.
- The balanced gender representation is consistent with the way sport is delivered in South Gloucestershire's schools and in line with the principles of sports equity we promote.
- In terms of combating health inequalities there has been a significant amount of targeted work in 2011/12 which is borne out by high levels of uptake from children living in Priority Neighbourhoods (11% of participants) and those with disabilities (6%).

Actions as a Result of this Information

There are a number of programmes and networks currently supported by sports development which impact significantly on reducing health inequality, but which do not collect or contribute to equalities data collection. Examples of this work include:

- Targeted work within the leisure centres to improve physical access (Changing Places and Aiming High)
- BUDS & SUDS programmes (Bristol & South Gloucestershire Union of Disability Sport)
- Disability Sports Hub
- Including 'access' within consultation meetings at dual use sports centres
- Existing community level clubs for disabled people

To continue with this positive work and to impact further on reducing health inequality across South Gloucestershire, all future **formal*** sports development programmes will record standard equalities data including ethnicity, gender, religion, age.

*** not casual 'drop-in' or 'come and try' events**

The following programmes will be introduced in 2012:

- Continued support for the BUDS & SUDS Hub at South Gloucestershire & Stroud College
- Development of disability training programmes for leisure centre and coaching staff
- Paralympic Come and Try Event linked into various '2012 Legacy' programmes
- Disability Tag Rugby Tournaments
- Continuation of the 'Playground to Podium' Talent Identification programmes
- Support for the Disability Sports Network
- Support with 'KIDS' disability group and liaison with Circadian Trust to increase uptake from disability groups
- Support the Disability Equalities Group
- Support existing clubs to grow and strengthen
- Create more opportunities for disabled people to play sport through identifying the gaps and creating new clubs for all ages and abilities
- Talent identification programmes for adults
- Support National Sporting Governing Bodies 'Whole Sport Plans' by working together to target disabled people

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 (Boulle), or Shuffleboard. These games are not only physically demanding but introduce people to new activities they may not have discovered before.

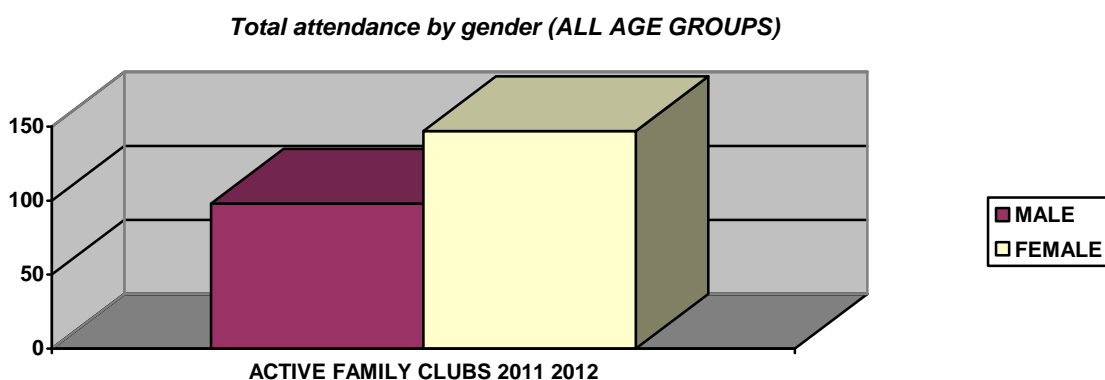
The social benefits of **Friendship Clubs** are evident on many levels; the members seek to belong, adopt ownership, and develop new friendships. The games help members to gain confidence whilst embracing the activities on offer. Club members have taken ownership of their club by undertaking tasks such 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:

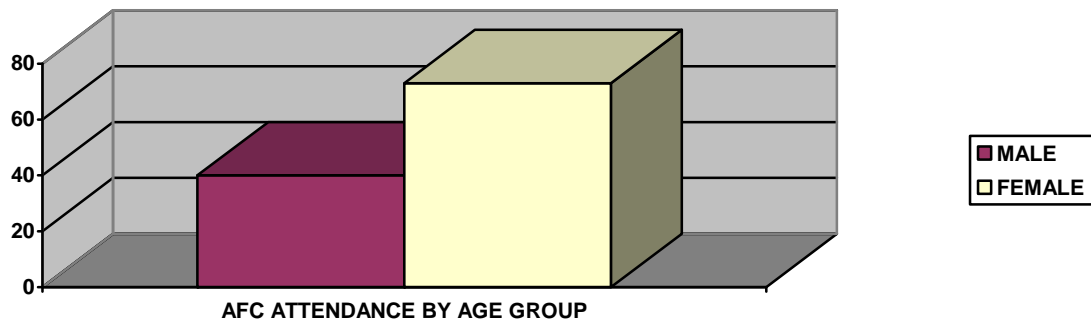
- lead a healthy lifestyle
- play sport but are not sure what to do
- try new activities with other families

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!

Active Family Clubs Data



Attendance by 22-55 age group



- In addition, the 4-11 age group is comprised of a 52/48 female:male ratio, the 12+ age group is comprised of a 70/30 female:male ratio.
- Nearly half (49%) of the courses were delivered in Priority Neighbourhoods.

Assessment of Monitoring Information

Friendship Clubs

- Information was collected from participants at two of the three active Friendship clubs at the time with all participants aged over 75.
- Most but not all are female.
- 100% declared that they were satisfied or very satisfied with the club.

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.

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.
- A safe, sociable and fun environment.

Active Family Clubs serve as an exit route from the REACH Programme (see below) 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 shows the take-up levels of children and adults who attended the most recent Active Family Club, in Kingswood during April – July 2012.

- There were 14 participants: 8 female and 6 male;
- 8 were under 18 and 6 were parents;
- Ethnicity of participants:
 - 36% White British
 - 21% White and Asian
 - 14% Chinese and Spanish
 - 7% Spanish
 - 7% Greek
 - 7% Greek and British
 - 7% Chinese

Assessment of Monitoring Information

Overall, the data shows that:-

- A relatively high number of children from BAME backgrounds attended the programme, although none were Black/African/Caribbean/Black British.
- None of the participants considered themselves to be disabled.

Actions as a Result of this Information

This was a smaller than usual attendance at Active Family Club. Each of the previous two clubs had over 30 people registered, including participants from a Black/African/Caribbean/Black British background, however, we had not begun to collect the above monitoring information at that time. 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. We will investigate methods of encouraging disabled residents to attend.

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 4 – 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.

Positive changes in anthropometric measurements including weight, waist circumference and 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 is completely free to families as it is funded by NHS South Gloucestershire and 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.

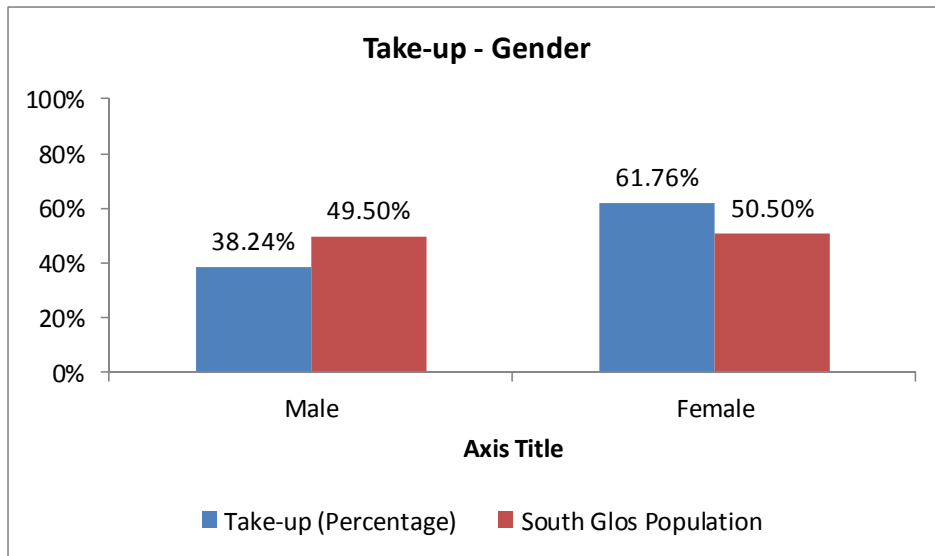


Chart to show the take-up level of children attending the programme according to ethnicity (“BAME” stands for Black, Asian and Minority Ethnic).

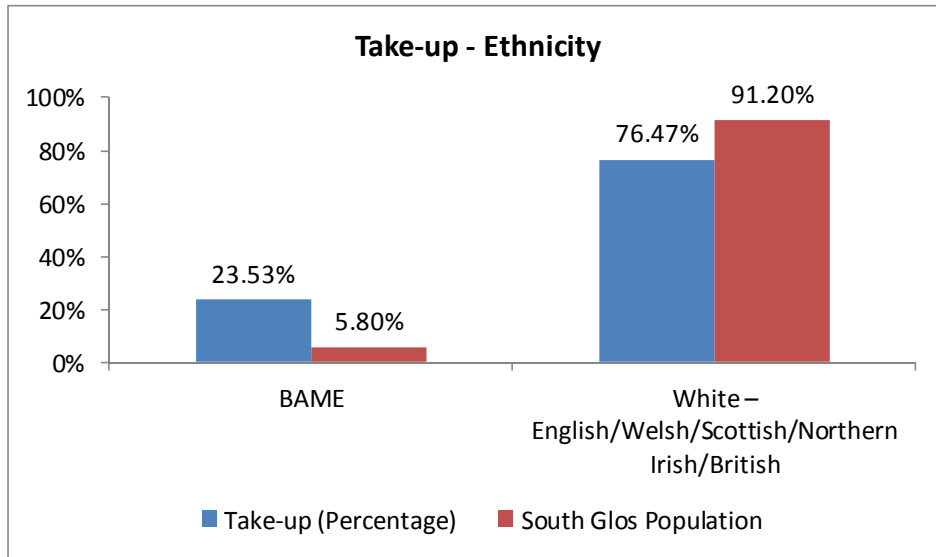
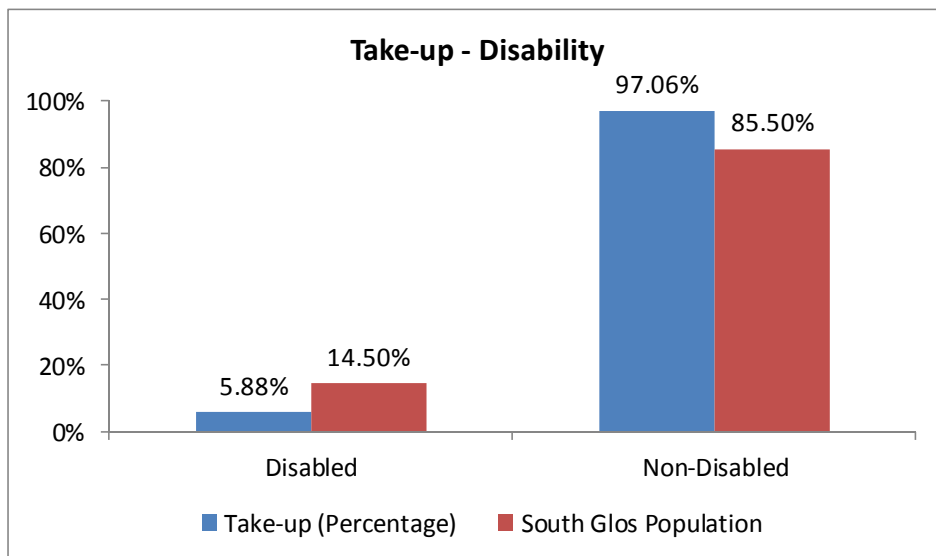


Chart to show the take-up level of children with disabilities attending the programme.



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. BAME groups having attended are: “Arab”, “Asian/Asian British – Pakistani”, “Mixed/Multiple Ethnic Groups – White & Asian”, “Mixed/Multiple Ethnic Groups – White & Black Caribbean”, “White – Irish”, “White – Other”.
- A lower number of disabled children have attended a programme. Impairment types of those having attended are “sensory impairment”, “learning disability/difficulty”.

Actions as a Result of this Information

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

1. Investigate ways of encouraging more boys and their families to attend programmes.
2. Investigate ways of encouraging people from those ethnic groups not represented to attend programmes.
3. Investigate the potential of running sessions targeted at disabled children and their families.

Breakthrough & Inclusion

Introduction

Breakthrough & Inclusion deliver two main 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.

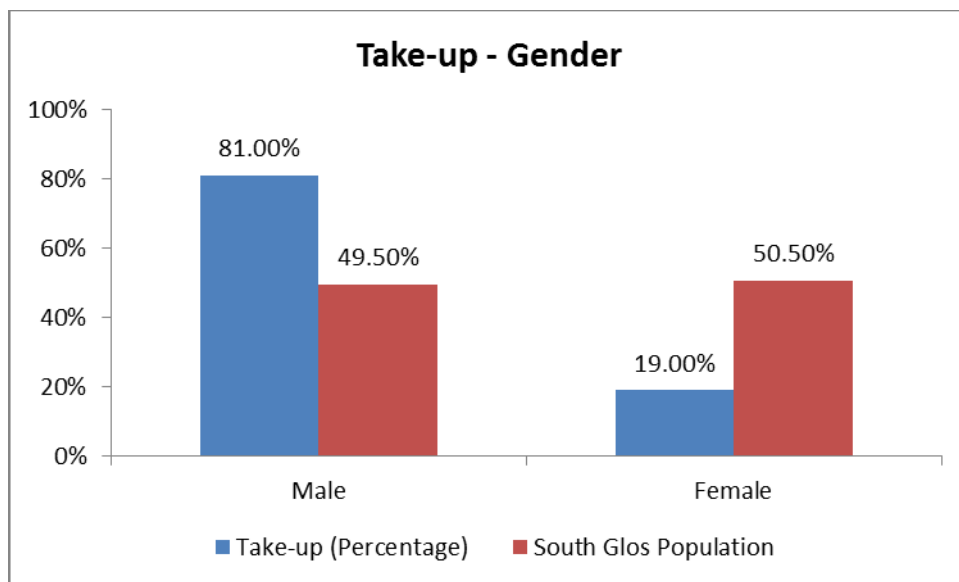
The second is Choices 4U which is a day provision for adults with learning difficulties. It provides opportunities to develop improved physical and emotional health, independence and sustainable support networks. Choices 4U has users with a large range of needs including some members with both physical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

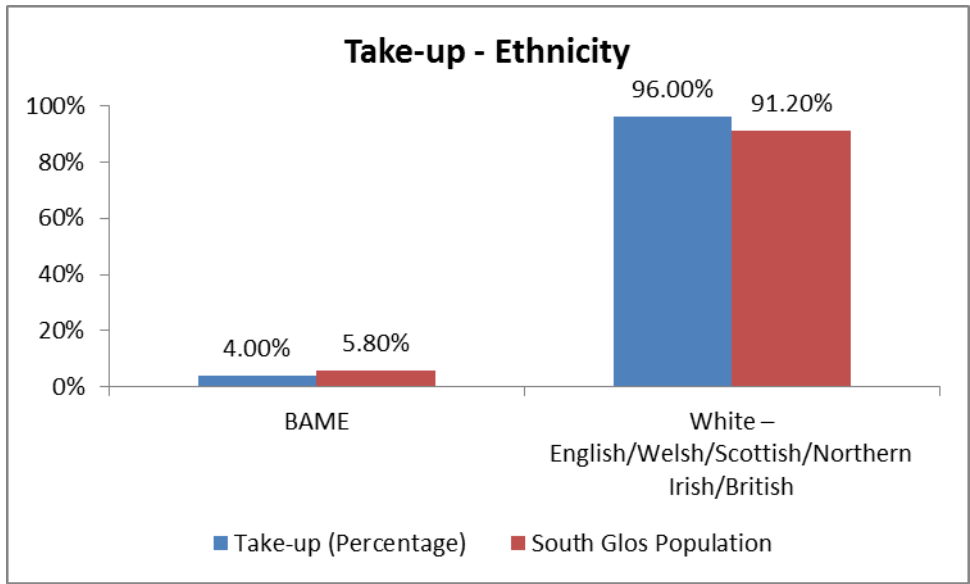
Monitoring systems are in place in respect of gender, ethnicity and reason for referral which allows the service to evaluate participation levels amongst groups and conduct analysis in respect of developing improvement action.

We will be conducting increased analysis of this information during 2012/3, in particular in regard of common factors for referral in order that use of key risk factors to aid early identification can be improved.

Monitoring Information

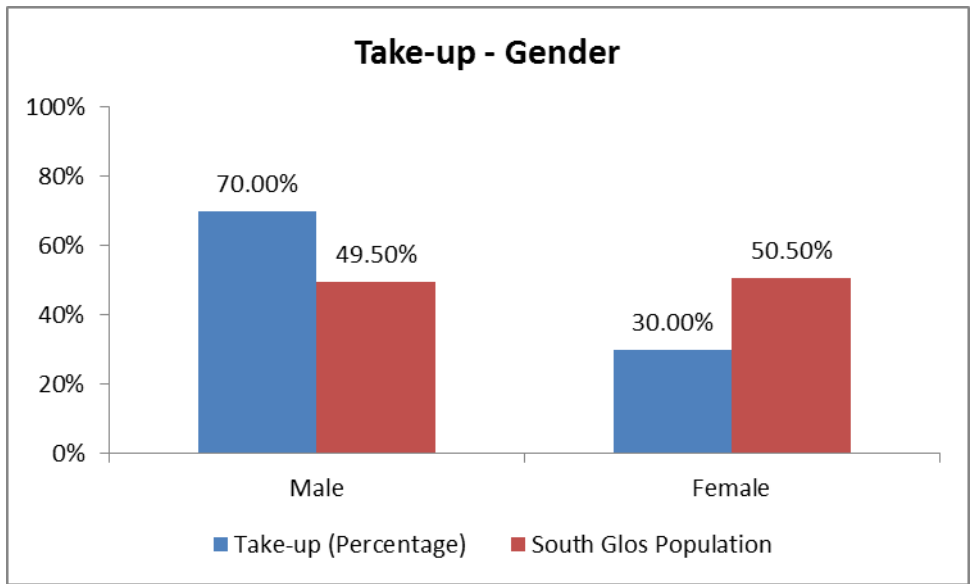
The following data shows information of people taking part in the Breakthrough Mentoring Programme during 2011/12.

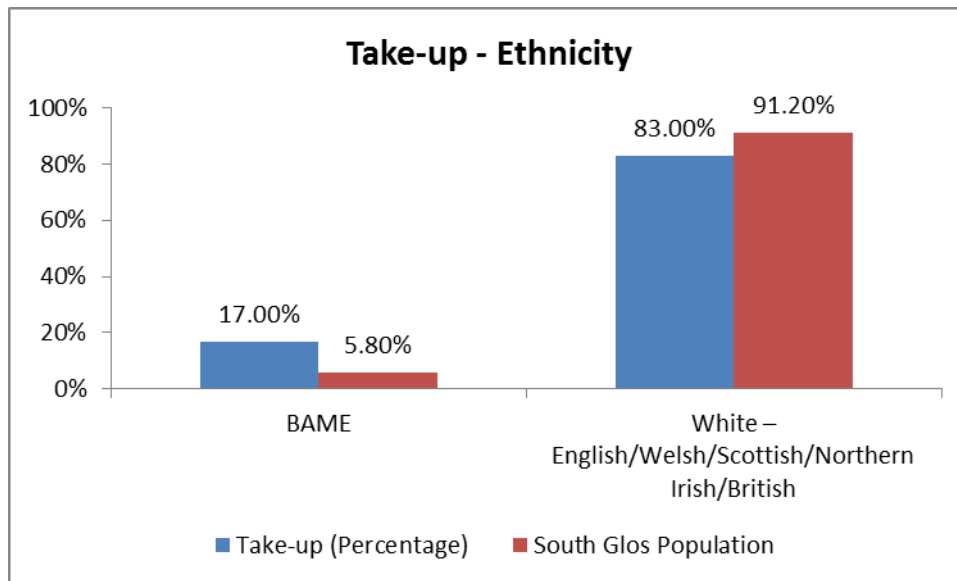




7% of mentees are in the care system.
 11% of mentees are receiving support for mental health issues.
 12% of mentees have a disability.

The following data shows information of people taking part in the Choices 4U Programme during 2011/12.





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 4U
- A high number of people from BAME backgrounds use the Choices 4U programme, however, only one of these users was female, the remainder being male)

Actions as a Result of this Information

As a result of this data, the Breakthrough & Inclusion Team plans to do the following in the forthcoming year:-

- Investigate why more males than females use both services.
- Investigate in more detail the reasons for referral and build a bigger and more accurate data set.
- Research by sub group the population %'s for South Gloucestershire so we can compare our sample to the general population.

Exercise on Prescription

The Exercise on Prescription 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 patients 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.

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 males and females referred and taking-up Exercise on Prescription

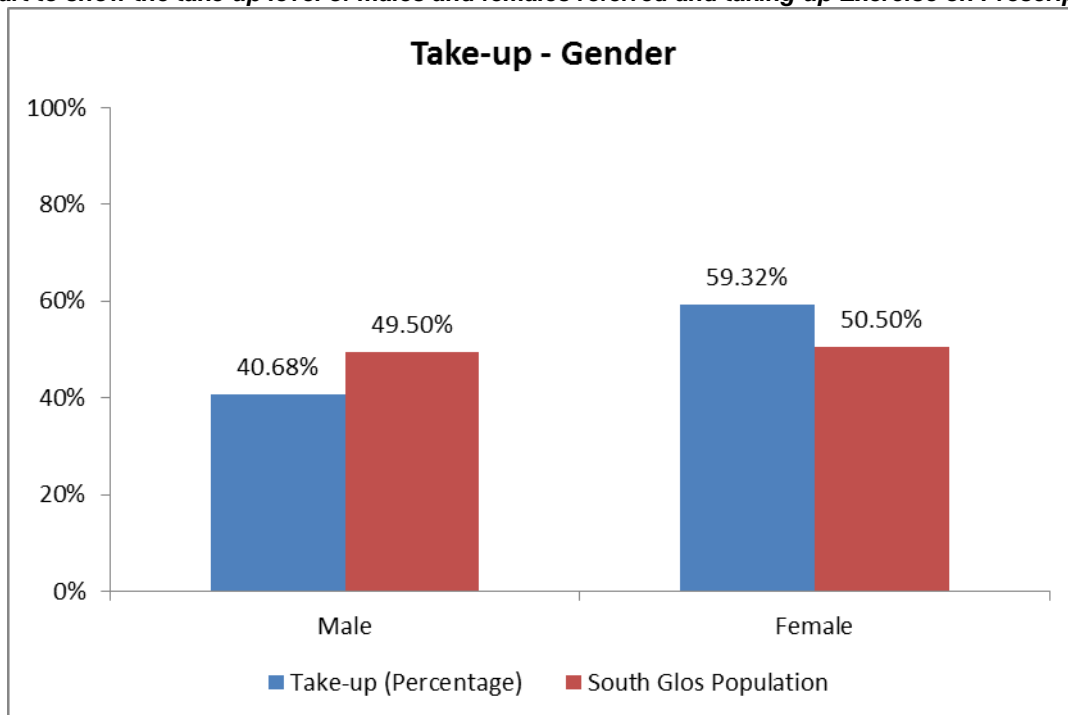


Chart to show the take-up level of patients referred and taking-up Exercise on Prescription according to ethnicity ("BAME" stands for Black, Asian and Minority Ethnic).

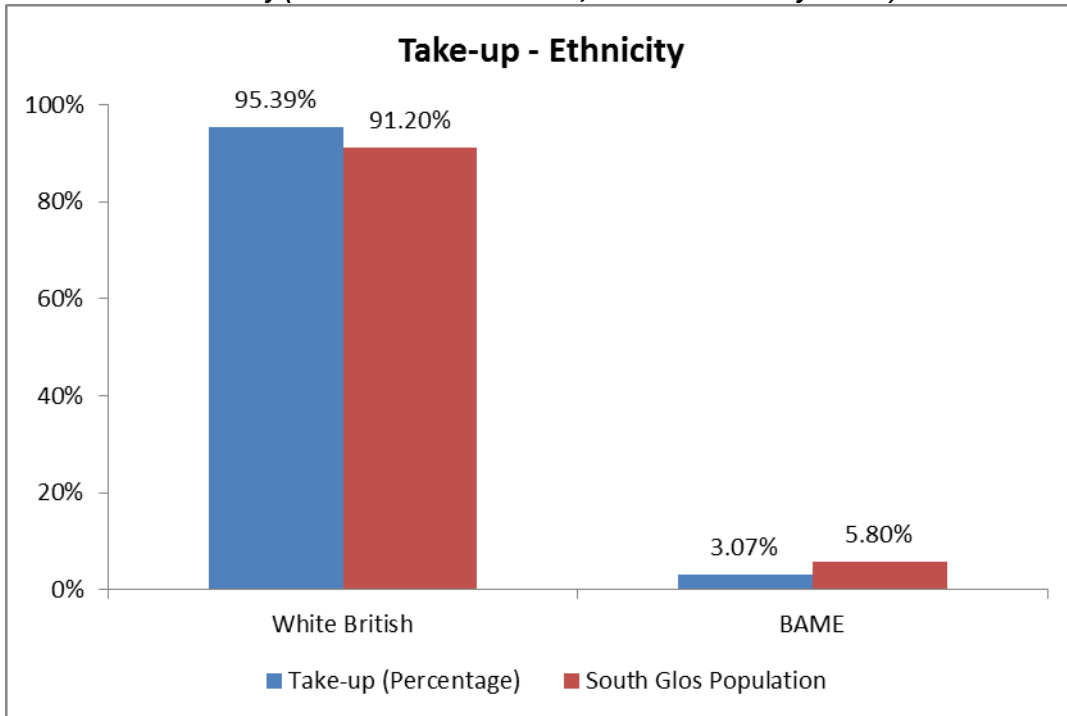
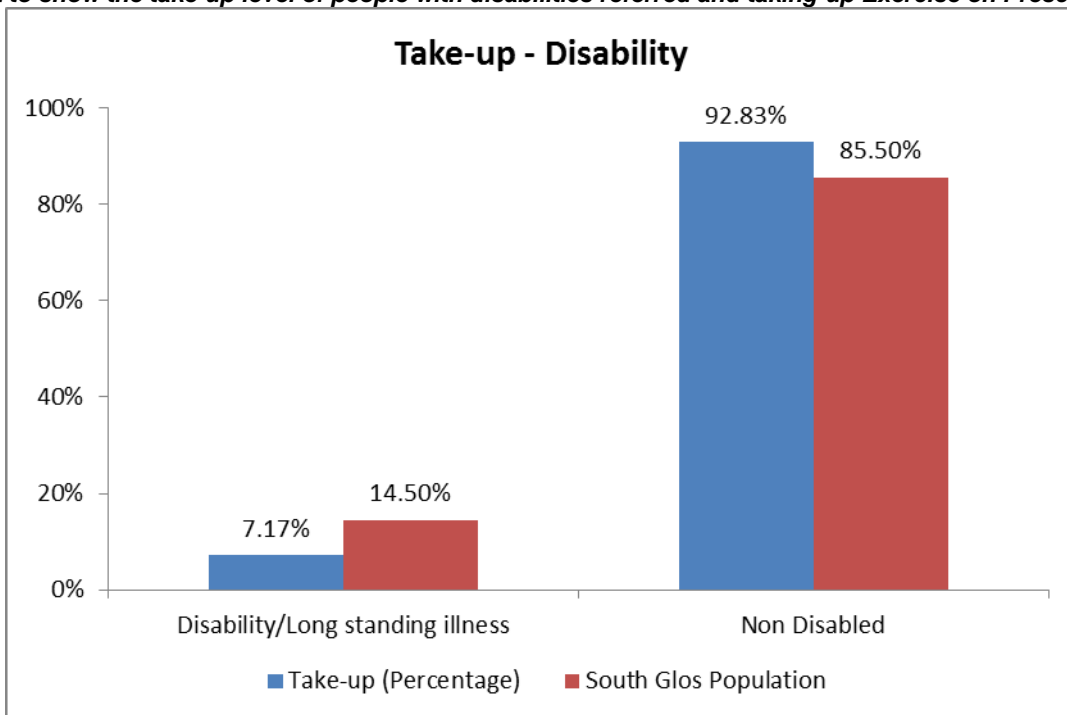


Chart to show the take-up level of people with disabilities referred and taking-up Exercise on Prescription



Assessment of Monitoring Information

Overall, the data shows that:-

- 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.
- A lower number of Disabled People have attended the scheme than is the population of Disabled People in South Gloucestershire.
- Referral conditions have included the following (patients may have multiple factors):

BMI >30	43.58%
Depression	20.77%
Increased Heart Disease Risk	10.32%
Health Check	4.91%
Type 2 Diabetes	10.81%
Chronic obstructive pulmonary disease (COPD)	3.09%
Weight Watchers on Referral	1.82%
Stroke	2.95%
Type 1 Diabetes	1.68%
Learning Disabilities	0.07%

Actions as a Result of this Information

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

- 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.
- To pilot an EOP depression referral pathway in Patchway, working in partnership with The Coniston Surgery.
- 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.
- To investigate ways of increasing take-up of BAME groups, Disabled People and Males.

Walking to Health

Introduction

Walking to Health in South Gloucestershire is part of the national 'Walking for Health' Initiative (WfH) which was launched by the Countryside Agency (now Natural England) and the British Heart Foundation in 2000. 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:

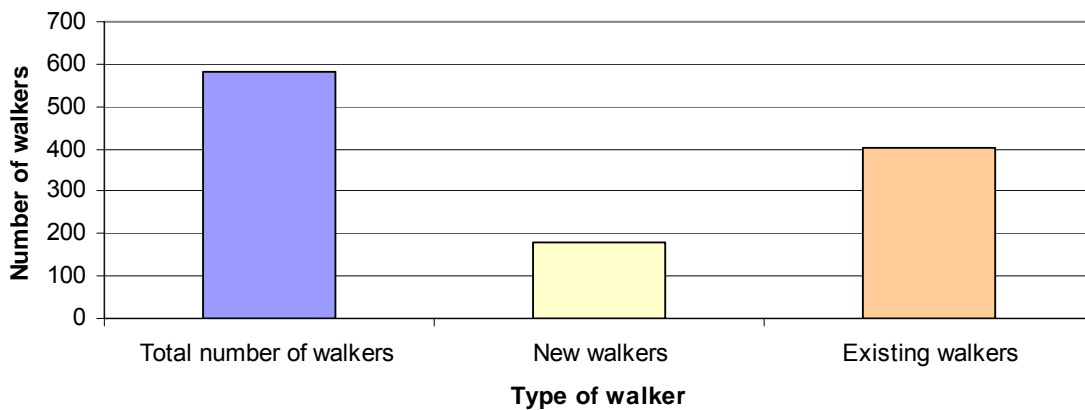
- Cadbury Heath
- Filton
- Kings Chase
- Patchway
- Staple Hill
- Yate & Dodington

Apart from the rural walks which are typically more strenuous, all activities delivered as part of Walking to 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.

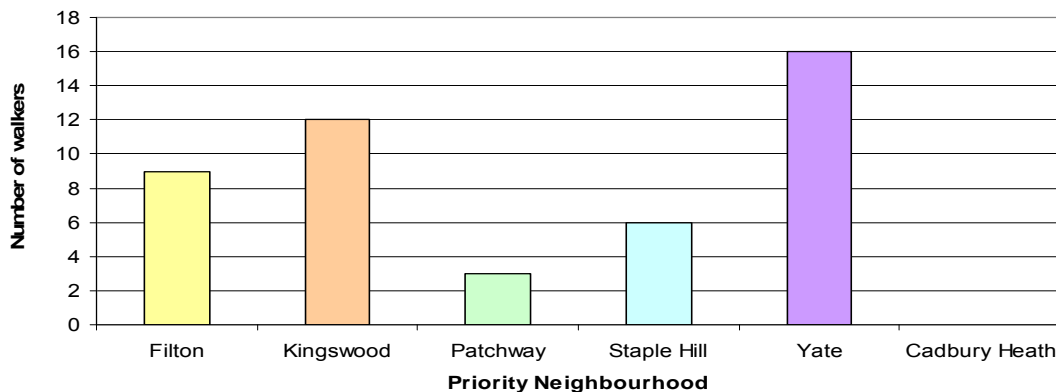
Monitoring systems are in place in respect of age, demographic, ethnicity, gender and disability which allows the service to evaluate participation levels amongst groups and conduct analysis in respect of developing improvement action.

Monitoring Information

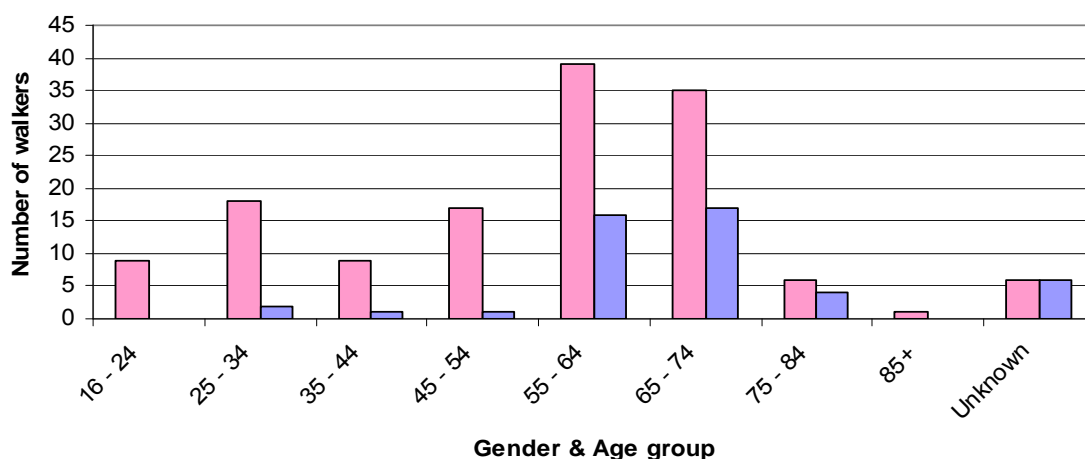
Total number of participants 2011/2012



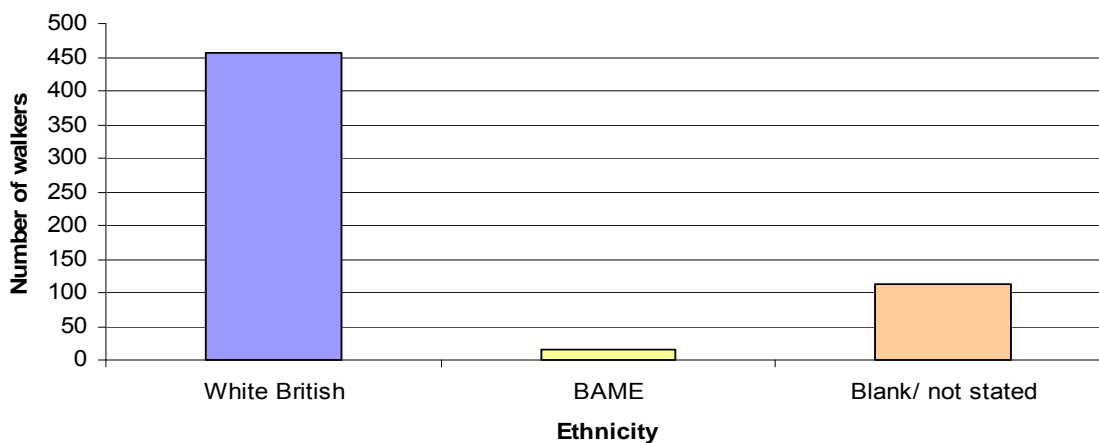
Walkers from Priority Neighbourhoods 2011/12:



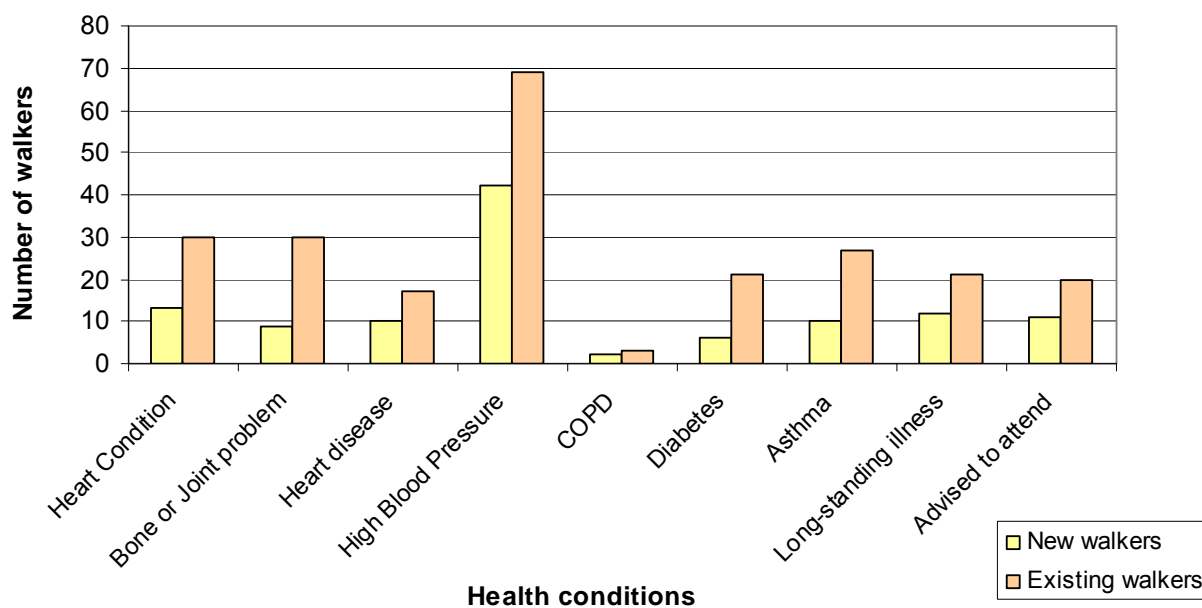
Participation by Age group and Gender 2011/12



Ethnicity of walkers 2011/12



Walkers 2011- 2012 – Health Conditions



Assessment of monitoring information

- The project primarily attracts nearly 600 walkers each year (includes new and returning walkers).
- There is a low uptake (8%) from Priority Neighbourhoods in spite of the programmes having a PN focus.
- The walkers are predominantly people of retirement age and older (most probably due to the walks taking place between 9am – 5pm, Monday to Friday).
- 75% of new walkers were female, which is in line with national statistics for walking programmes.
- A weekend and after work programme was trialled following requests from residents however the uptake from working people was minimal.
- A walker survey has been carried out with a 23% response rate (197 respondents), 72% of the respondents were satisfied with the organisation and delivery of the Walking to Health programme.
- The programme also 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.

Actions as a Result of this Information

- Further work required to engage walkers from PN's
- Further work to engage walkers from BAME communities

Other positive work undertaken by Walking to Health

- Developing a programme of walks for SGC via the Health Workplace Charter
- Work in conjunction with health visitors and Sure Start Centres to provide health 'buggy' walks for new parents and grandparents.

South Gloucestershire Drug & Alcohol Services

Introduction

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

DHI (Developing Health and Independence) – 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.

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

BSDAS (Bristol Specialist Drug and Alcohol Service) - 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 disability (see our actions for development during 2011/12).

Monitoring Information

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

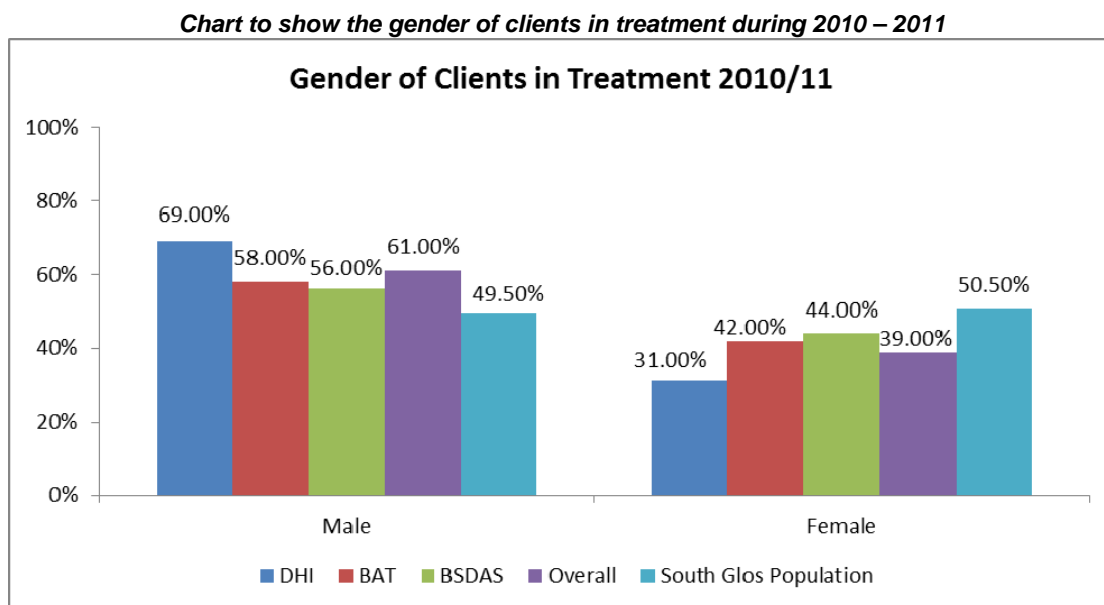


Chart to show the age of clients in treatment during 2010 – 2011

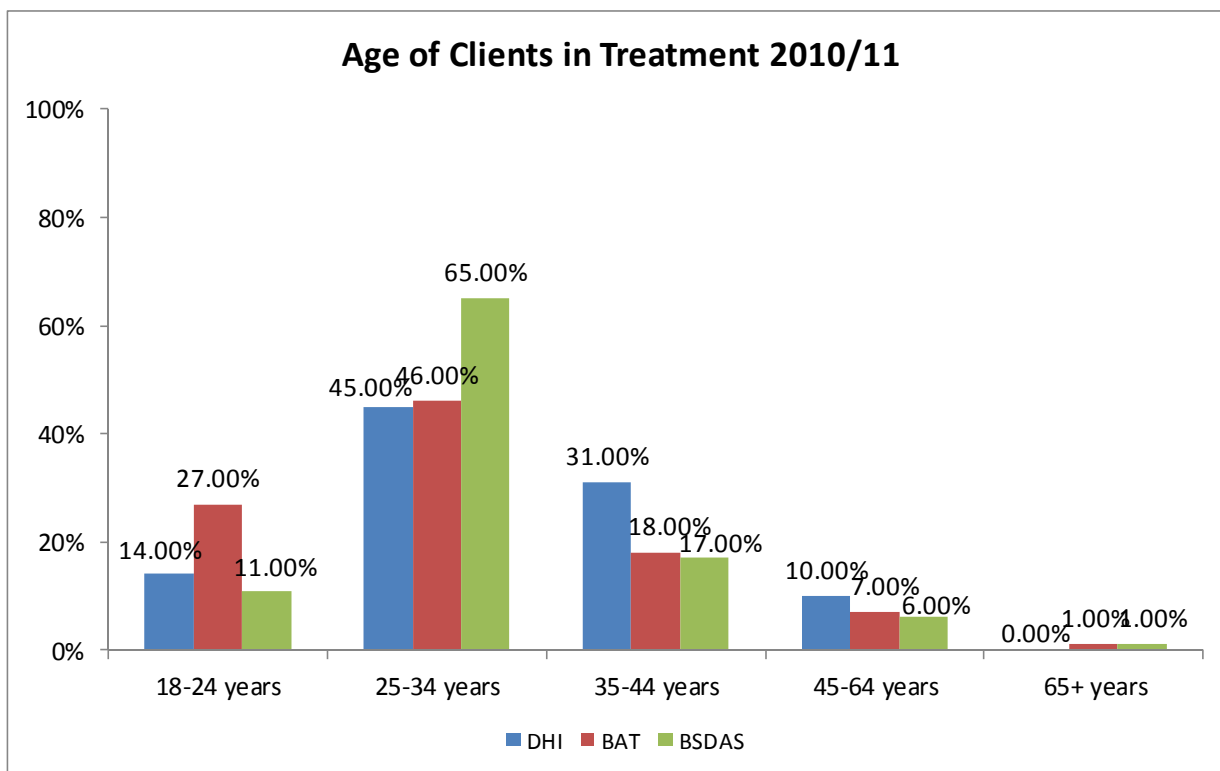


Chart to show the ethnicity of clients in treatment during 2010 – 2011

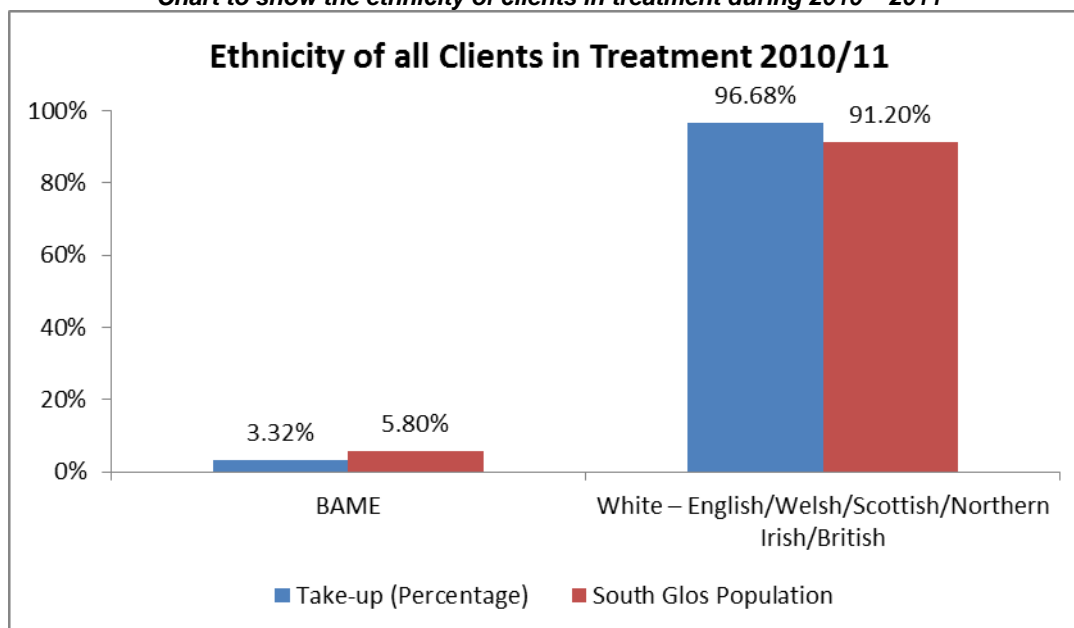
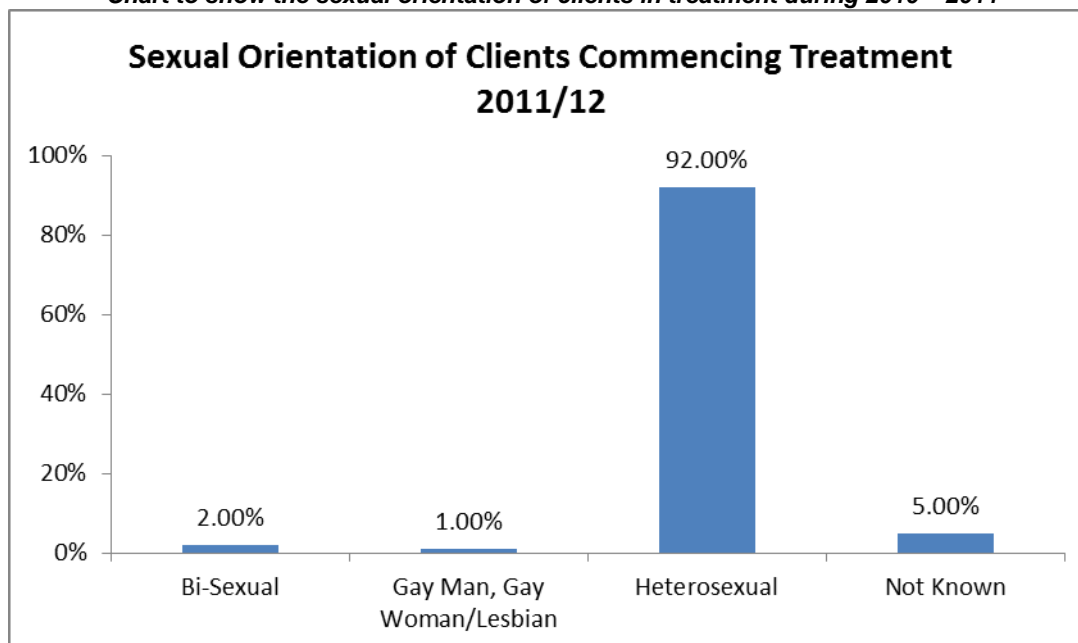


Table to show the ethnicity of clients in treatment by agency during 2010 – 2011

	DHI	BAT	BSDAS
White – English/Welsh/Scottish/Northern Irish/British	97.00%	97.00%	97.00%
Asian or Asian British	1.00%	0.00%	0.00%
Black or Black British	1.00%	0.00%	0.00%
Other	2.00%	3.00%	3.00%

Chart to show the sexual orientation of clients in treatment during 2010 – 2011



Assessment of Monitoring Information

- South Gloucestershire has a higher proportion of women in drug treatment than the regional average. Regionally the gender split is approximately 70% male to 30% female. In South Gloucestershire this is around 65% male to 35% female. As shown in the chart, the primary reason for the higher proportion of women in treatment is due to the higher than average engagement of female clients in the BAT & BSDAS services. The proportion of male to female clients in these services (men / women) is 58%/42% and 56%/44% respectively.
- The largest proportion of clients, across all agencies, fall within the 25-34 years age category; particularly accounting for over 60% of clients in BSDAS. All services have a very small number of clients in treatment who are aged over 65 years.
- In last year's Needs Assessment it was identified that 3% of clients at DHI were from a BAME background, however, this year this percentage has increased to 4%. Overall in 2009/10, 3% of the clients in treatment were part of the BAME population. 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.

Actions as a Result of this Information

As a result of this data, South Gloucestershire Drug and Alcohol Services plans to do the following in the forthcoming year:-

- Continue to monitor demographics of clients in treatment via the annual needs assessment process.
- Collate data from providers directly in relation to clients with disabilities.
- Continue to deliver outreach to engage 'hard to reach' and BAME communities and continue to work in conjunction with the council's Traveller unit.

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

Public exhibitions and consultation on the South Gloucestershire Core Strategy was undertaken in 2010 and 2011. The following information provides details of those providing feedback in relation to Core Strategy engagement.

Gender

Group	Percentage
Male	48%
Female	31%
Prefer not to say	4%
No Response	17%
	100%

Ethnicity

Group	Percentage
White British	72%
Any other ethnic group	10%
White Irish	0%
No answer	17%
	100%

Age

Group	Percentage
18yrs or under	1%
19-24 yrs	0%
25-44 yrs	15%
45-64 yrs	45%
65-74 yrs	16%
75-84 yrs	2%
>85 yrs	0%
Prefer not to say	4%
No answer	17%
	100%

Assessment of Monitoring Information

- People between the ages of 44 and 65 are more likely to have attended public exhibitions in relation to the Core Strategy.
- When compared to the BAME population of South Gloucestershire, a high number of people from BAME backgrounds have attended exhibitions.
- Males were more likely to attend or respond than Females.

Actions as a Result of this Information

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.

Transport

Introduction - Strategic Transport Policy

The Strategic Transport Policy Team cover the following projects and areas of work:

- Joint Local Transport Plan development, assembly, evaluation and monitoring
- Development and planning of Major Transport Schemes such as the North Fringe to Hengrove Project
- Development and planning of smaller transport schemes, including bids to the Local Sustainable Transport Fund.
- Development and monitoring of Road Safety Strategy and Policy, including road safety audits.
- 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 2011 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
- Pavements & Footpaths
- Safety on the Roads
- Local Bus Services

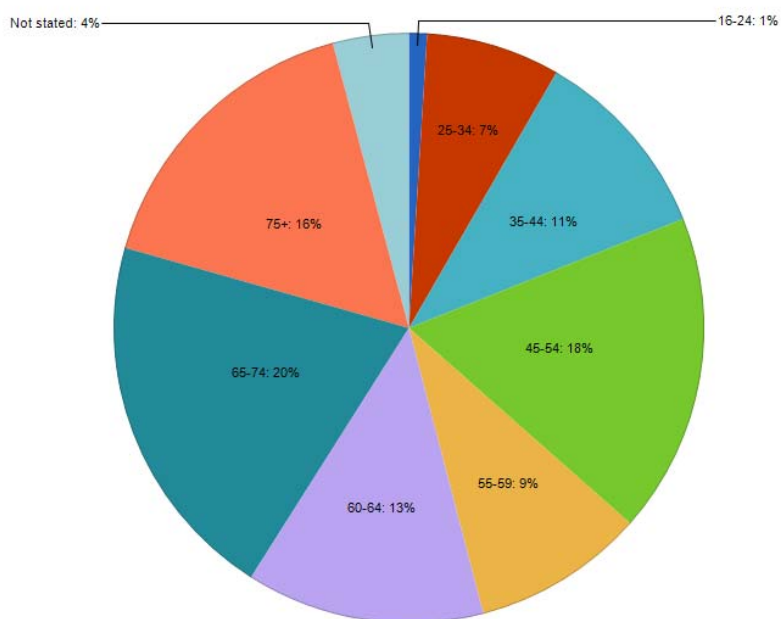
At the same time residents identified the most need of improvement were:

- Condition of the Roads
- Traffic & Congestion
- Pavements & Footpaths
- Local Bus Services

The results of the survey are available by

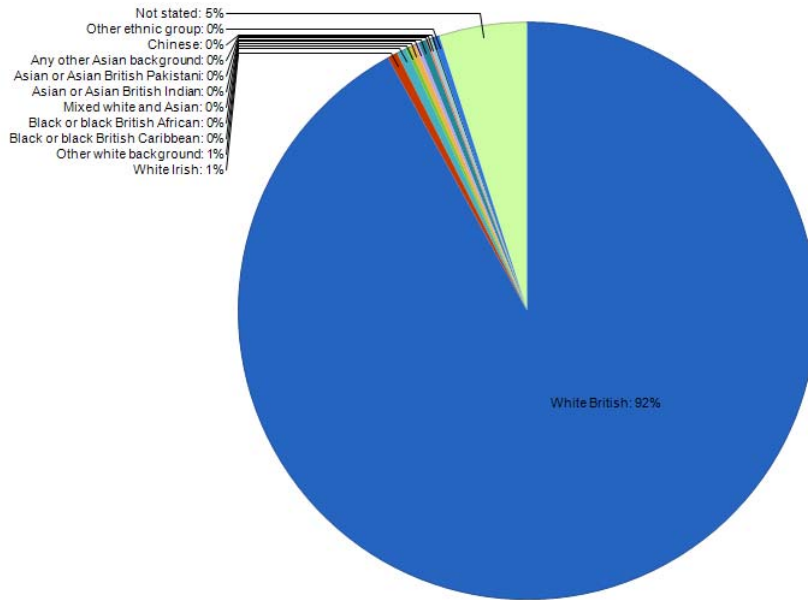
- Age Group
- Ethnic origin
- Current Employment
- Gender
- Car ownership
- Use of free bus pass
- Long standing illness
- Blue badge holder
- Provide long term care for relative with mobility problem

Respondents by Age Group



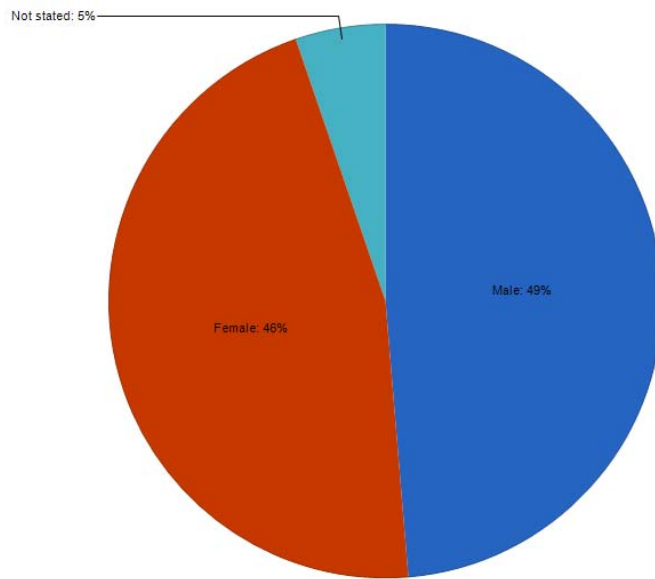
	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+	Not stated
Counts	9.00	67.00	97.00	160.00	86.00	119.00	186.00	150.00	38.00

Respondents by Ethnic Group



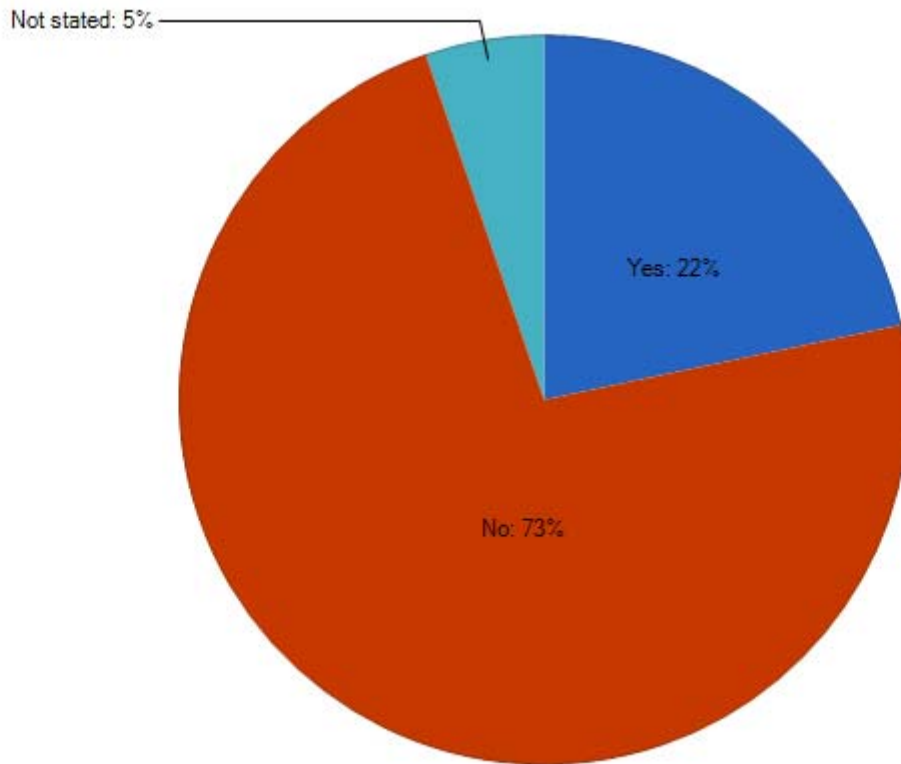
	White British	White Irish	Other white background	Black or black British Caribbean	Black or black British African	Mixed white and Asian	Asian or Asian British Indian	Asian or Asian British Pakistani	Any other Asian background	Chinese	Other ethnic group	Not stated
Counts	839.00	5.00	5.00	2.00	3.00	2.00	4.00	1.00	2.00	1.00	3.00	45.00

Respondents by Gender



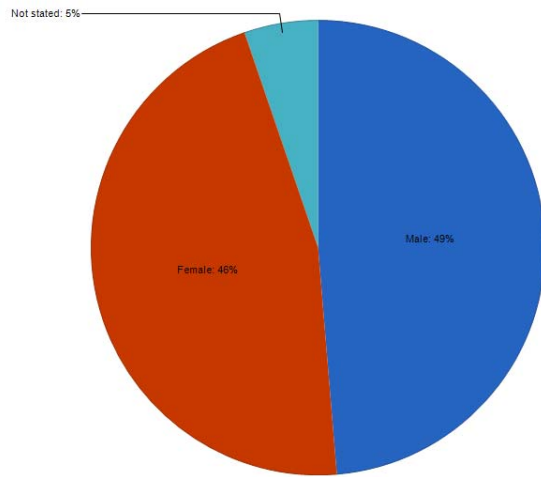
	Male	Female	Not stated
Counts	444.00	420.00	48.00

Respondents by Disability or long term illness



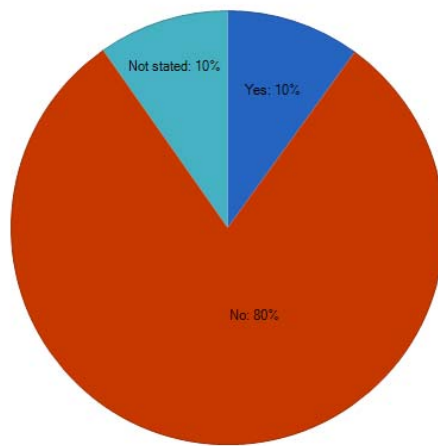
	Yes	No	Not stated
Counts	198.00	666.00	48.00

Does long standing illness or disability limit activity?



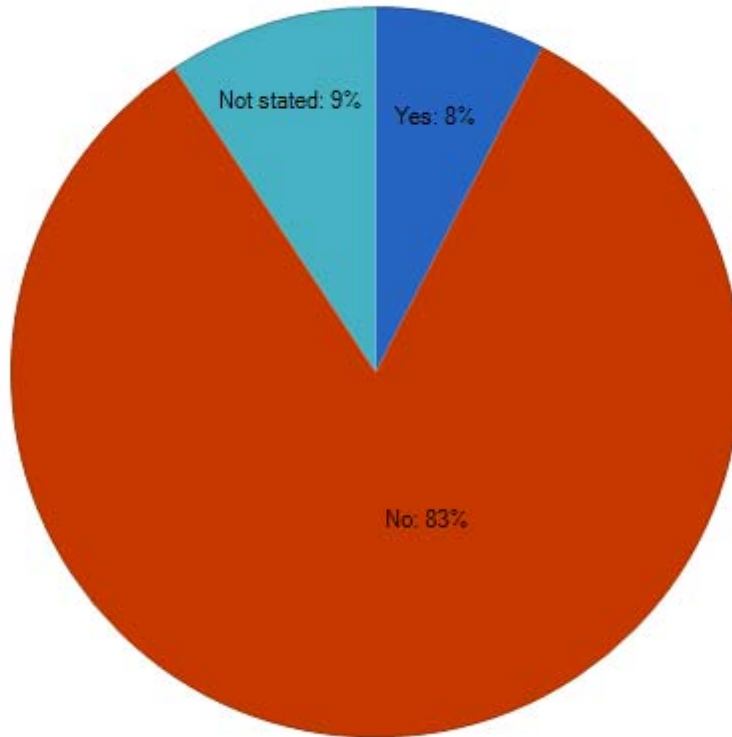
	Yes	No	Not stated
Counts	135.00	61.00	2.00

Blue Badge Holder?



	Yes	No	Not stated
Counts	91.00	732.00	89.00

Do you provide long term care for a relative/friend with mobility problems?



	Yes	No	Not stated
Counts	69.00	758.00	85.00

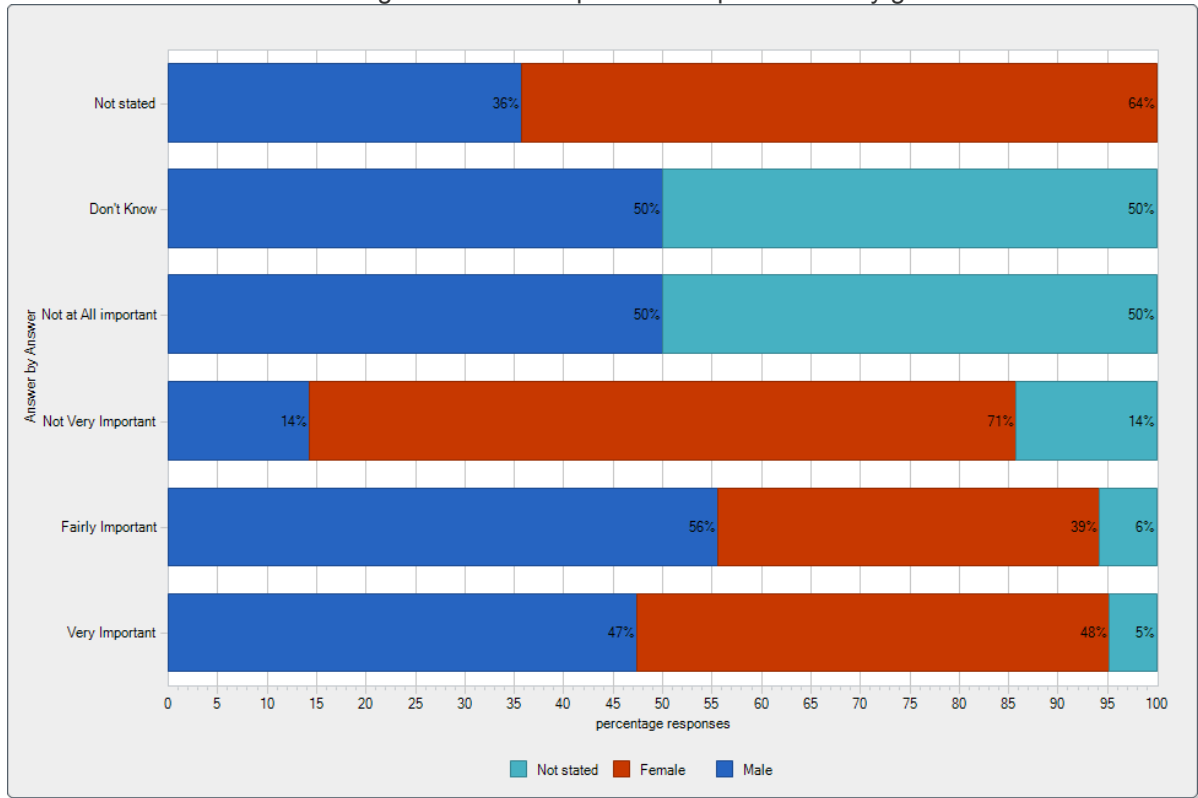
KBIs - Comparison To National Average

Green=>avg, Yellow=within 5% of avg, Red>5% below avg

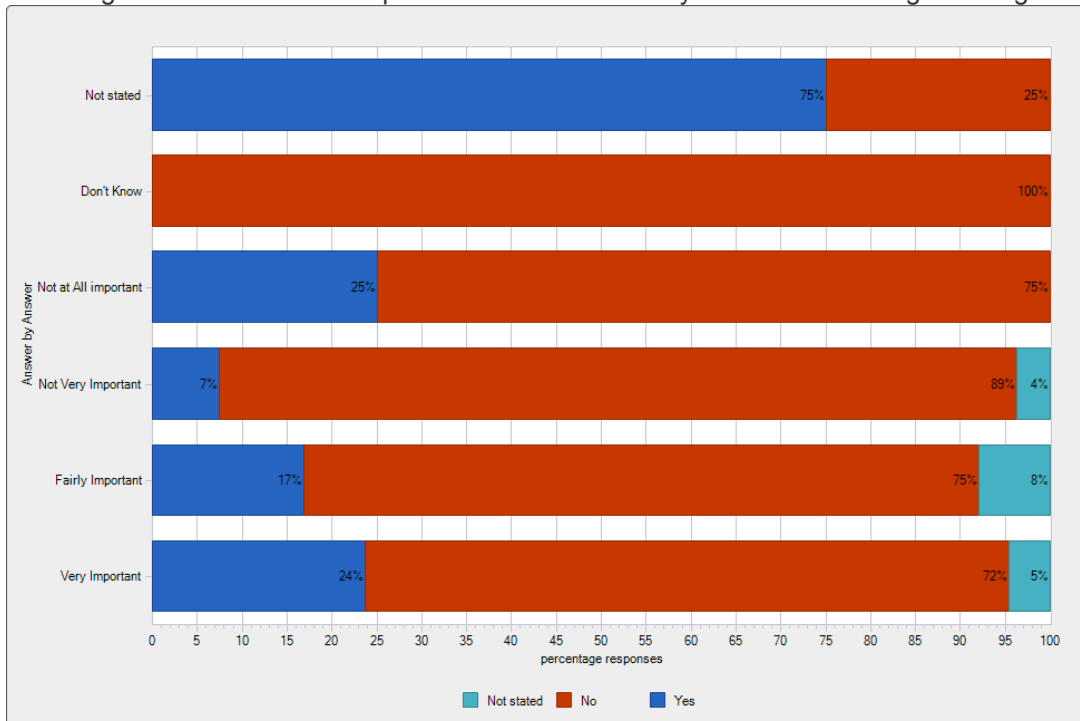
Question	2008	2009	2010	2011
KBI 01 - Overall (local)	55.60	55.61	57.11	56.21
KBI 02 - Overall (national)	55.67	55.67	57.20	56.23
KBI 03 - Ease of Access (all)	73.97	76.55	76.59	76.54
KBI 04 - Ease of Access (disabilities)	70.95	71.34	66.57	65.84
KBI 05 - Ease of Access (no car)	60.74	71.24	68.49	66.01
KBI 06 - Local bus services	43.02	48.37	53.67	54.02
KBI 07 - Local bus services (BVPI 104)	32.96	40.02	46.43	48.11
KBI 08 - Public transport info (BVPI 103)	34.11	35.55	43.55	39.95
KBI 09 - Taxi/mini cab services	60.20	62.26	61.67	61.11
KBI 10 - Community Transport	59.16	56.43	59.90	59.72
KBI 11 - Pavements & Footpaths	62.50	61.55	62.05	60.73
KBI 12 - Pavements & Footpaths (aspects)	60.40	60.73	62.17	58.43
KBI 13 - Cycle routes and facilities	61.65	60.69	61.56	64.82
KBI 14 - Cycle routes and facilities (aspects)	56.49	56.83	58.64	61.21
KBI 15 - Rights of Way	60.25	59.57	60.42	61.19
KBI 16 - Satisfaction - Rights of Way (aspects)	54.57	56.63	56.21	56.46
KBI 17 - Traffic levels & congestion	39.09	41.04	43.05	45.91
KBI 18 - Management of roadworks	46.05	48.09	52.38	53.04
KBI 19 - Traffic management	52.09	53.78	55.35	54.91
KBI 20 - Road safety locally	61.85	60.39	62.32	60.84
KBI 21 - Road safety environment	55.88	57.08	58.67	55.34
KBI 22 - Road safety education	51.15	50.97	54.82	52.07
KBI 23 - Condition of highways	48.47	44.04	42.42	37.79
KBI 24 - Highway maintenance	56.95	55.93	55.15	53.45
KBI 25 - Street lighting	69.23	69.54	71.19	69.46
KBI 26 - Highway enforcement/obstructions	51.56	51.97	52.55	53.34

Actions Resulting from the monitoring information

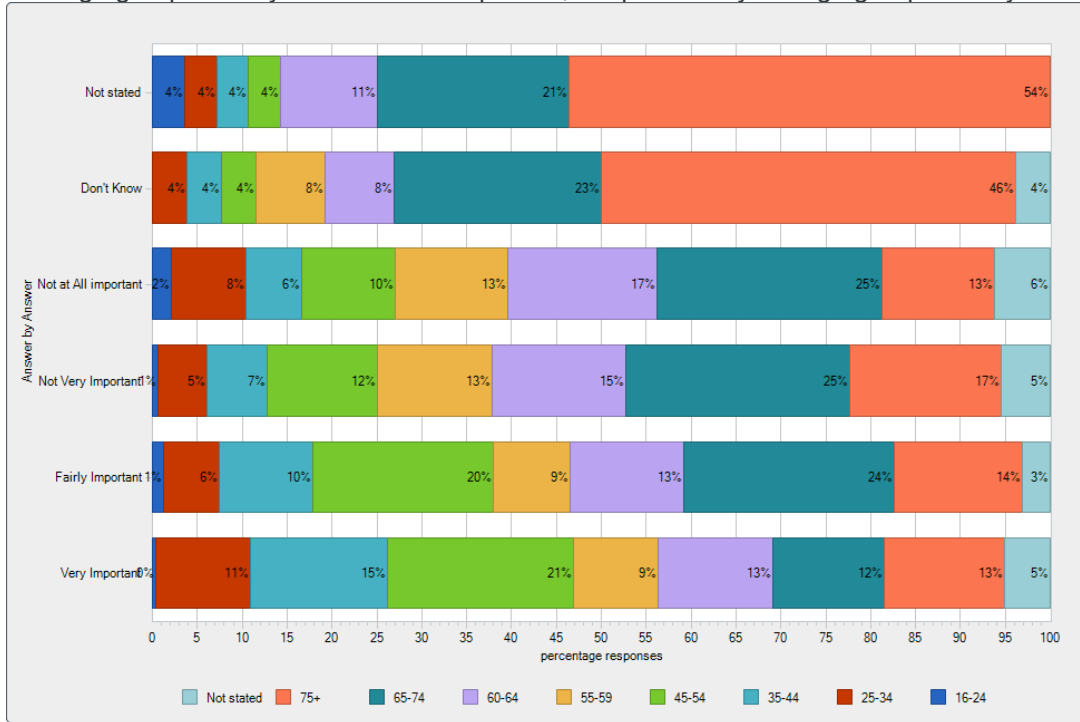
The following table shows importance of pavements by gender



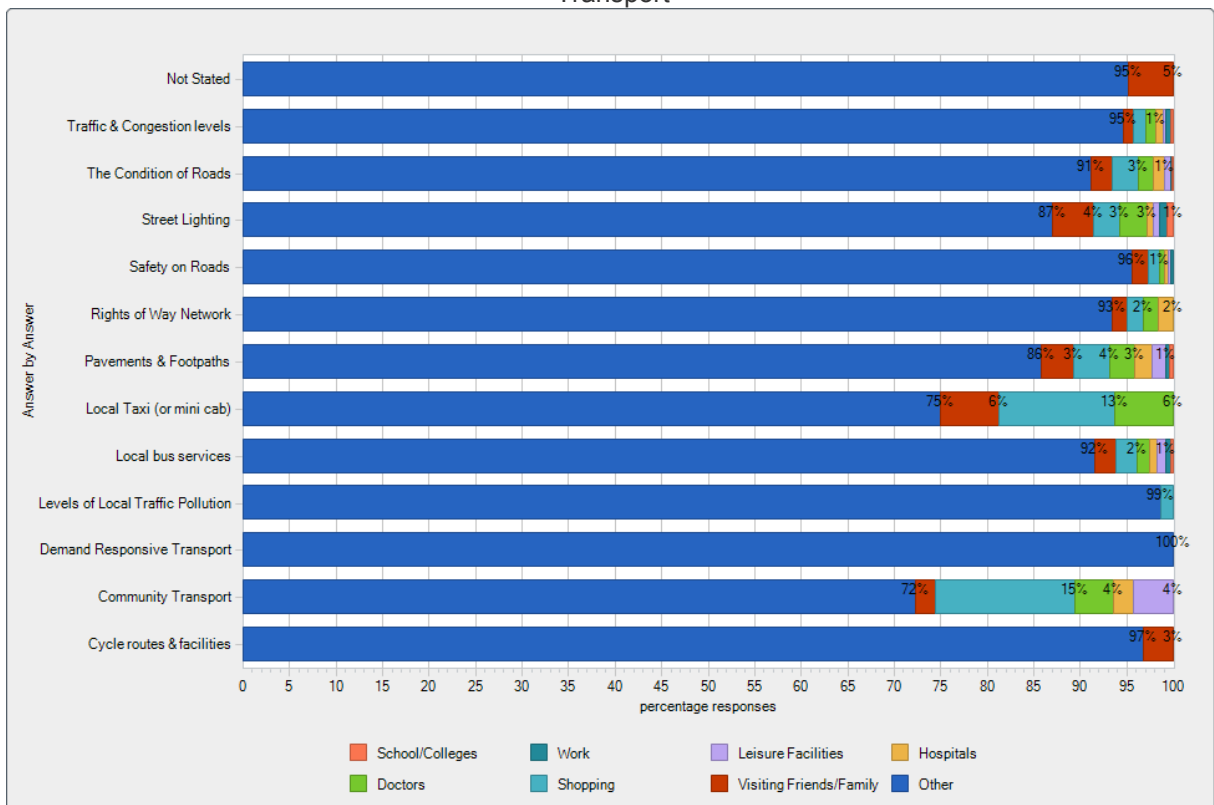
The following table considers the importance of local buses by residents with long standing illnesses



The following table considers the importance cycle groups by age group
 All age groups find cycle routes are important, but particularly the age group 45-54 years



The importance of the transport network clearly shows the importance of taxi services and Community Transport



Actions as a Result of this Information

As a result of this information, South Gloucestershire Council continues to improve the transport and highway services it offers. Recent structural changes are aimed at reinforcing the Streetcare brand and to improve the efficiency of maintaining the highway network. The Council also works closely with public transport operators and with partners on projects such as the Greater Bristol Bus Network to improve the reliability of bus services to improve accessibility to jobs and services.

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. Bids for funding have also been made to the Local Sustainable Transport Fund which, if successful, will allow a range of initiatives to be implemented to improve the range of travel choices available.

B) Chief Executive and Corporate Resources Department

Corporate Contact Centre, One Stop Shops, Complaints

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 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 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. 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

- There have been no complaints of an equalities nature received over the 12 month period of 2011 – 2012.

Actions as a Result of this Information

- In the forthcoming year, a review 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.

Housing and Council Tax Benefit

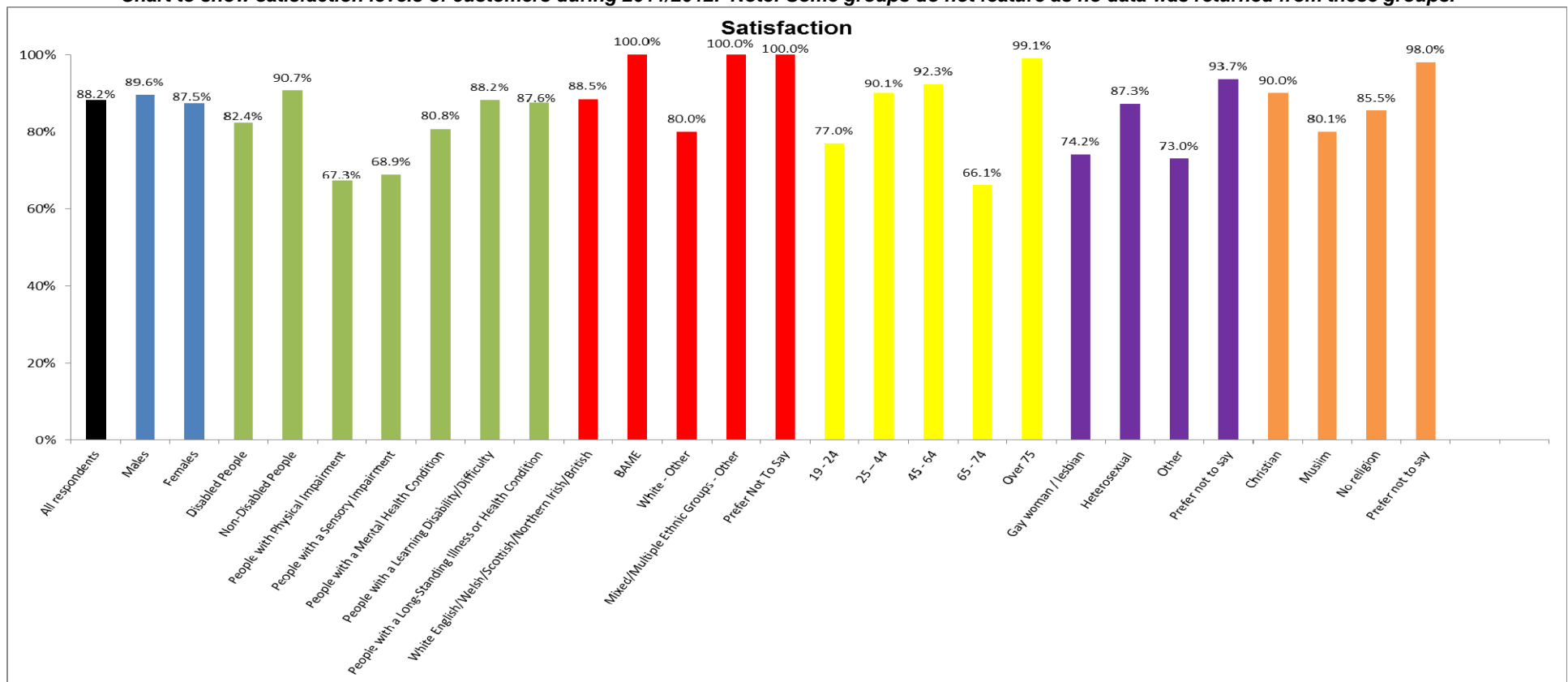
Introduction

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 information shows the satisfaction levels of those accessing Council Tax and Housing Benefit during 2011 – 2012.

Chart to show satisfaction levels of customers during 2011/2012. Note: Some groups do not feature as no data was returned from these groups.



Assessment of Monitoring Information

- Overall, Disabled People are less satisfied with the service they receive. This lower level of satisfaction also varies depending upon impairment type, for example, only 67.3% of people with a physical impairment are satisfied – this compares to an 88.2% satisfaction level for people with a learning disability/difficulty.
- The “White – Other” group has a lower level of satisfaction than people of other ethnicities.
- People of the 65-74 years age group and people of the 19-24 years age group have lower levels of satisfaction.
- Gay women/lesbians have a lower level of satisfaction, as do people who have stated their sexual orientation as “Other”.

Actions as a Result of this Information

- The customer monitoring survey will be reviewed and updated.
- Customer monitoring will continue to be analysed.

Council Tax Billing

Introduction

The Council Tax Billing Team is responsible for the administration of Council Tax for over 110,000 domestic properties in the South Gloucestershire area in accordance with the Local Government Finance Act 1992.

Main duties of the team include updating Council Tax records promptly to show changes in occupiers and determining customers' eligibility to receive discounts, exemptions and disabled persons reduction. Dealing with customer enquiries face to face, by telephone, e-mail and by written correspondence. Answering enquiries relating to the issuing of reminders, second reminders, final reminders and summonses and negotiating special payment arrangements once summonses have been issued. Issuing refunds to customers promptly in respect of overpayments.

Monitoring Information

- There have been no complaints of an equalities nature received over the 12 month period of 2011 – 2012.

Actions as a Result of this Information

- In the forthcoming year, a review 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.

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 data shows the satisfaction levels of service-users surveyed during 2011/12. Overall the survey gained 330 responses.

Chart to show the satisfaction levels of survey respondents according to age

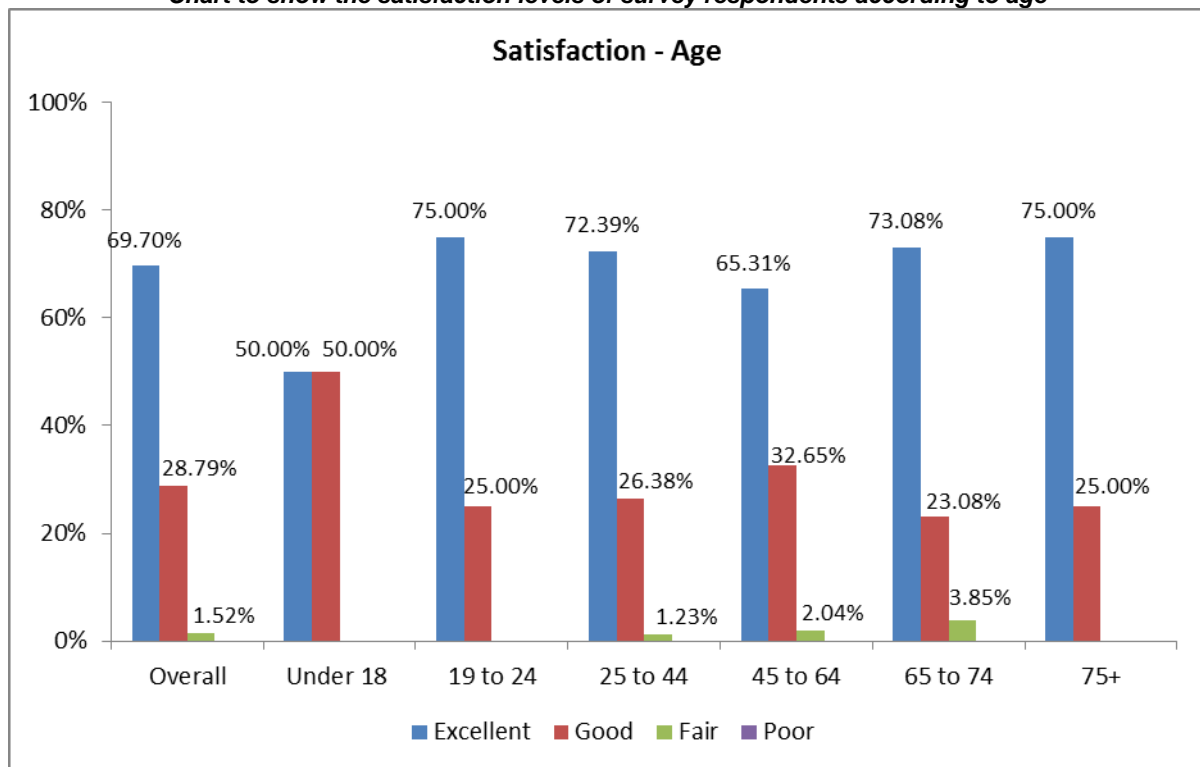


Chart to show the satisfaction levels of survey respondents according to gender

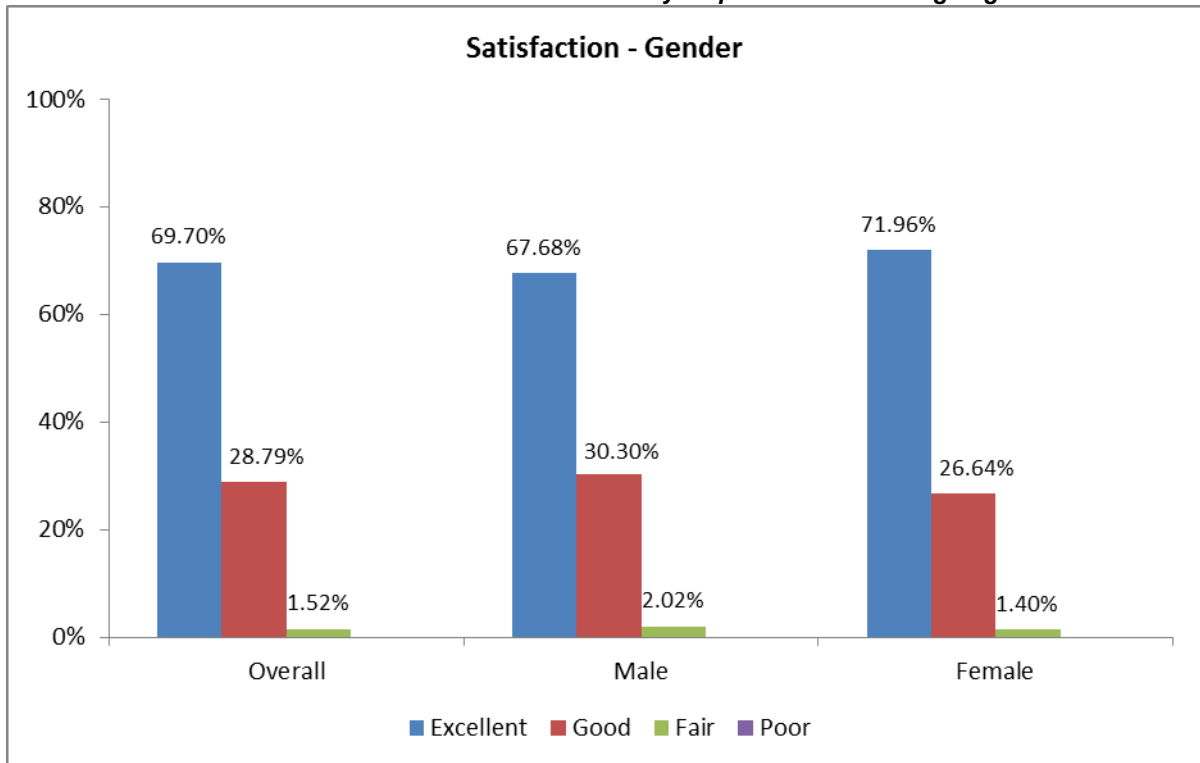


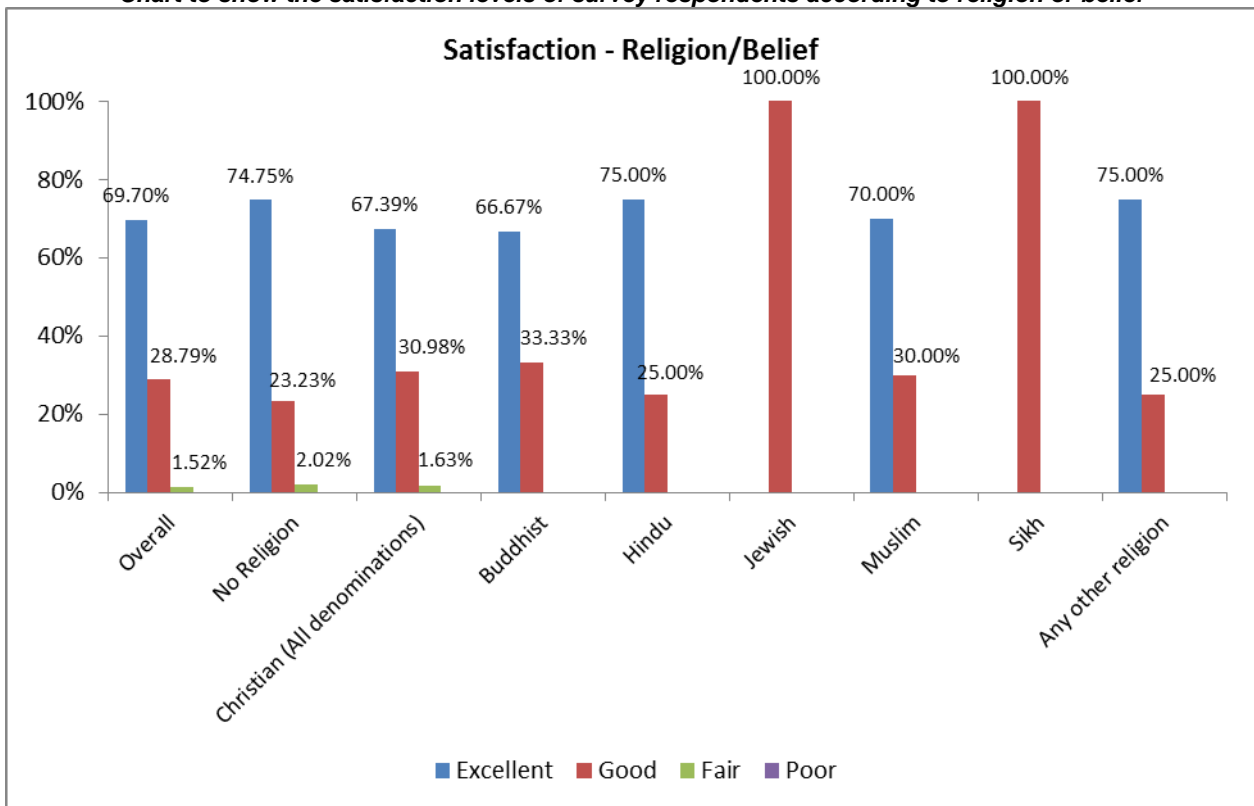
Chart to show the satisfaction levels of survey respondents according to disability



Chart to show the satisfaction levels of survey respondents according to ethnicity (BAME stands for “Black, Asian and Minority Ethnic”)



Chart to show the satisfaction levels of survey respondents according to religion or belief



Assessment of Monitoring Information

- There are no major gaps in satisfaction level amongst any particular group.
- When analysed according to age groupings, the data shows a very even split in satisfaction levels (the Under 18 age group received 2 responses with one respondent stating excellent and one stating good)
- Males are very slightly less satisfied than Females.
- Disabled People are very slightly less satisfied than Non-Disabled People.
- There is a high satisfaction level amongst different ethnic groups (the 'Mixed/multiple ethnic group' category received 2 responses with one respondent stating excellent and one stating good). The 'White Other' group had the highest number of people rating their satisfaction level as 'fair'.
- There are relatively even satisfaction levels when the results are analysed according to religion/belief.

Actions as a Result of this Information

- Investigate the responses received from the 'White Other' group in order to identify any trends according to ethnicity.

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

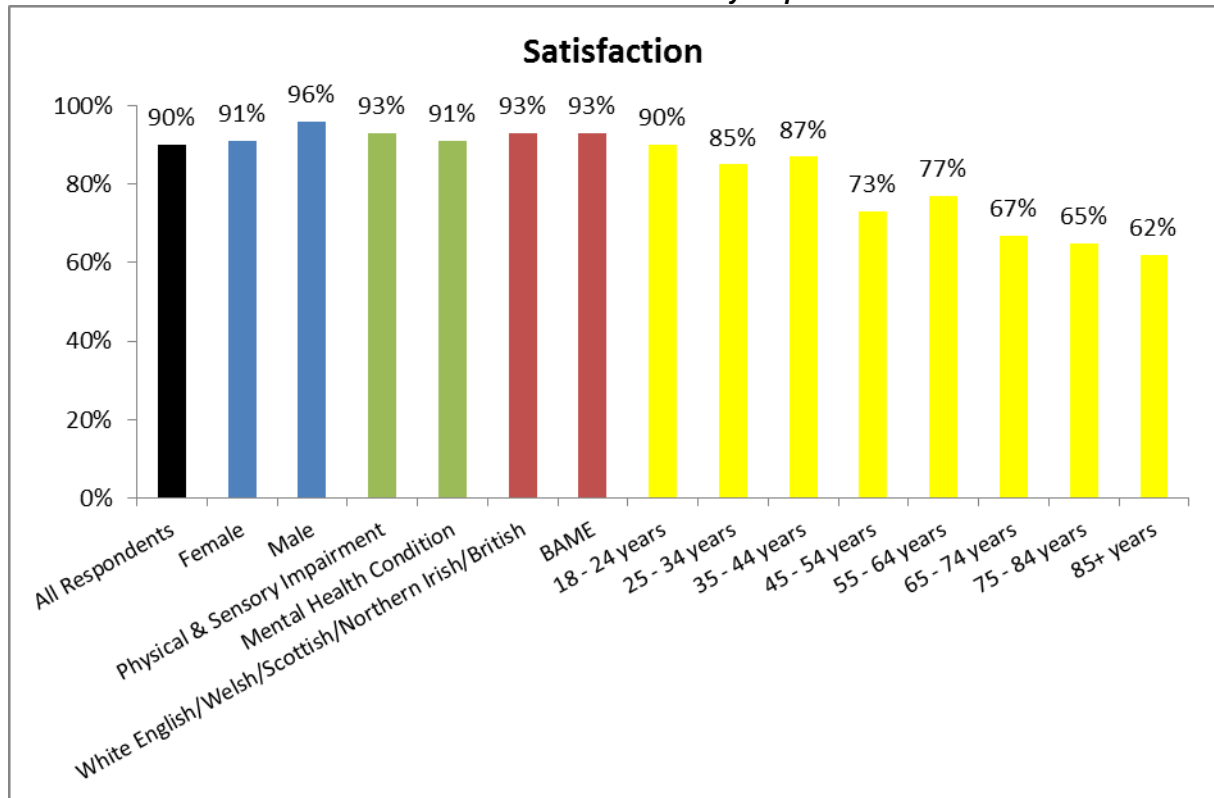
Monitoring Information

The following data shows the satisfaction levels of respondents to the adult social care survey in 2011/12.

Overall the survey gained 432 responses.

Note: The following data represents the number of respondents rating their satisfaction with the service as “extremely/very” or “quite” satisfied with the care and support services they received.

Chart to show the satisfaction levels of survey respondents in 2011/12



Assessment of Monitoring Information

Overall, the data shows that satisfaction tends to decrease with age.

Actions as a Result of this Information

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.

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.

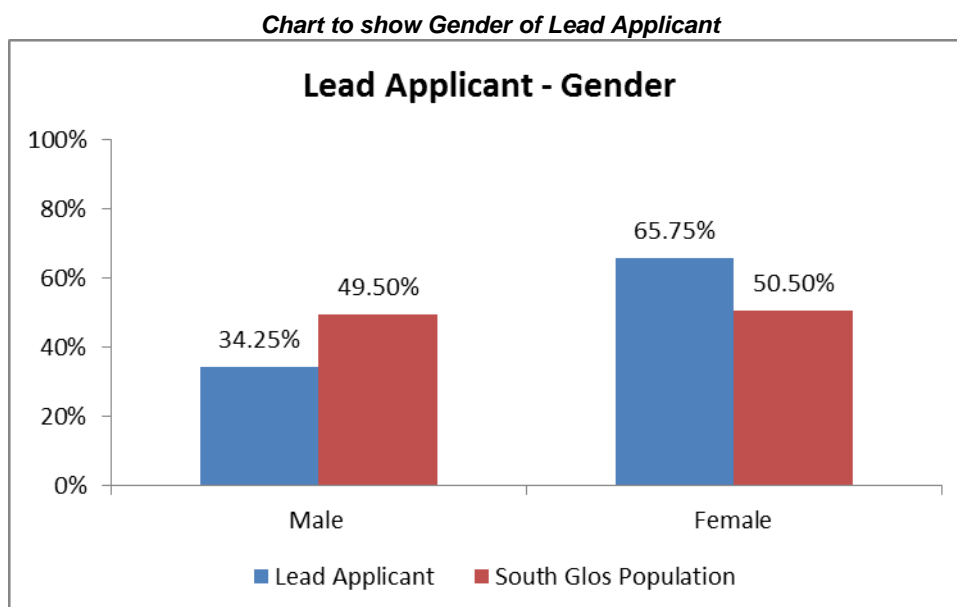


Table to show Ethnicity of Lead Applicant

	Ethnicity of Lead Applicant	South Glos Population
Asian/Asian British – Bangladeshi	0.08%	0.20%
Asian/Asian British – Indian	0.21%	1.20%
Asian/Asian British – Pakistani	0.11%	0.70%
Asian/Asian British – Chinese	0.10%	0.50%
Asian/Asian British – Other	0.45%	0.30%
Black/African/Caribbean/Black British – African	1.54%	0.40%
Black/African/Caribbean/Black British – Caribbean	1.29%	0.50%
Black/African/Caribbean/Black British - Other	0.38%	0.10%
Gypsy or Traveller of Irish Heritage	0.20%	Not Known
British Romany Gypsy	0.15%	Not Known
Mixed/Multiple Ethnic Groups – White & Asian	0.27%	0.40%
Mixed/Multiple Ethnic Groups – White & Black African	0.17%	0.20%
Mixed/Multiple Ethnic Groups – White & Black Caribbean	1.29%	0.50%
Mixed/Multiple Ethnic Groups – Other	0.27%	0.30%
White – English/Welsh/Scottish/Northern Irish/British	81.41%	91.20%
White – Irish	0.47%	0.60%
White – Other	2.47%	2.50%
Other Ethnic Group	0.28%	0.50%
Not answered	7.71%	-
Unknown	1.15%	-

Chart to show Ethnicity of Lead Applicant (“BAME” stands for Black, Asian and Minority Ethnic)

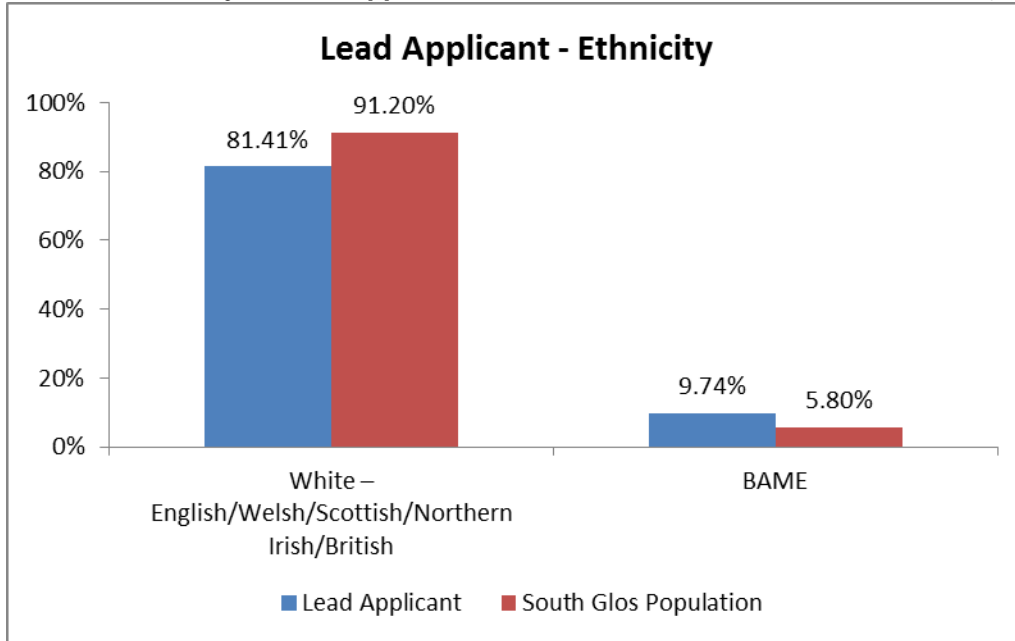


Chart to show Sexual Orientation of Lead Applicant

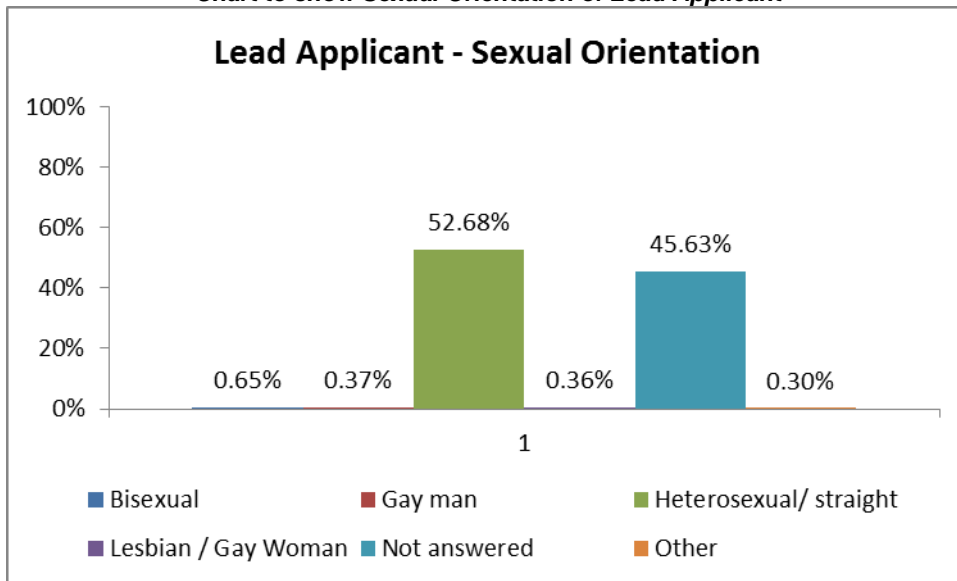


Chart to Show Religion/Belief of Lead Applicant

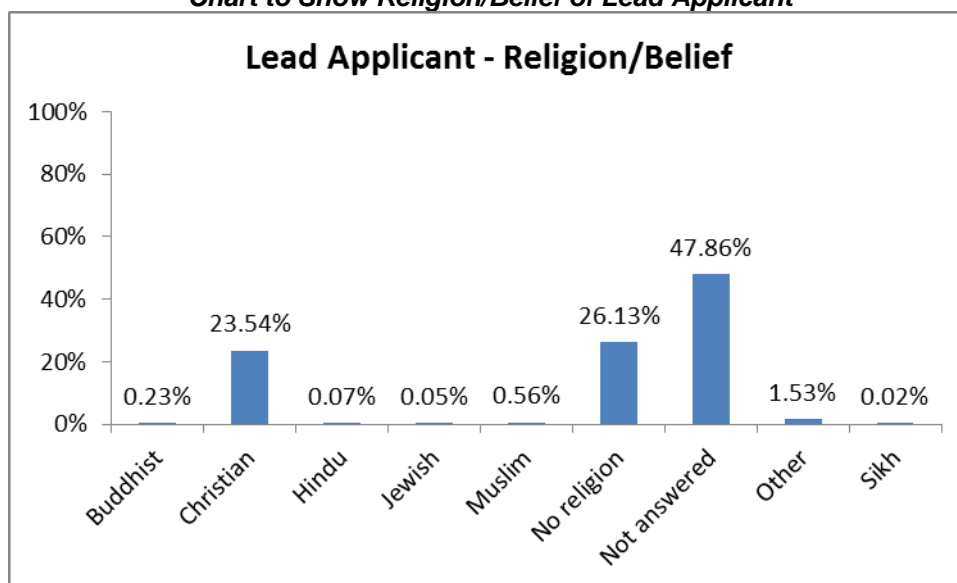


Chart to show age of Lead Applicant

Age	Age of Lead Applicant	South Glos Population
16 – 24	18.46%	64.60%
25 – 44	48.30%	
45 – 64	20.51%	
65+	12.74%	16.50%

Assessment of Monitoring Information

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

Actions as a Result of this Information

- 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.

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 the information below is based on service user details rather than complainants as this enables better comparison against departmental data.

Monitoring Information

The following table shows the ethnic composition of complainants (based on service users) compared to comparable data from the Department's Service User population. The complaints data continues to be generally comparable with that of the wider population of South Gloucestershire.

Ethnicity		2011/12			
		Complaints		Department's Service user Population	
White	British	217	93%	5595	97%
	Irish	1		33	
	Traveller of Irish Heritage			0	
	Gypsy / Roma			1	
	Any other White Background	11		163	
Mixed	White & Black Caribbean		5%	5	2%
	White & Black African			2	
	White & Asian			4	
	Any other mixed background	1		10	
Asian or Asian British	Indian	9	5%	28	2%
	Pakistani			10	
	Bangladeshi			0	
	Any other Asian background	1		13	
Black or Black British	Caribbean	1		12	
	African			7	
	Any other Black background			9	
Chinese or ethnic group	Chinese			9	
	Any other ethnic group			11	
Not specified		6	2%	36	1%
Total		248	100%	5948	100%

Assessment of Monitoring Information

- The data shows that 87.5% of complaints received were from White British service users.
- 10% of complaints received were from service users representative of BAME groups. This compares to 5.3% of service users being from BAME groups.
- The six instances where the data was not specified was due to these being from members of the public rather than customers of the Department. The Complaints & FOI Team make every effort to collect information from people who are not service users but the complainants in these instances have declined to provide this.

Actions as a Result of this Information

1. 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.
2. The accessible film, '*I Want to Complain*' will also be added to the new website.
3. 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.

The Local Involvement Network

Introduction

The department funds the LINK to find out:-

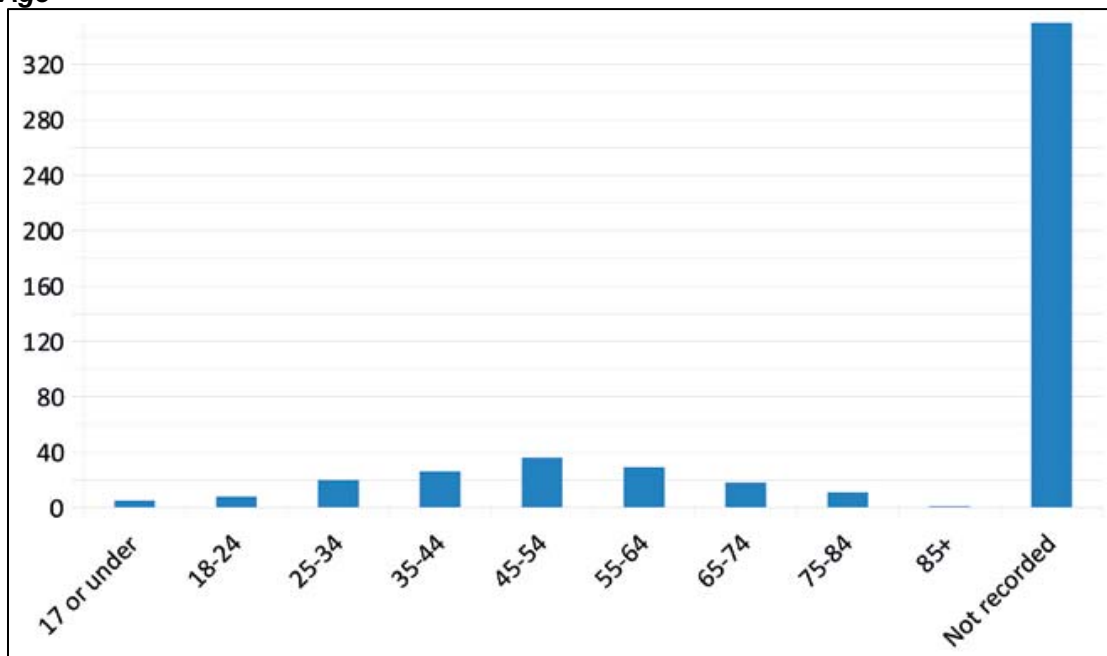
- What people like and don't like about the health and social care services they use;
- What new health and social care services people need;
- What people think about plans for new services and how they should look and function.

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

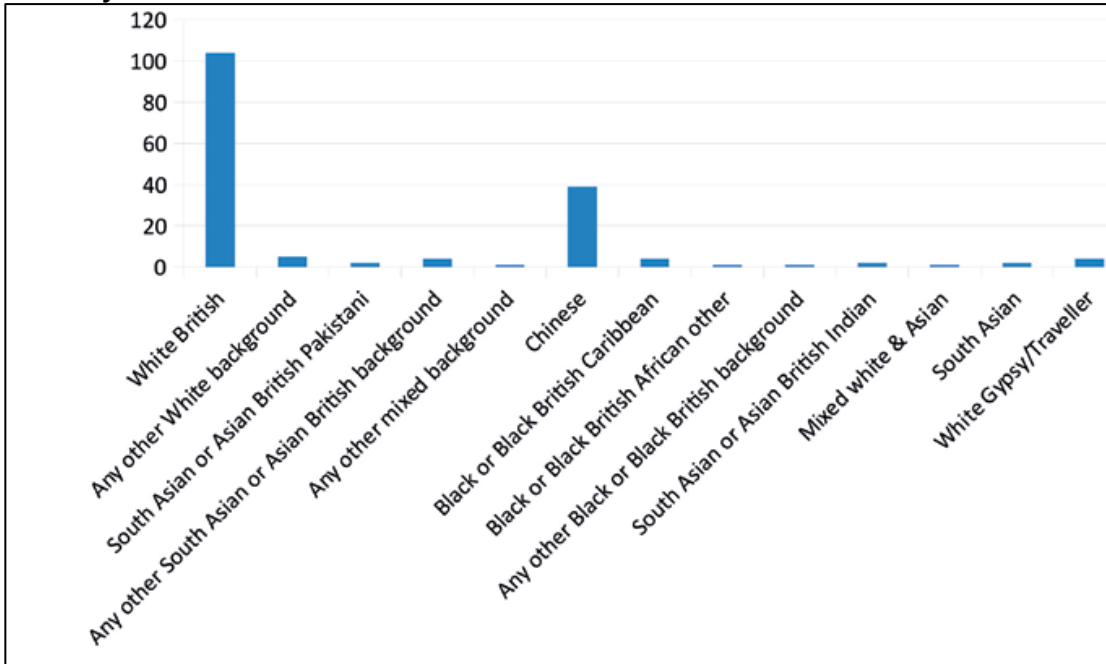
Monitoring Information

As of the 31st March 2012 the LINK had 674 participants and 87 community groups.

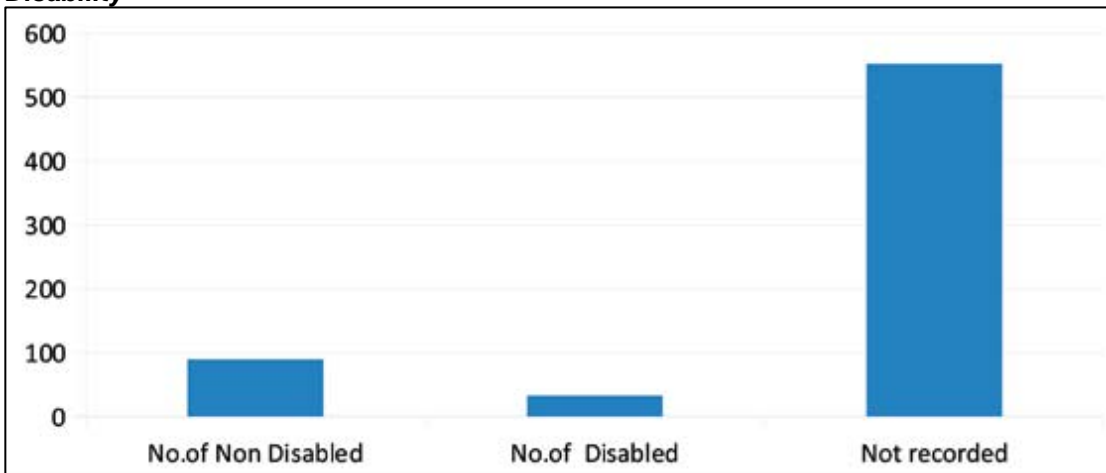
Age



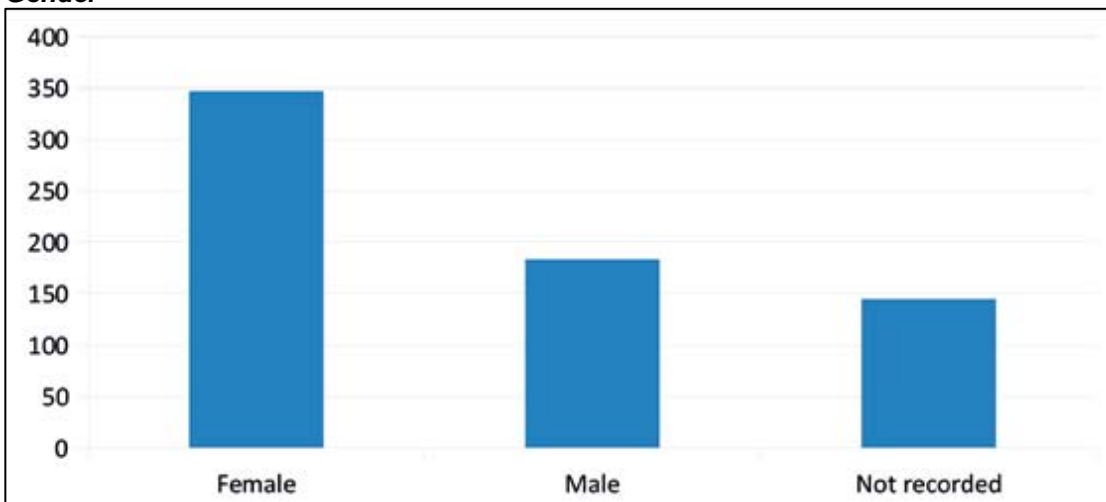
Ethnicity



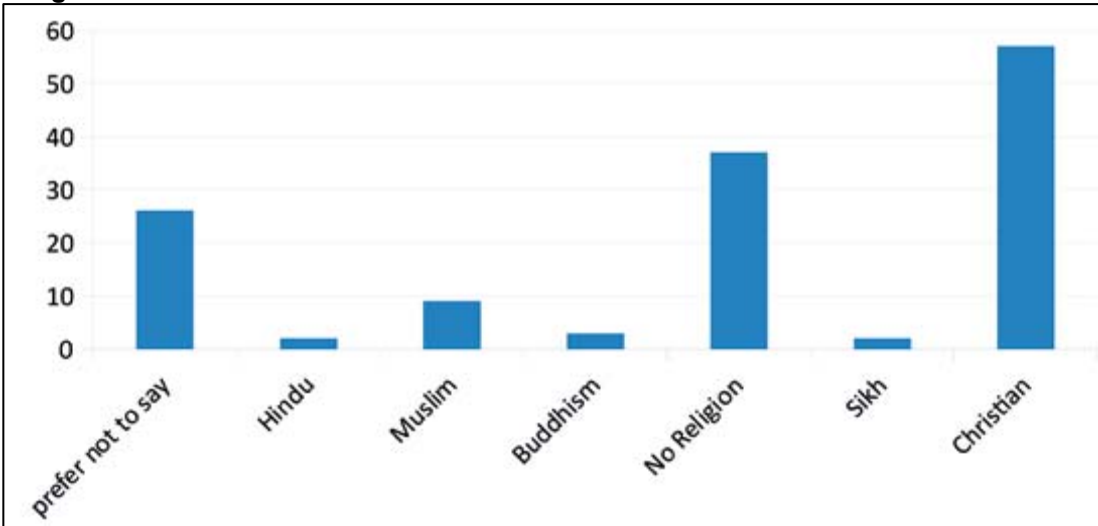
Disability



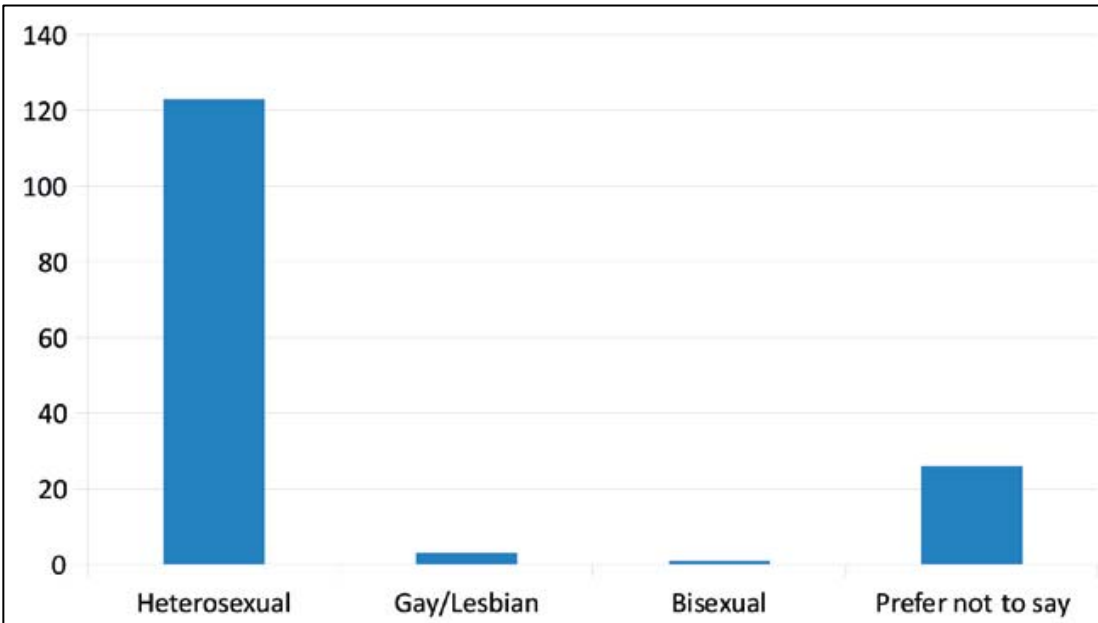
Gender



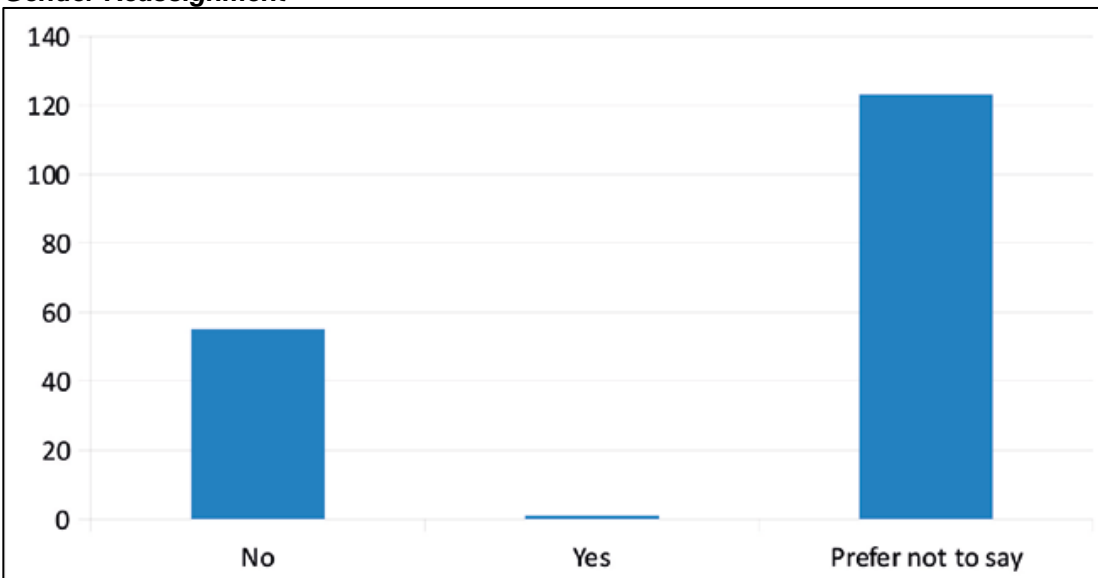
Religion or Belief



Sexual Orientation



Gender Reassignment



Assessment of Monitoring Information

Overall, the data suggests that the LINk has a healthy engagement across the wider community.

Actions as a Result of this Information

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.

Carers Support

Introduction

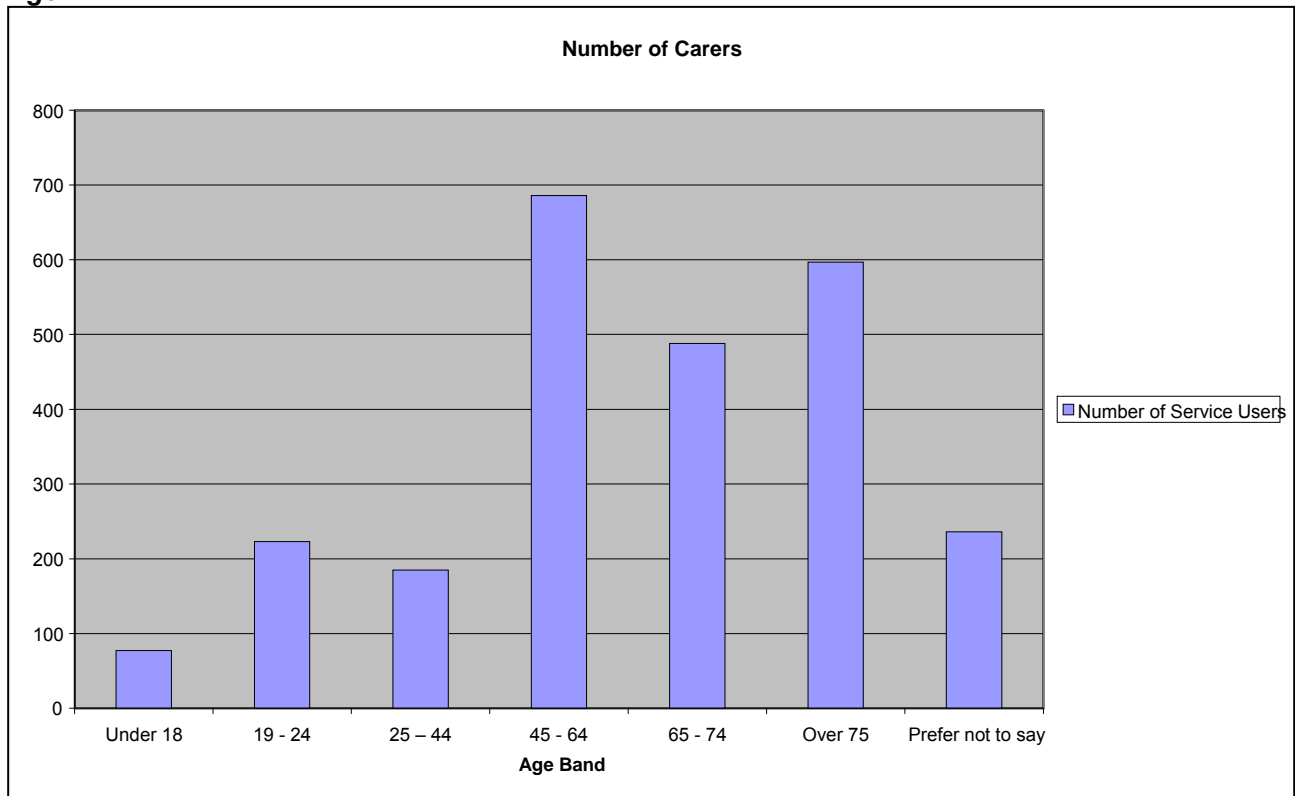
The department commissions the Carers Support Centre to work to:-

- 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.

The Carers Support Centre also ensures 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.

Monitoring Information

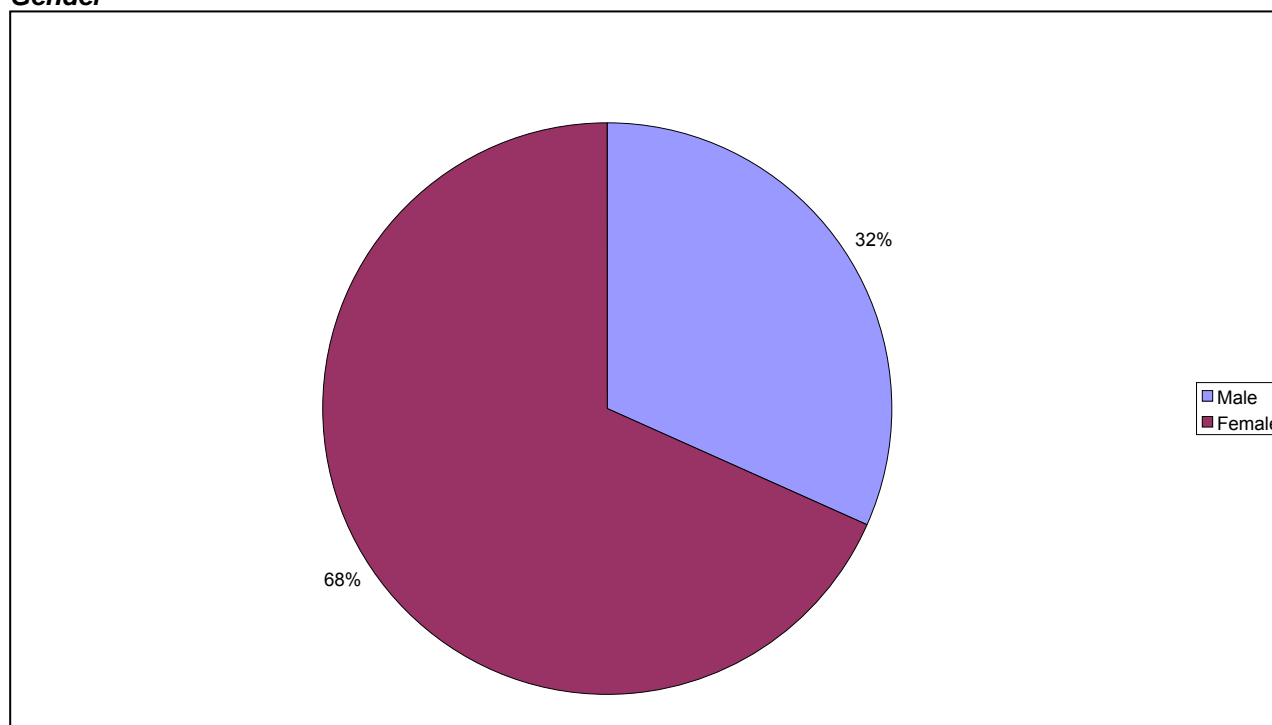
Age



Ethnicity

Ethnic Origin	Number of Carers
Asian/Asian British – Bangladeshi	2
Asian/Asian British – Indian	8
Asian/Asian British – Pakistani	4
Asian/Asian British – Chinese	12
Asian/Asian British – Other (please state)	6
Black/African/Caribbean/Black British – African	0
Black/African/Caribbean/Black British – Caribbean	5
Black/African/Caribbean/Black British – Other (please state)	0
Gypsy or Traveller of Irish Heritage	1
Mixed/Multiple Ethnic Groups – White & Asian	1
Mixed/Multiple Ethnic Groups – White & Black African	1
Mixed/Multiple Ethnic Groups – White & Black Caribbean	7
Mixed/Multiple Ethnic Groups – Other (please state)	0
White – English/Welsh/Scottish/Northern Irish/British	1907
White – Irish	15
White – Other (please state)	49
Other ethnic group (please state)	2
Prefer not to say	270

Gender



Assessment of Monitoring Information

The data indicates that a significantly higher proportion of carers supported are female than male. It also shows that proportionally fewer people from BAME communities are supported.

Actions as a Result of this Information

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.

D) Children and Young People's Department

Schools - Pupil Performance

Introduction

The Quality and Standards Service within the Department for Children and Young People service drives the commissioning and quality assurance of curriculum and school/setting improvement support across early years and childcare, primary, secondary and special schools, 14-19 provision, inclusion and special needs.

The setting and school improvement element of the service consists of the senior leads for:

- Early Years and Childcare;
- Secondary phase;
- Primary phase;
- Inclusion and special educational needs.

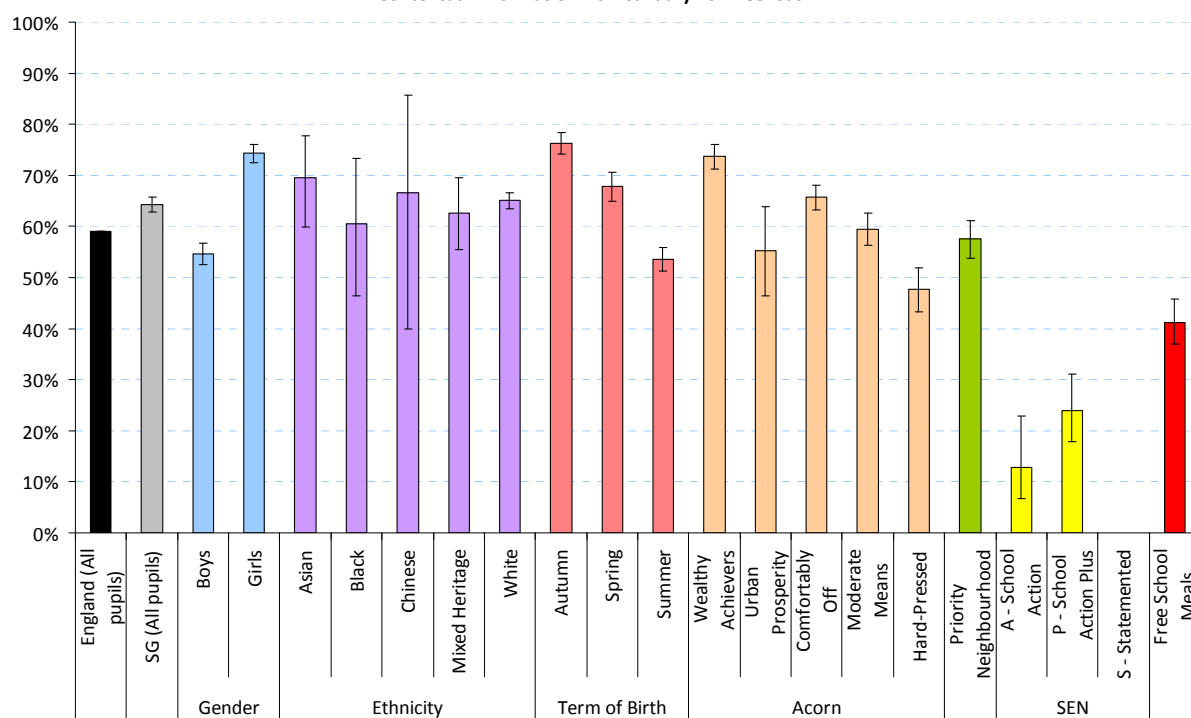
Monitoring Information

The performance of all pupils in South Gloucestershire schools and settings is set out in the tables below.

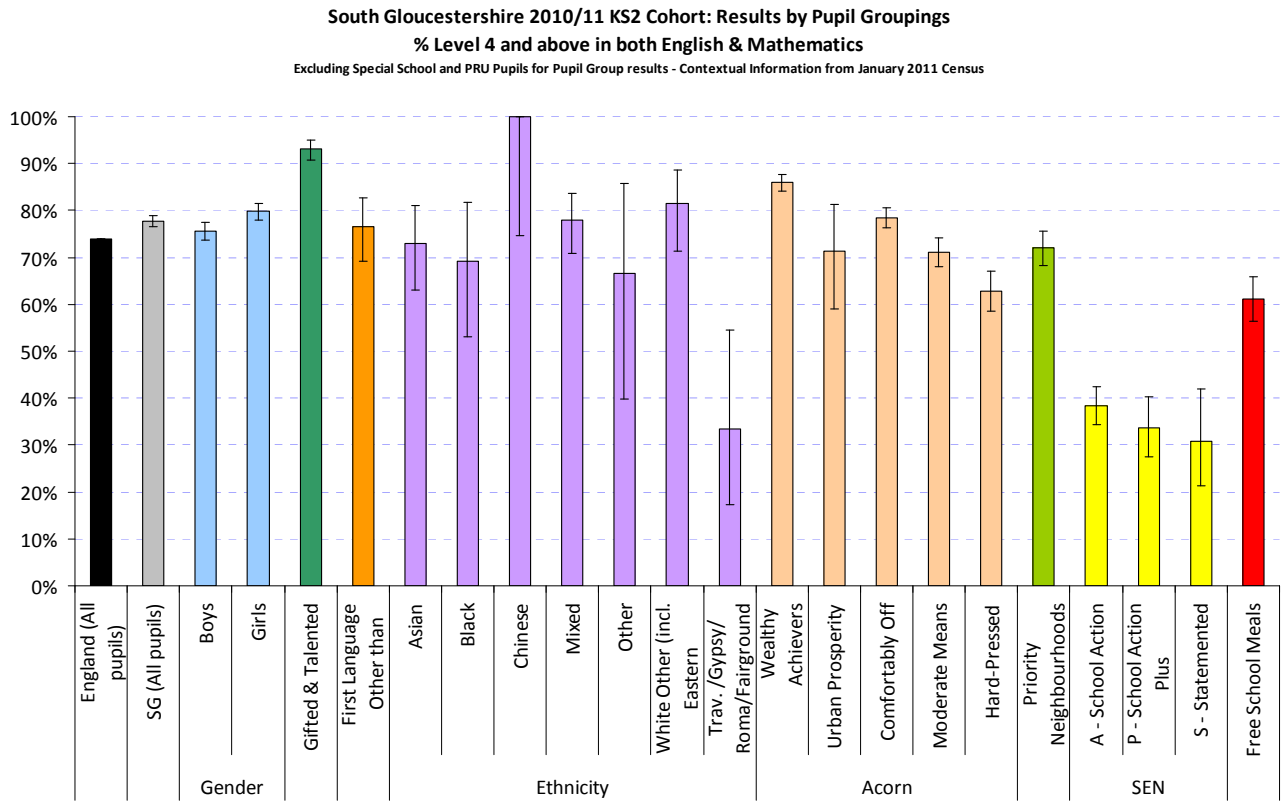
This table shows the performance of different groups against the Early Years Foundation Stage profile at age 5.

Early Years Vulnerable groups

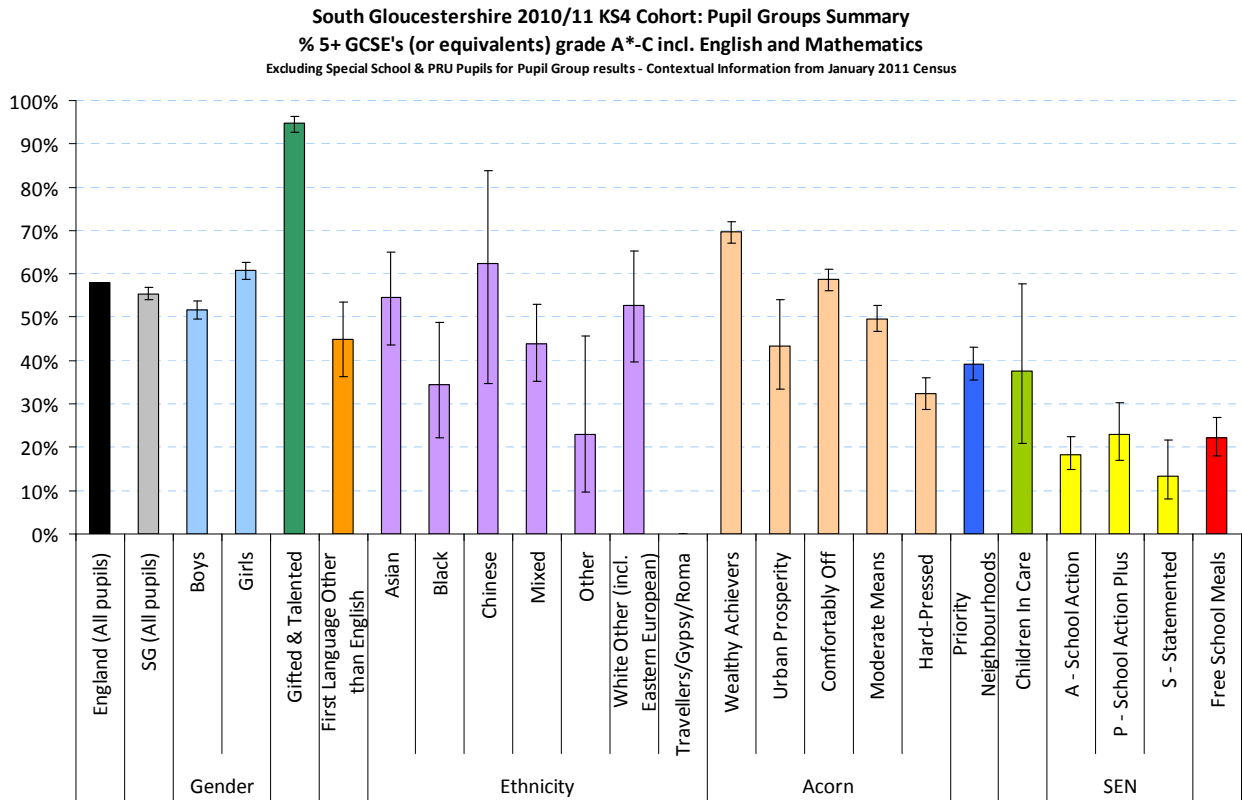
South Gloucestershire 2010/11 Early Years Foundation Stage Cohort: Pupil Groups Summary
 % achieving a 'Good Level of Development' (at least 78 pts. with at least 6 in PSED and CLL)
 Contextual Information from January 2011 Census



This table shows the performance of different groups in the National Curriculum tests at age 11.



This table shows the performance of different groups in GCSEs and equivalents at age 16.



Assessment

Key Stage 2 outcomes (age 11)

1. The percentage of pupils eligible for Free School Meals achieving Level 4 and above has decreased by 1 percentage point in English to 66% and increased by 9 percentage points in mathematics to 69%. Performance in English is 1 percentage point below the national figure while performance in mathematics is 2 percentage points above the national figure.
2. The proportion of pupils eligible for Free School Meals attaining Level 4 and above in both English and mathematics increased by 12 percentage points to 60%. Performance is 2 percentage points above the national average.
3. The proportion of pupils eligible for Free School Meals making at least two levels of progress from Key Stage 1 to 2 has decreased by 6 percentage points in English to 82% and has increased by 1 percentage point in mathematics to 78%. Performance is 3 percentage points above the national average both in English and also in mathematics
4. The percentage of pupils with special educational needs achieving Level 4 and above has increased by 4 percentage points in English to 57% and increased by 2 percentage points in mathematics to 49%
5. The proportion of pupils with special educational needs attaining Level 4 and above in both English and mathematics increased by 1 percentage points to 35%.
6. The proportion of pupils with special educational needs making at least two levels progress from Key Stage 1 to 2 has decreased by 2 percentage points in English to 72% and has increased by 2 percentage points in mathematics to 65%.
7. The percentage of Black and Minority Ethnic pupils achieving Level 4 and above has increased by 3 percentage point in English to 80% and increased by 3 percentage points in mathematics to 81%
8. The proportion of Black and Minority Ethnic pupils attaining Level 4 and above in both English and mathematics increased by 7 percentage points to 80%.
9. The proportion of Black and Minority Ethnic pupils making at least two levels progress from Key Stage 1 to 2 has decreased by 5 percentage points in English to 85% and has decreased by 1 percentage point in mathematics to 86%.
10. The percentage of pupils with a First Language Other than English achieving Level 4 and above has increased by 5 percentage points in English to 81% and decreased by 6 percentage points in mathematics to 80%
11. Performance for pupils with a First Language Other than English is 4 percentage points above the national figure. Performance in mathematics is 3 percentage points above the national figure.
12. The proportion of pupils with a First Language Other than English attaining Level 4 and above in both English and mathematics has increased by 4 percentage points to 75%. Performance is 5 percentage points above the national average.
13. The proportion of pupils with a First Language Other than English making at least two levels progress from Key Stage 1 to 2 has decreased by 4 percentage points in English to 88% and has fallen by 2 percentage points in mathematics to 90%.

Key Stage 4 GCSE and equivalent outcomes (aged 16)

- The percentage of pupils eligible for Free School Meals achieving 5 or more GCSEs A* to C or equivalents including English and mathematics has fallen by 12 percentage points to 22%. The performance of this group is 12 percentage points below the national average.
- The percentage of pupils eligible for Free School Meals achieving 5 or more good GCSEs A* to C or equivalents has decreased by 2 percentage points to 52%. The performance of this group is 12 percentage points below the national average.
- The percentage of pupils eligible for Free School Meals making three levels of progress in English is 43% and in Mathematics it is 33%. Progress of this group is 11 percentage points below the national average for both English and in mathematics
- The percentage of pupils with Special Educational Needs achieving 5 or more GCSEs A* to C or equivalents including English and Mathematics has increased by 4 percentage points to 17%. The performance of this group is 5 percentage points below the national average.
- The percentage of pupils with Special Educational Needs achieving 5 or more GCSEs A* to C or equivalents has increased by 11 percentage points to 40%. The performance of this group is 13 percentage points below the national average.
- The percentage of pupils with Special Educational Needs making three levels of progress in English is 46% and in Mathematics it is 33%.
- The percentage of Black and Ethnic Minority pupils achieving 5 or more GCSEs A* to C or equivalents has decreased by 9 percentage points to 70%. The performance of this group is 10 percentage points below the national average.
- The percentage of Black and Ethnic minority pupils achieving 5 or more GCSEs A* to C or equivalents including English and mathematics has decreased by 15 percentage points to 45%. The performance of this group is 12 percentage points below the national average.
- The percentage of Black and Ethnic Minority pupils making three levels of progress in English is 71% and in Mathematics it is 65%.
- The percentage of pupils with a First Language Other than English achieving 5 or more GCSEs A* to C or equivalents has increased by 4 percentage points to 77%. The performance of this group is 1 percentage points below the national average.
- The percentage of pupils with a First Language Other than English achieving 5 or more GCSEs A* to C or equivalents including English and mathematics has decreased by 12 percentage points to 45%. The performance of this group is 10 percentage points below the national average.
- The percentage of pupils with a First Language Other than English making three levels of progress in English is 77% and in Mathematics it is 75%. Progress of this group is 1 percentage point below the national average for both in English and in Mathematics
- The attainment of pupils in priority neighbourhoods is below that of all pupils in South Gloucestershire on all key measures. These pupils also make significantly less progress than other pupils from Key Stage 2 to Key Stage 4 in both English and mathematics.

Summary of assessment

Children on Free School Meals and those in Black and Minority Ethnic (BME) groups are more likely than others to be in the lowest 20% for overall achievement in the Early Years. Overall pupils from all ethnic groups are broadly in line with South Gloucestershire pupils at Key Stage 2, though those from priority neighbourhoods, Gypsy, Roma and Travellers, those eligible for free school meals and black pupils achieve significantly less well. At Key Stage 4, the attainment of pupils from all ethnic groups is significantly lower than their peers.

There have been notable improvements in the attainment of children in care, with 21% achieving 5 good GCSEs including English and mathematics, in line with our target. However, their attainment remains significantly lower than their peers.

Actions

The new Partnership Strategy for Children and Young People 2012-16, which sets the strategic priorities for the Local Authority and its partners, identifies the following key outcome for improvement:

The educational performance of disadvantaged or vulnerable children and young people and those with additional needs is in line with the performance of all children and young people.

The 2012–13 Implementation Plan for the Partnership Strategy for Children and Young People and the Service Plan for the Quality and Standards Service set out the detailed actions to address this key outcome.

Children's Centres

Introduction

Sure Start Children's Centres provide 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 provides a base for meetings, advice, consultation and information. The services available in children's centres are 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.

Children's Centres are 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 offer 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

Childrens Centres	South Glos Ave. - USERS	Bradley Stoke USERS	Cadbury Heath USERS	Filton USERS	Hanham USERS	Kingswood USERS	Mangotsfield USERS	Patchway USERS	Severn Beach USERS	Staple Hill USERS	The Stokes USERS	Thornbury USERS	Winterbourne USERS	Yate Cranleigh USERS	Yate WG USERS
Female	59.3%	55.1%	60.6%	57.1%	58.7%	58.0%	57.4%	58.7%	59.6%	58.6%	59.9%	59.9%	63.6%	61.0%	57.7%
Male	40.7%	44.9%	39.4%	42.9%	41.3%	42.0%	42.6%	41.3%	40.4%	41.4%	40.1%	40.1%	36.4%	39.0%	42.3%
White – English/Welsh/Scottish/Northern Irish/British	66.0%	60.3%	67.7%	61.9%	69.0%	60.4%	63.5%	58.6%	59.6%	67.1%	68.7%	61.7%	71.8%	78.3%	77.5%
BAME	14.6%	26.1%	9.4%	25.8%	13.9%	14.0%	20.9%	22.7%	6.2%	11.7%	17.9%	6.8%	9.9%	11.8%	10.7%
Disabled People	0.3%	0.7%	0.3%	0.7%	0.6%	0.0%	0.9%	0.6%	0.2%	0.0%	0.2%	0.0%	0.7%	0.4%	0.0%
0-4 years	38.9%	38.6%	40.7%	38.8%	41.1%	36.2%	38.8%	37.3%	35.7%	39.2%	39.1%	37.6%	40.4%	40.8%	39.5%
5-9 years	6.2%	4.7%	8.3%	4.6%	2.9%	5.8%	4.9%	6.0%	7.6%	3.6%	5.7%	5.9%	7.2%	9.2%	6.8%
10-19 years	1.8%	0.2%	1.6%	1.7%	1.7%	4.1%	2.0%	3.1%	1.0%	1.8%	2.7%	2.2%	1.0%	2.1%	0.7%
20-25 years	5.8%	2.9%	4.9%	4.9%	4.8%	11.6%	5.2%	7.8%	5.2%	9.9%	5.2%	4.3%	4.4%	5.6%	10.7%
26-44 years	36.2%	42.2%	27.8%	41.5%	33.0%	31.4%	36.5%	36.4%	35.7%	33.3%	38.2%	37.2%	35.9%	32.4%	36.6%
45-64 years	2.5%	2.2%	2.1%	2.5%	3.3%	1.7%	3.5%	2.1%	4.4%	0.5%	1.7%	4.0%	3.0%	2.6%	1.8%
65+ years	0.5%	0.0%	0.6%	0.3%	0.6%	0.2%	0.3%	0.3%	1.5%	0.5%	0.2%	0.9%	0.7%	0.0%	0.2%

Assessment of Monitoring Information

- People from a BAME background have a relatively high usage of Children's Centres.
- Females are more likely to access a Children's Centre than Males.
- Disabled children have a relatively high usage of some Children's Centres.

Actions as a Result of this Information

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.

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 six 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)
- Referrals to Ombudsman (none for 2011/2012)

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.
- After children in care, South Gloucestershire Council's second over-subscription criterion (2011/12) gives priority to children with a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities and requires admission to a particular school. The views of independent professional advisers are sought in considering applications under this criterion. Note: Admission under this criterion depends on establishing an exceptional need for a particular school and has been rarely invoked in recent years. Under equalities legislation, all educational establishments are required to make provision for those with special educational needs and therefore the Admission Arrangements to apply in September 2013/2014 (approved March 2011) no longer include this criterion.
- 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 and a further child was refused admission. In this instance, the Panel reconsidered the allocation and placed the child in an alternative secondary school. As part of a general review of policy guidance on behaviour management in schools, the Fair Access Protocol is currently being revised. Details of a new Protocol will be published Autumn 2012.
- While the Council seeks to maximise the achievement of parental preference, the annual report on admissions data show that the number of parents receiving an offer of their first preference school is marginally down in 2011 (compared with 2010). This is as expected given the significant year on year growth in demand for primary school places following national rises in the birth rate.
- 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 as a Result of this 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.
- Publish a revised Fair Access Protocol.

Youth Centres

Introduction

There are currently 25 youth centres and projects within South Gloucestershire.

Monitoring Data

The following chart shows the users of each youth centre and project during the year 2011-2012.

Chart to show usage of Youth Centres and Projects during 2011-2012

	Female	Male	Mixed Race	Asian / Asian British	Black / Black British	Chinese / Other Ethnic Group	White British	Total BAME	Disabled	0-12 years	13-19 years	20-25 years
Almondsbury YC	59.5%	40.5%	0.0%	0.0%	0.0%	0.0%	81.1%	0.0%	0.0%	2.7%	97.3%	0.0%
Participation Team	60.3%	39.7%	5.2%	0.0%	0.0%	0.0%	94.8%	5.2%	1.7%	6.9%	91.4%	1.7%
Charfield Rural	31.7%	68.3%	1.6%	0.0%	0.0%	0.0%	66.7%	1.6%	1.6%	0.0%	92.1%	7.9%
Severnvale Detached	18.8%	81.2%	0.0%	0.0%	0.0%	1.4%	94.2%	1.4%	1.4%	8.7%	85.5%	5.8%
Pyramid YC	36.4%	63.6%	1.9%	0.9%	0.9%	0.0%	59.8%	3.7%	3.7%	0.9%	95.3%	3.7%
Yate Detached	48.2%	51.8%	1.8%	0.0%	9.8%	0.0%	87.5%	11.6%	1.8%	12.5%	85.7%	1.8%
Brockridge Centre	29.2%	70.8%	0.8%	0.8%	0.0%	1.7%	94.2%	3.3%	0.8%	5.0%	91.7%	2.5%
Wickwar YC	46.0%	54.0%	0.8%	0.0%	0.0%	0.0%	92.9%	0.8%	1.6%	15.9%	83.3%	0.8%
Thornbury YC	35.2%	64.8%	2.8%	1.4%	0.0%	0.0%	91.7%	4.1%	4.1%	13.1%	85.5%	1.4%
Integrated Service for Young People	42.4%	57.6%	2.0%	2.0%	2.0%	1.3%	91.4%	7.3%	3.3%	1.3%	98.7%	0.0%
Brook Way YC (10-13)	34.6%	65.4%	2.5%	0.0%	0.0%	0.0%	95.0%	2.5%	1.3%	78.0%	22.0%	0.0%
Staple Hill Methodist Youth Project	35.4%	64.6%	1.8%	0.0%	2.2%	0.0%	91.2%	4.0%	1.1%	1.5%	97.4%	1.1%
Badminton Road Methodist YC	36.3%	63.7%	3.2%	1.1%	0.0%	0.7%	92.5%	5.0%	0.4%	11.4%	87.5%	1.1%
Bradley Stoke Detached (LA)	33.7%	66.3%	2.1%	0.7%	0.3%	0.3%	92.7%	3.5%	4.9%	21.2%	74.0%	3.8%
Made for Ever YC	39.8%	60.2%	2.0%	0.0%	1.0%	0.3%	93.4%	3.3%	4.3%	9.2%	88.8%	1.6%
Chipping Sodbury YC	45.0%	55.0%	1.5%	0.0%	0.0%	0.3%	97.6%	1.8%	1.2%	21.9%	77.8%	0.3%
Duke of Edinburgh Award	57.1%	42.9%	2.5%	2.2%	0.3%	0.0%	93.3%	5.0%	1.7%	0.0%	100.0%	0.0%
Oldland YC	38.2%	61.8%	1.5%	0.5%	0.2%	0.5%	90.3%	2.7%	0.7%	5.0%	94.5%	0.5%
Brimsham Green Youth Wing	40.8%	59.2%	0.5%	1.2%	0.5%	0.2%	97.1%	2.4%	11.7%	15.3%	83.5%	1.0%
St Nicholas YC	46.2%	53.8%	2.6%	0.2%	0.0%	0.5%	95.3%	3.3%	1.9%	19.3%	79.2%	1.2%
Patchway YC	39.5%	60.5%	2.9%	0.4%	0.2%	1.1%	94.2%	4.7%	1.3%	8.4%	90.9%	0.7%
Brook Way YC	40.4%	59.6%	2.0%	0.4%	0.0%	0.6%	95.4%	3.0%	2.6%	15.2%	84.2%	0.4%
Fromeside YC	38.3%	61.7%	1.6%	0.4%	0.0%	2.5%	80.4%	4.5%	1.1%	20.5%	78.9%	0.4%
The Old School YC	31.8%	68.2%	4.3%	0.5%	2.2%	1.0%	80.3%	8.0%	3.1%	6.5%	81.5%	10.4%

St Andrew's Methodist YC	55.1%	44.9%	1.5%	0.3%	0.7%	0.2%	92.2%	2.7%	6.5%	29.0%	63.8%	7.0%
Little Stoke YC	44.7%	55.3%	2.1%	1.1%	0.7%	0.4%	91.2%	4.3%	7.2%	15.1%	79.4%	4.7%
Bradley Stoke Detached (Vol)	28.4%	71.6%	1.1%	0.0%	0.4%	1.2%	96.6%	2.7%	1.3%	10.2%	88.8%	1.0%
Central Detached Team	40.6%	59.4%	0.3%	0.2%	0.9%	1.2%	86.4%	2.6%	0.7%	9.6%	89.9%	0.4%
Hanham YC	40.0%	60.0%	3.1%	0.7%	1.1%	0.1%	89.0%	5.0%	1.1%	29.9%	69.3%	0.8%
Cadbury Heath YC	48.6%	51.4%	0.5%	0.0%	0.1%	0.2%	58.3%	0.8%	0.5%	30.6%	69.1%	0.2%
Yate Rural Team	49.0%	51.0%	0.0%	0.0%	0.0%	2.2%	97.6%	2.2%	0.0%	5.0%	94.9%	0.0%
Totals	42.6%	57.4%	1.5%	0.4%	0.5%	0.9%	88.9%	3.3%	2.1%	14.8%	83.4%	1.6%

Assessment of Monitoring Information

- Young People from BAME backgrounds are less likely to access Youth Centres and Projects – 3.3% as compared to a total BAME population of 5.8% for the whole of South Gloucestershire. Some individual Youth Centres have a higher BAME usage than others.
- Young People with disabilities are less likely to access Youth Centres and Projects 2.1% as compared to a total Disabled population of 14.7% for the whole of South Gloucestershire. Some individual Youth Centres have a higher usage by Disabled Young People than others.
- Boys are slightly more likely to access Youth Centres and Projects than girls.

Actions as a Result of this Information

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.

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 difficult to manage.

Services provision includes:

- assessment;
- advice and information;
- counselling/support; and
- referral for specialist's treatment such as prescribing and detoxification (when this is appropriate).

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

Monitoring Information - Numbers in treatment

Numbers in treatment follow a similar pattern as new referrals; these figures include young people carried forward from the previous year.

Agency	06-07	07-08	08-09	09-10	10-11
Children's Social Care	19	21	36	28	12
YPDAS	35	48	47	28	55
Total	54	69	83	56	67
NBT (tier 4 intervention working in conjunction with tier 3)	6	8	7	6	4

The total number in treatment including data from non South Gloucestershire agencies is 79. Seven young people who were in treatment with YPDAS are not included in these figures as they were 18 or over.

South Gloucestershire has a higher number of young people entering treatment with a Common Assessment Framework (CAF) compared to the national average; this continues to ensure that multi agency care plans are developed in partnership.

Ethnicity

Two young people had an ethnicity which was other than White British. This does not reflect the ethnic split within South Gloucestershire, and continues to be monitored on an annual basis.

Gender

The gender split for young people entering treatment is 35 male (65%) and 19 (35%) female. These percentages are similar to the National Average (NA).

Age

South Gloucestershire has a higher percentage of 13-14 year olds (39%) entering treatment than the NA (20%) and a lower percentage of 15 & over (61%) compared to the NA (77%). 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.

Leaving treatment

19% of clients exited drug free compared to 27% nationally
68% of clients exited as occasional users compared to 48% nationally.

Fewer young people exit drug free than nationally. A possible explanation for this may be because a high percentage of South Glos clients are using Cannabis & alcohol and young people can be less likely to want to be abstinent from these substances than Class A drugs.

87% of South Glos clients have planned exits which is a higher percentage than the NA of 75%. 13% of exits are unplanned compared to the NA of 19%. A NA of 6% transfer between services compared to none in South Glos.

Future Developments

Want to know more? 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.

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 mainly been accessed by White British young people, accounting for 88% of cards. Mixed ethnicity 2.8%, Asian/Asian British 0.8%, Black/Black British 1.28%, Chinese/Other 0.4% and some did not state ethnicity which accounts for the remainder.

Females make up 54.5% of C-card users and males 45.5%.

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, and by ensuring that services are available in a wide range of settings.

Youth Offending Service

Introduction

The principal aim of the youth justice system is to prevent offending by children and young people. Youth Offending Services (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.

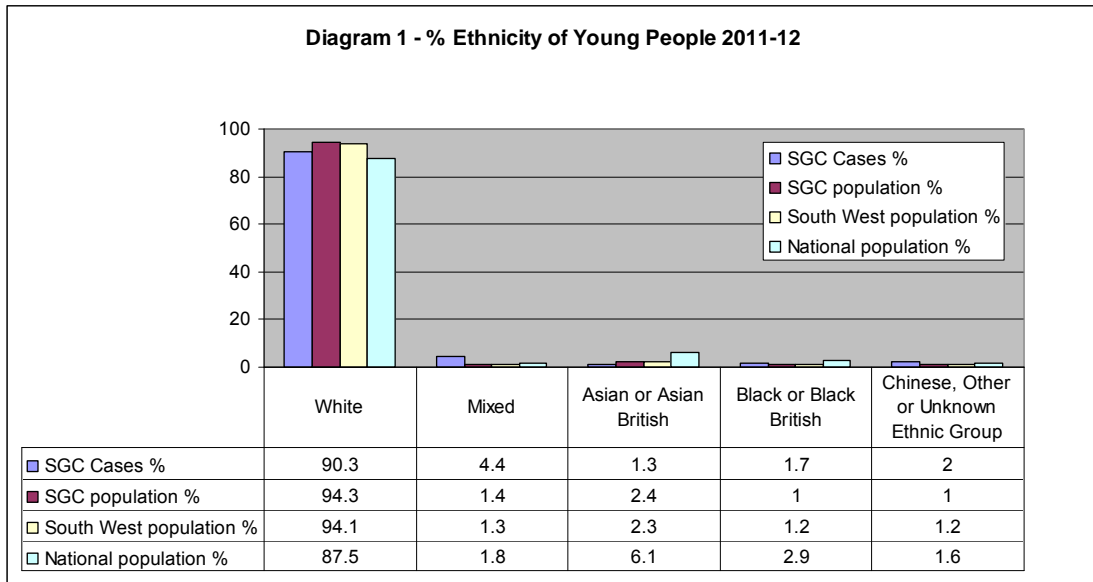
That is not to say that this group are not problematic, resource intensive and a considerable financial cost to all the relevant agencies, the Local Authority and the wider community. This is especially true for that 20-25% of young people (and their families) who progress further into the Youth Justice 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.

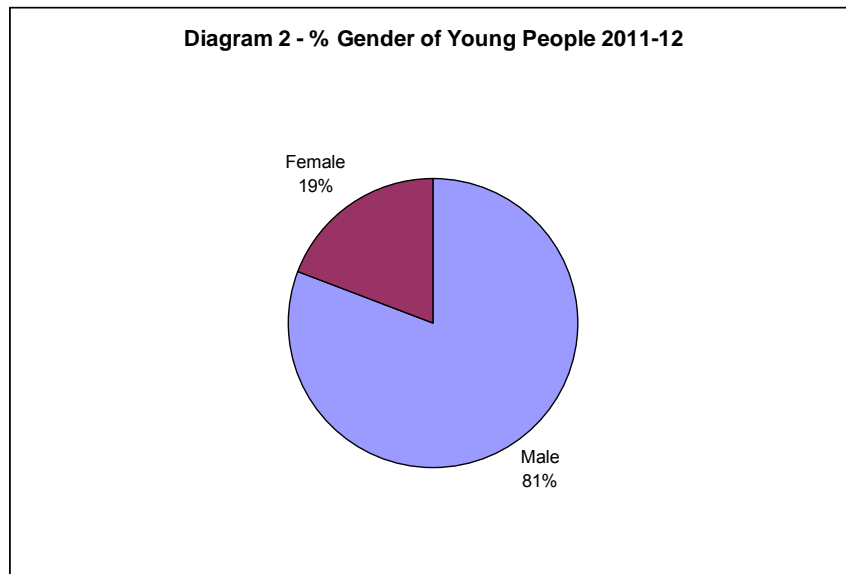
Monitoring Information

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 generate misrepresentation of any true picture when presented in percentages (Diagram 1).



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).



The age of young people is also unsurprising with most young people (80%) being in the age-range of 15yr to 17yrs (Diagram 3)

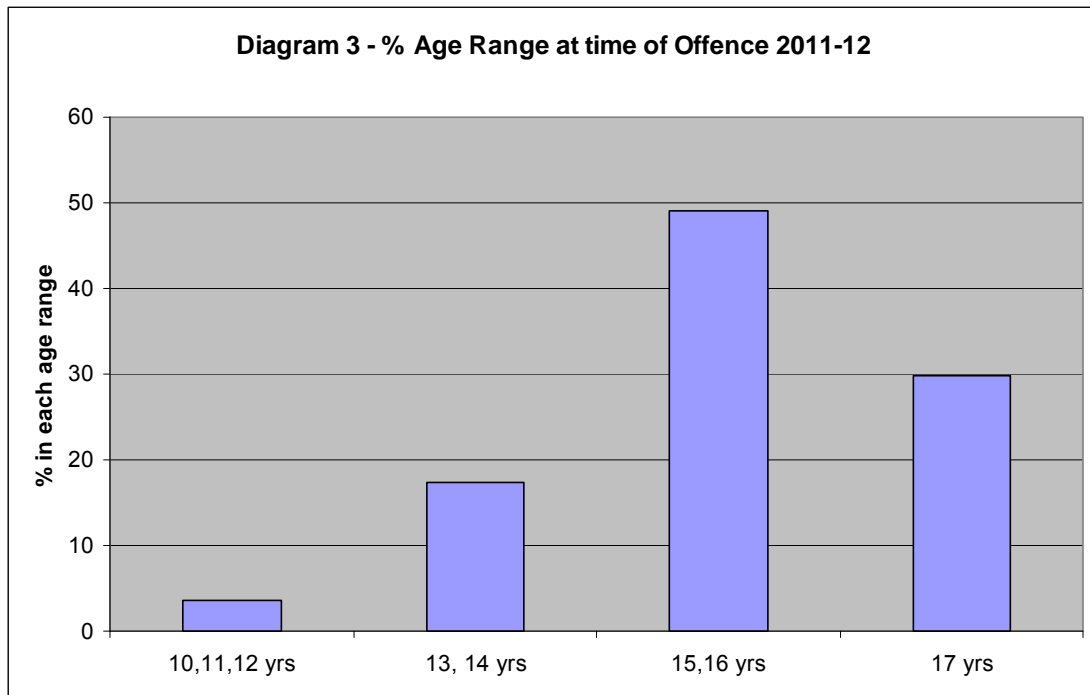
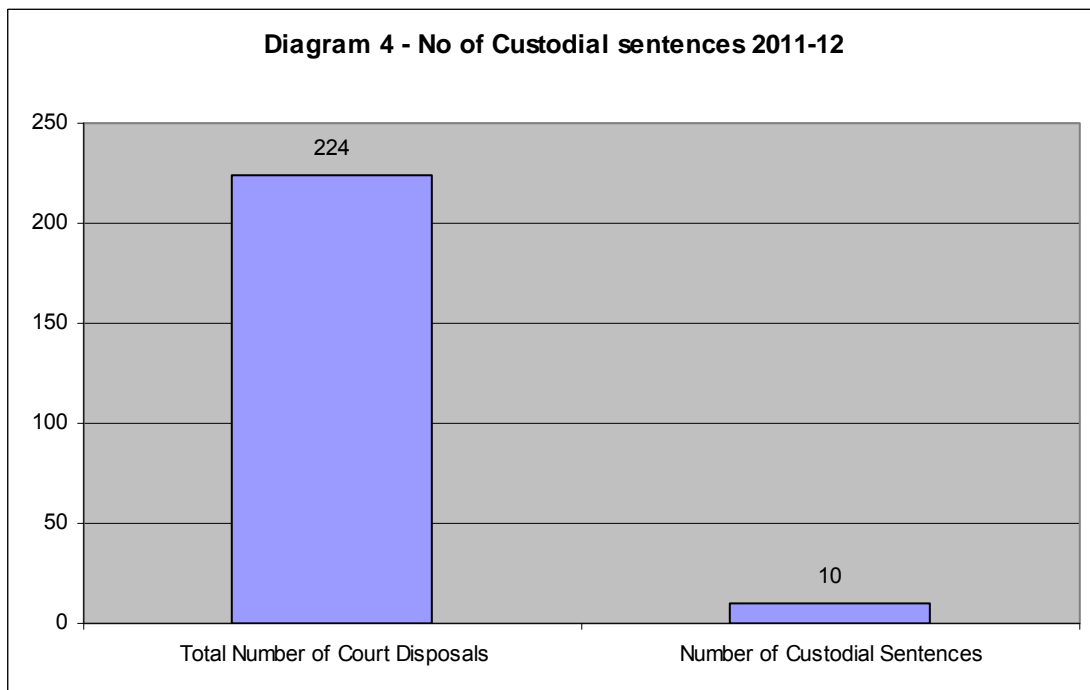


Diagram 4 below highlights the numbers of young people sentenced to custody in the period 2011-12. Of 224 court disposals involving 115 separate young people there was a total of 10 custodial sentences involving 7 young people. Of the seven young people, 5 were “White”, 1 was “Mixed” and the sole female young person receiving a custodial sentence was “Asian”.



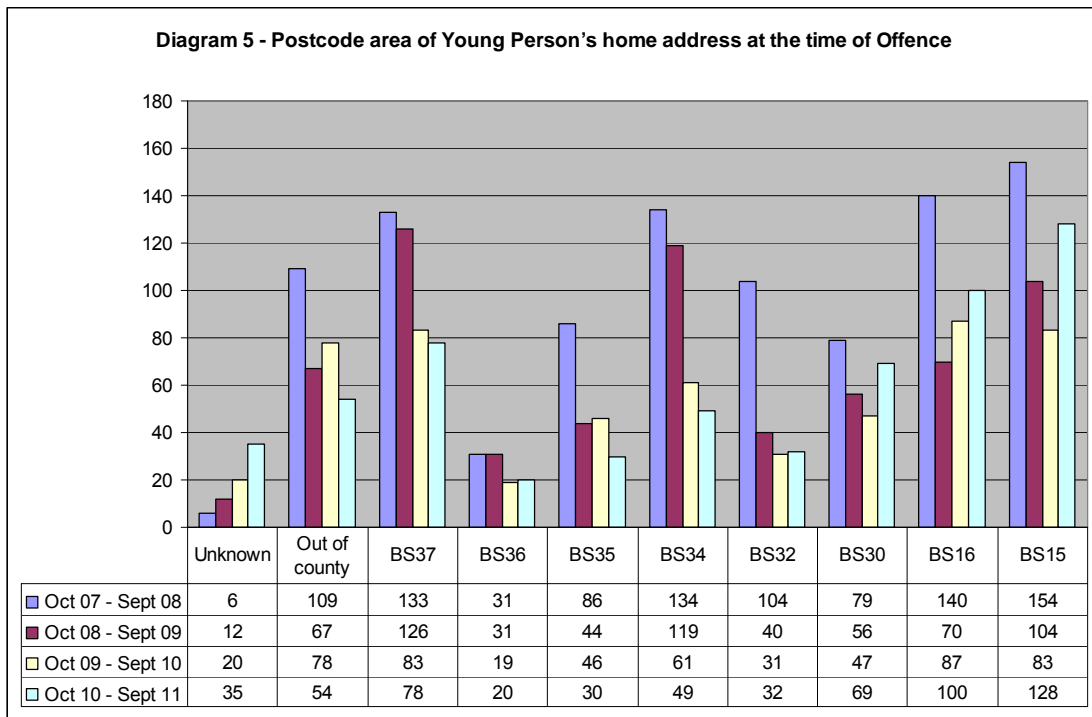


Diagram 5 above shows where young people were living (by post code) at the time of their offence (the location of where offences are committed is held more accurately by the Police) but generally speaking young people tend to commit offences within the areas they reside. The chart is unsurprising, with 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 as a Result of this Information

- 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

Connexions

Introduction

Learning Partnership West is a Community Interest Company owned by the four West of England local authorities and is committed to increasing participation, progression and achievement of young people and adults by delivering services in a variety of locations and many localities throughout the West of England, extensively through their delivery arm Connexions West.

Connexions West provides 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 support them to address and remove barriers that are preventing them from moving their lives forward. They also help 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

Connexions works 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.

Monitoring Information

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 2012		March 2011	
	NEET+JWT		NEET+JWT	
	Number	%	Number	%
B&NES	366	8.7%	390	7.9%
Bristol	1034	10.8%	1155	11.6%
N. Somerset	410	7.5%	443	8.7%
S. Glos	594	7.8%	779	9.5%
West of England	2404	9.0%	2767	9.8%

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

	NEET - March 2012				NEET - March 2011			
	White British		BME and other groups		White British		BME and other groups	
	Number	%	Number	%	Number	%	Number	%
B&NES	245	4.7%	43	3.9%	271	4.8%	37	2.4%
Bristol	687	6.4%	146	4.2%	958	8.3%	181	5.9%
N. Somerset	260	3.5%	3	0.6%	259	3.7%	13	3.2%
S. Glos	437	4.3%	29	3.2%	401	3.8%	18	1.3%
WOE	1629	4.8%	221	3.8%	1889	5.5%	249	3.9%

Table to show the number of 16-19 year olds in NEET according to ethnicity across England (March 2010)

White	7.6%
Mixed race	
White and Black Caribbean	10.5%
White and Black African	6.8%
White and Asian	5.7%
Other Mixed Background	7.6%
Black or Black British	
Black Caribbean	7.4%
Black African	3.7%
Other Black Background	6.0%
Asian or Asian British	
Indian	2.1%
Pakistani	5.5%
Bangladeshi	5.4%
Other Asian Background	3.0%
Chinese	1.3%
Other	5.1%

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 2012	March 2011
B&NES	83.9%	88.0%
Bristol	76.2%	81.1%
N. Somerset	87.5%	88.6%
S. Glos	85.2%	88.3%
WOE	82.2%	85.8%

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

	Teenage mothers in EET			
	March 2012		March 2011	
	Number	%	Number	%
B&NES	28	45.9%	29	39.7%
Bristol	72	32.1%	173	47.4%
N. Somerset	32	35.6%	34	29.1%
S. Glos	35	31.25%	47	38.5%
WOE	167	34.3%	283	41.8%

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 2012		March 2011	
	Number	%	Number	%
B&NES	180	84.1%	243	84.1%
Bristol	568	73.7%	550	78.7%
N. Somerset	207	92.0%	197	88.7%
S. Glos	290	85.0%	309	90.1%
WOE	1245	80.3%	1299	83.6%

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 2012		March 2011	
	Number	%	Number	%
B&NES	8	57.1%	16	76.2%
Bristol	28	49.1%	37	60.7%
N. Somerset	7	53.8%	6	37.5%
S. Glos	12	54.5%	23	67.6%
WOE	55	51.9%	82	62.1%

Analysis of Monitoring Information

- There has been an improvement in the percentage of young people in learning, by 0.4 percentage points, over last year.
- There has been a decrease in the percentage of teenage mothers in Education, Employment or Training (EET)
- There has been a decrease in the percentage of 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 as a Result of this Information

- 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.

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.

Monitoring Information

Evidence from national surveys shows that only 18% of young carers receive an assessment of their needs.

Data for 2011-12, service users of the commissioned service (Carers Centre Young Carers Project) shows:-

87 South Gloucestershire Young Carers of which:-

79 x White British

8 x Other

58 Female

29 Male

Actions as a Result of this Information

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.

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 2012 and largely provides performance information in relation to children subject to a child protection plan whilst living in the community and children looked after by the Local Authority. In addition, some analysis of Child in Need cases and establishment/workload information across the social care teams is also contained here. This section has been largely compiled using and analysing the information available at the end of March 2012.

Key issues/findings for 2011/12 are as follows:

- There was a significant 25% increase in the number of children who were subject of a child protection plan on March 31st 2011/12, compared to the same point in the previous year.
- The number of children looked after during the year has remained relatively stable.

Children Subject to Protection Plans

On the 31st March 2012, there were 226 children subject to a protection plan, an increase of 45 (25%) compared to the same point in 2011. This is a really significant increase over a one year period. 2011/12's figure of 226 children reflects a rate of 40.4 children subject to protection plans per 10,000 in the population which is slightly higher than that for comparator authorities (33.1 per 10,000 in 2010/11). Nationally, the number of children subject to a protection plan increased by only approximately 5% over the course of the previous year. The table below shows how the number of children subject to a plan increased over the course of the year and the numbers of such children in each of the locality teams.

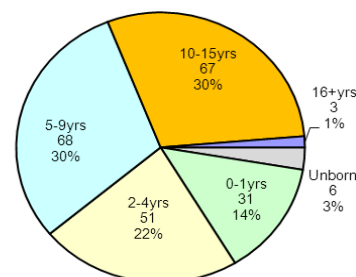
	North	South	CHAD	Total	Per 10,000 in population
Apr-11	93	80	4	177	31.6
May-11	100	73	5	178	31.8
Jun-11	106	78	5	189	33.8
Jul-11	103	80	5	189	33.8
Aug-11	109	88	5	203	36.3
Sep-11	102	91	1	198	35.4
Oct-11	112	88	2	202	36.1
Nov-11	111	94	2	207	37.0
Dec-12	113	94	3	212	37.9
Jan-12	107	98	7	214	38.2
Feb-12	108	104	3	217	38.8
Mar-12	109	112	3	226	40.4

In March 2011, there were 180 children subject to a protection plan. Over the course of the year, 174 children ceased to be the subject of a plan and 220 became subject of a plan; the end of year total was therefore 226 (March 2012). A significant contribution to the increase in the number of children who became subject to a plan during 2011/12 is accounted for by two families of 10 children each.

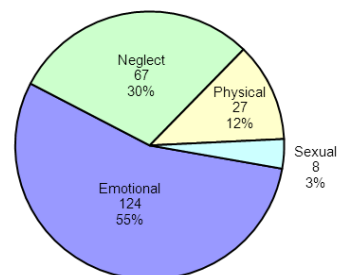
Some children will have been made subject to a protection plan and the need for that plan ceased within the year (i.e. because the risk identified had been alleviated or because the children became subject to care proceedings). A measure of the effectiveness of the implementation of protection plans is the percentage of children who have been removed from plans who had been subject to a plan for 2 years or longer. In 2011/12, 8 children (4.6%) ceased to be the subject of a plan after 2 years or longer, and although not meeting the 2% target, the figure is within the statistical neighbour's average of 7%. Over the same period, 24 children (11%) 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 whilst higher than the target of 8%, the outturn is less than that of comparator authorities (13.9% in 2010/11).

100% of children with protection plans were allocated to a qualified social worker throughout the course of the year. Despite the significant increase in the number of children made subject of a CP plan and therefore initial and review conferences, 99% of cases were reviewed within the required timescales (3 months and then every six months).

There have been increases across most age groups of children currently subject to protection plans. However, the largest increase has been in the 10-15 year old age group who now make up 30% of the total (previously 22% in 2010/11). 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 increased since last year except for the category of sexual abuse which has decreased from 8% to 3% at the end of March 2012. The percentage of children for whom emotional abuse was identified as being the primary concern has increased from 46% to 55% at the end of March 2012.



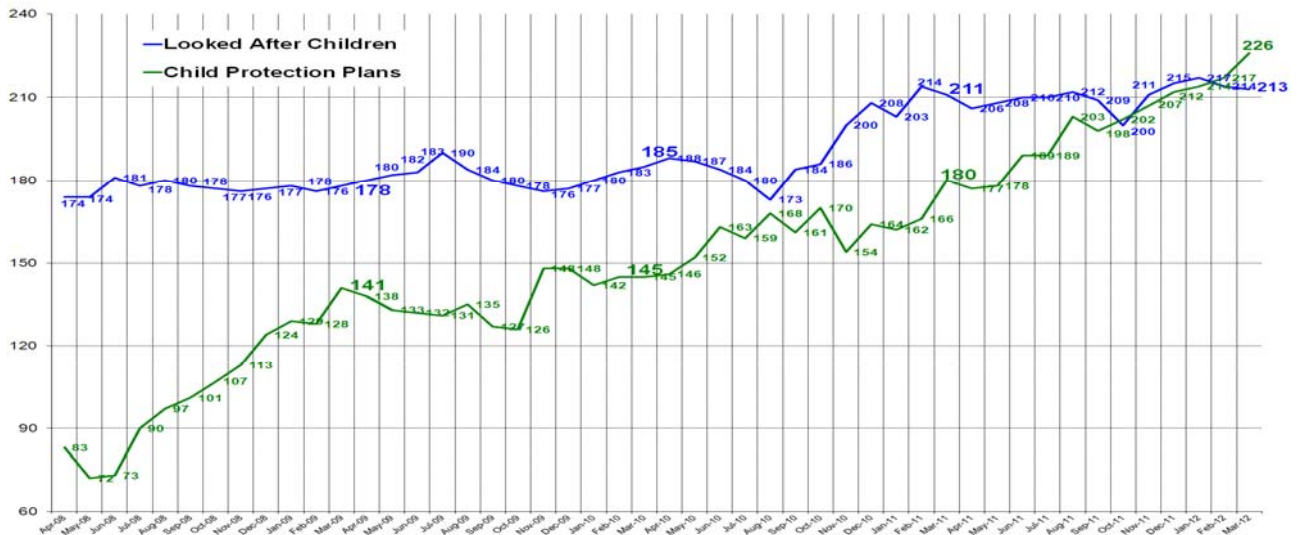
The ethnicity of children subject to a protection plan broadly reflects the population living in South Gloucestershire; however, with such small numbers, minor changes can have a significant impact. Currently, the breakdown is as follows: White 83%, Mixed Ethnicity 8%, Black or Black British 3%, Asian or Asian British 2%, Other Ethnic Origin 0.5% and cases with no ethnicity recorded, 4% (unborn children). There are slightly more boys subject to plans than girls but the difference is not statistically significant.

As at 12th June 2012 there are 214 Children subject of Child Protection plans, a decrease of 12 children compared to the figure of 226 at 31st March 2012.

Children and Young People Looked After

The following chart shows that there has been a significant increase in the number of children subject to protection plans, but the number of looked after children has remained fairly constant throughout the last year.

The national increase in the number of looked after children reflects an increase in the child population – over the course of the last 5 years, the child population nationally has increased by 6% and the number of looked after children by 7%. However, the child population in South Gloucestershire in the same period has not increased but the number of Looked after children has increased by 24%. A partial explanation for this is the number of children accommodated as a result of the Southwark ruling, and the steady increase in contacts and referrals in this period as well as children subject to a plan, is also likely to have an effect on the number of children who have gone on to be looked after.



In 2011/12, 101 children and young people (104 episodes) became looked after and 101 (102 episodes) ceased to be looked after. The age profile of looked after children changed slightly from last year – there was an increase in the number of children looked after at the end of the year aged under 9 and a decrease in the number of children aged 10 and over. The largest increase was in the group of children aged 1–4 yrs. There were some changes in the pattern of the legal status of looked after children this year; a slight decrease in the number of children subject to interim care orders, a decrease in the number subject to full care orders and a small increase in the number of children accommodated under section 20. There were also 16 children who were made subject of a Placement order in 2011/12 compared to 8 in the previous year, which reflects the increase in numbers of children who have a care plan for adoption and signifies success in finding permanence for children. 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:

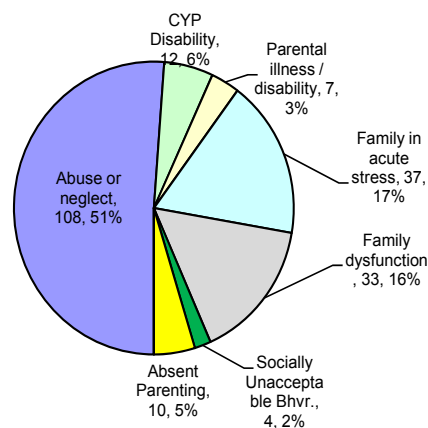
Age of Looked After Children	Mar-07	Mar-08	Mar-09	Mar-10	Mar-11	Mar-12
Under1	5	6	4	8	10	9
1-4yrs	18	28	28	28	38	46
5-9yrs	20	20	22	23	35	38
10-15yrs	81	74	77	70	75	72
16+yrs	45	45	47	56	53	48
Total LAC	169	173	178	185	211	213

Legal Status of LAC	Mar-07	Mar-08	Mar-09	Mar-10	Mar-11	Mar-12
Accommodated S20	68	66	75	74	85	89
Interim Care Order	26	38	31	35	53	51
Care Order	74	61	71	71	65	57

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.

Not included in these figures are the four disabled children who have the legal status of Sec20 (4) under the Children Act 1989 and are looked after when they receive a residential short break.

The following table shows the number of children in each of the social care teams that began and ceased to be looked after in 2011/12. The table also shows the number of looked after children allocated within each team at the end of March 2012.



	North	South	CHAD	Through Care	Total
Begin looked after	45 (43%)	57 (55%)	1 (1%)	1 (1%)	104
Ceased to be looked after	23 (23%)	21 (20%)	4 (4%)	54 (54%)	102
No of LAC Mar-12	15	14	1	183	213

Most looked after children live with foster carers: 48% with local authority foster carers, 17% with foster carers provided by an independent agency; 15% reside with members of their extended family and 9% 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 decreased from 13% in 2010/11 to 8.9% in 2011/12. Long term placement stability also improved from 64% to 70%. Monitoring the stability of placements will continue to be a focus for the service over the course of the next year.

83.1% of reviews of Looked after children took place at the required intervals for 2011/12, an increase on the previous year. Most children contributed to their reviews (87.4%) and all Looked after children had an allocated social worker throughout the course of the year.

The ethnicity of looked after children broadly reflects the population in South Gloucestershire and is as follows: white 91%, mixed ethnicity 5%, Asian or Asian British 1%, black or black British 3%, other ethnic origin 1%. The variations are not statistically significant given the low numbers involved.

As at 12th June 2012 there are 206 children who are looked after, compared to 213 at the end of March 2012. There are also 16 children who are subject of a Residence order, Supervision order or both and placed with relatives or friends, but these children are not looked after.

Children in Need

Overall the two Locality social work teams have 482 Child in Need cases open and these cases are held within the North and South teams with the North holding 257 and the South, 225 open cases. Additionally, the Chad team have 203 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. Only CIN cases with a core assessment, CIN plan and/or CIN review have been submitted in the case list for Ofsted to prevent cases being picked for audit that are still within the contact, referral or assessment stage. One of our current priorities for improvement as stipulated in the Social care improvement plan is to increase the number of CIN cases with a core assessment, CIN plan and review.

Care Leavers

There are 143 cases currently open to the Leaving Care team (which is part of the Throughcare team) as of 13.6.12. Of these 10 are Eligible young people, 4 are Qualifiers, 16 are Relevant and 113 Former Relevant young people. The 10 Eligible children also currently have LAC status and are reflected in the LAC list.

Children's Social Care Establishment

Social Care (Social Work) Teams – the following table sets out the staffing situation across the social work teams as at 12th June 2012.

Team	Status	TM	PM	SP	SW	SWA	SOT	OT
North	Estab	1	5	7	14	3	0	0
	Perm	1	5	6	9	3	0	0
	Acting	0	0	0	0	0	0	0
	Agency	0	0	0	3	0	0	0
	Vacant	0	0	1	5	0	0	0
South	Estab	1	4	6	11	2	0	0
	Perm	1	3	5	9.5	2	0	0
	Acting	0	0	0	0	0	0	0
	Agency	0	1	0	3	0	0	0
	Vacant	0	0	1	1.5	0	0	0
Throughcare Team	Estab	1	5	6.7	13	6	0	0
	Perm	1	4	6.7	13	6	0	0
	Acting	0	0	0	0	0	0	0
	Agency	0	0	0	0	0	0	0
	Vacant	0	1	0	0	0	0	0
Child Health and Disability	Estab	1	1.8	2.1	4.5	2.4	1	2
	Perm	1	1	2.1	4	2.4	1	2
	Acting	0	0	0	0	0	0	0
	Agency	0	0	0	0	0	0	0
	Vacant	0	1	0	0.5	0	0	0
Totals	Estab	4	15.8	21.8	42.5	13.4	1	2
	Perm	4	13	19.8	35.5	13.4	1	1.3
	Acting	0	0	0	0	0	0	0
	Agency	0	1	0	6	0	0	0
	Vacant	0	1	2	7	0	0	0.7

Key: TM = Team Manager; PM = Practice Manager; SP = Senior Practitioner; SW = Social Worker; SWA = Social Work Assistant; SOT – Senior Occupational Therapist; OT = Occupational Therapist

Currently 4 of the 5 vacant social work posts in the North team and the 1 vacant senior practitioner post in the North team have been recruited to and are awaiting new staff starting. The 1.5 vacant social work posts and the 1 senior practitioner post in the South team have also all been recruited to and are awaiting new staff starting.

Further to the table above, there are also new Senior Practitioner and Social Work posts within the secure estate – namely Eastwood Park Prison and Ashfield Young Offenders Institute (recruitment has taken place to 3 posts pending start dates, and 0.5 of a Senior Practitioner remains vacant).

Children's Social Care Workload

The following table shows the number of caseholding staff in each team, the number of cases held within that team and an average number of cases held by each front line staff member (excluding team managers, practice managers and non caseholding social work assistants). Workload is as of 13th June 2012. It should be noted that the Throughcare team now incorporates the Leaving Care team. The Throughcare team on average hold fewer cases due to the nature of the cases that are held within this team which is all the Care proceedings work.

	North	South	Throughcare	CHAD	Total
No. of staff	19	16.5	22.7	10	68.2
No. of cases	387	336	352	208	1283
Average cases / worker	20	20	15.5	21	19

SECTION 3

THE COUNCIL AS AN EMPLOYER



The Council as an Employer - Summary of Key Points Emerging

1. The overall number of employees has reduced by 18% in the last four years.
2. 71.5% of employees are female and 28.5% are male.
3. 51.6% of employees work part time, of which, 65.1% are female.
4. The number of employees aged 16-20 has decreased from 2008/09 to 2011/12. 72.6% of the workforce is aged 40+.
5. 4.9% of the workforce has disclosed a disability. This has remained consistent since 2008/09.
6. Sexual orientation is not known for 77.5% of the workforce. SGC began collecting information on this group in 2007/08. The number of employees prepared to disclose this information has risen since this date and the council now has information in respect of Sexual Orientation for 22.5% of the workforce.
7. 5.9% of employees identify as being from a Black, Asian or Minority Ethnic (BAME) group – this is a slight increase over the last four years, and it is worth noting that the BAME population of South Gloucestershire has increased slightly.
8. We do not currently hold formal monitoring information on gender reassignment in the workforce.
9. The number of vacancies has reduced from 676 in 2008/09 to 242 in 2011/12. The average number of applicants per vacancy has increased to 23 from 14 in the four year period.
10. There continues to be a consistently low volume of grievances, written warnings and dismissals across all groups.
11. SGC's turnover rate remains low at 5.4% for 2011/12. (Permanent employees who voluntarily left).

Staff in Post

Number of Permanent Employees* (%)

Department		2008/09	2009/10	2010/11	2011/12
Chief Executive & Corporate Resources (CECR)		500 (12%)	504 (12.7%)	483 (12.9%)	556 (16.6%)
Environment and Community Services (ECS)**	Community Services (CS)	689 (17%)	642 (16.2%)	583 (15.6%)	847 (25.3%)
	Planning, Transportation and Strategic Environment (PTSE)	388 (9%)	350 (8.8%)	359 (9.6%)	
Community Care & Housing (CC&H)		963 (24%)	956 (24.2%)	830 (22.2%)	673 (20.1%)
Children and Young People (CYP) (exc. Schools)		1554 (38%)	1504 (38%)	1480 (39.6%)	1266 (37.9%)
All		4,094 (100%)	3,956 (100%)	3,735 (100%)	3342 (100%)

* Permanent employees = perm contracts only

** Community Services and Planning, Transportation and Strategic Environment departments, merged in 2011 to form a new Environment and Community Services department.

Staff in Post – Gender

Department		2008/09			2009/10			2010/11			2011/12		
		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)		500 (12%)	184 (16.4%)	316 (10.6%)	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%)
Environment and Community Services (ECS)**	CS ***	689 (17%)	356 (31.8%)	333 (11.2%)	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%)
	PTSE ***	388 (9%)	167 (14.9%)	221 (7.4%)	350 (8.8%)	145 (13.4%)	205 (7.1%)	359 (9.6%)	147 (14.3%)	212 (7.8%)			
Community Care & Housing (CC&H)		963 (24%)	122 (10.9%)	841 (28.3%)	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%)
Children and Young People (CYP) (exc. Schools)		1554 (38%)	292 (26%)	1262 (42.4%)	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		4,094 (100%)	1,121 (27.4%)	2,973 (72.6%)	3,956 (100%)	1,082 (27.4%)	2,874 (72.6%)	3,735 (100%)	1,031 (27.6%)	2,704 (72.4%)	3342 (100%)	952 (28.5%)	2390 (71.5%)

* % of total male or female populations

*** CS – Community Services, PTSE – Planning, Transportation and Strategic Environment

Staff in Post – Gender (full-time vs. part-time)

	2008/09			2009/10			2010/11			2011/12		
	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**	1887 (46.1%)	916 (81.7%)	971 (32.7%)	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%)
Total number part-time staff	2207 (53.9%)	205 (18.3%)	2002 (67.3%)	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%)

* % 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+ (%)
08/09	40 (1.0%)	409 (10.0%)	797 (19.5%)	1349 (33.0%)	1087 (26.6%)	305 (7.4%)	107 (2.6%)
09/10	28 (0.7%)	381 (9.6%)	722 (18.3%)	1281 (32.4%)	1112 (28.1%)	318 (8%)	114 (2.9%)
10/11	6 (0.2%)	339 (9.1%)	668 (17.9%)	1226 (32.8%)	1067 (28.6%)	322 (8.6%)	107 (2.9%)
11/12	6 (0.2%)	282 (8.4%)	626 (18.7%)	1103 (33%)	963 (28.8%)	265 (7.9%)	97 (2.9%)

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 %)
	2008/2009	2009/2010	2010/2011	2011/12
Disabled Employees	183 (4.47%)	174 (4.8%)	171 (5%)	163 (4.9%)
Non-Disabled Employees	3582 (87.5%)	3428 (86.7%)	3221 (86.2%)	2809 (84.1%)
Prefer not to say	11 (0.3%)	12 (0.3%)	9 (0.2%)	8 (0.2%)
Not Known	318 (7.8%)	342 (8.6%)	334 (8.9%)	362 (10.8%)

Staff in Post – Sexual Orientation

Year	Bisexual	Gay Man	Gay Woman/Lesbian	Heterosexual/ Straight	Other	Prefer Not to Say	Not Known
08/09	3 (0.1%)	0 (0%)	1 (0%)	481 (11.8%)	1 (0%)	43 (1%)	3965 * (96.8%)*
09/10	4 (0.1%)	1 (0%)	6 (0.1%)	595 (15%)	2 (0%)	44 (1.1%)	3304 (83.5%)
10/11	5 (0.1%)	2 (0%)	10 (0.3%)	665 (17.8%)	2 (0%)	53 (1.4%)	2998 (80.3%)
11/12	8 (0.2%)	2 (0.1%)	10 (0.3%)	667 (20%)	2 (0.1%)	62 (1.9%)	2591 (77.5%)

* Figure should have been 3565 (87.1%)

Staff in Post – Religion/Belief

	08/09	09/10	10/11	2011/12
Buddhist	3 (0.1%)	4 (0.1%)	6 (0.1%)	5 (0.1%)
Christian	267 (6.5%)	355 (9%)	381 (10.2%)	373 (11.2%)
Hindu	1 (0%)	1 (0%)	1 (0%)	3 (0.1%)
Jewish	1 (0%)	2 (0.1%)	3 (0.1%)	3 (0.1%)
Muslim	2 (0%)	3 (0.1%)	3 (0.1%)	2 (0.1%)
Sikh	1 (0%)	1 (0%)	1 (0%)	0 (0%)
Any Other Religion	7 (0.2%)	11 (0.3%)	12 (0.3%)	9 (0.3%)
No religion	204 (5%)	234 (5.9%)	280 (7.5%)	292 (8.7%)
Prefer not to say	39 (1%)	40 (1%)	48 (1.3%)	61 (1.8%)
Not known	3569 (87.2%)	3305 (83.6%)	3000 (80.3%)	2594 (77.6%)

Staff in Post – Ethnicity

	08/09	09/10	10/11	2011/12
Arab	Not Available	Not Available	Not Available	Not Available
Asian/Asian British	30 (0.7%)	34 (0.8%)	37 (1%)	33 (1%)
Black/Black British	43 (1%)	44 (1.1%)	53 (1.4%)	50 (1.5%)
Mixed/Multiple Ethnic Groups	23 (0.5%)	25 (0.6%)	23 (0.6%)	24 (0.7%)
Chinese	10 (0.2%)	8 (0.2%)	8 (0.2%)	7 (0.2%)
Gypsy or Traveller of Irish Heritage	0 (0%)	0 (0%)	0 (0%)	0 (0%)
White British	3624 (88.5%)	3464 (87.5%)	3250 (87%)	2855 (85.4%)
White – Irish	35 (0.8%)	36 (0.9%)	34 (0.9%)	30 (0.9%)
White – Other	50 (1.2%)	50 (1.3%)	49 (1.3%)	45 (1.3%)
Other ethnic group	10 (0.2%)	9 (0.2%)	11 (0.3%)	11 (0.3%)
Prefer not to say	15 (0.4%)	24 (0.6%)	23 (0.6%)	38 (1.1%)
Not Known	254 (6.2%)	262 (6.6%)	247 (6.6%)	249 (7.5%)

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 %)
	2008/2009	2009/2010	2010/2011	2011/12
All	Not Available	Not Available	Not Available	Not Available

* Systems are being looked at to capture this information in the future.

Applicants for Employment

Success rate = number of new starters appointed as a percentage of applicants

	2008/09	2009/10	2010/11	2011/12*
No. of Vacancies	676	495	288	242
Ave applications per vacancy	14	17	17	23

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
No. of Applicants	9257	2.1%	8224	3.6%	4820	4.5%	5598	4.3%
Appointed	191		293		215		239	

* Figures include all vacancies i.e. full time/part time/temporary and permanent.

Success Rates of applicants over the Last 4 Years - Gender

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
Male								
No. of Applicants	3109	2.2%	2690	3.4%	1834	4%	1977	4.4%
Appointed	69		91		74		86	
Female								
No. of Applicants	6072	2%	5460	3.7%	2940	4.8%	3577	4.3%
Appointed	122		203		141		153	
Unknown								
No. of Applicants							44	0%
Appointed							0*	

* System currently requires gender to be entered

Success Rates of applicants over the Last 4 Years - Disability

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
No. of Disabled Applicants	295	3.4%	254	6.3%	165	3.6%	265	3.8%
Appointed	10		16		6		10	
No. of Non-Disabled Applicants							5302	2.7%
Appointed							143	
No. of Unknown Applicants							31	277.4%
Appointed							86	

* Not all vacancies are advertised through the recruitment website, therefore figures differ between reporting systems.

Success Rates of applicants over the Last 4 Years – Age

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
<20								
No. of Applicants	142	1.4%	494	3.6%	184	4.3%	296	6.8%
Appointed	2		18		8		20	
20-29								
No. of Applicants	738	6.8%	3035	3%	1776	4%	1902	3%
Appointed	50		92		72		58	
30-39								
No. of Applicants	561	8.4%	1762	4.5%	1070	4.8%	1360	3.3%
Appointed	47		79		51		45	
40-49								
No. of Applicants	602	8.3%	1753	3.3%	1029	4.5%	1203	6%
Appointed	50		58		46		72	
50-59								
No. of Applicants	332	9%	898	4%	526	5.5%**	665	4.5%
Appointed	30		36		26		30	
60+								
No. of Applicants	49	24.5%	89	11.2%	55	21.8%	82	17.1%
Appointed	12		10		12		14	
Unknown								
No. of Applicants							90	0%
Appointed							0*	

* System currently requires gender to be entered

** Should be 4.9%

Success Rates of applicants over the Last 4 Years - Sexual Orientation

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
Bisexual								
No. of Applicants	74	0%	59	5.1%	33	6%	53	1.9%
Appointed	0		3		2		1	
Gay Man								
No. of Applicants	55	0%	52	0%	42	2.4%	41	2.4%
Appointed	0		0		1		1	
Gay Woman/Lesbian								
No. of Applicants	47	2.1%	84	0%	39	10.2%	65	3.1%
Appointed	1		0		4		2	
Heterosexual/Straight								
No. of Applicants	8333	2.4%**	7585	2%	4309	3.1%	5123	3%
Appointed	83		151		136		153	
Prefer not to Say								
No. of Applicants	465	23.2%	987	14.1%	397	18%	282	2.5%
Appointed	108		139		72		7	
Not Known								
No. of Applicants							34	220.6%*
Appointed							75	

* Not all vacancies are advertised through the recruitment website, therefore figures differ between reporting systems.

** Should be 1%

Success Rates of applicants over the Last 4 Years - Religion/Belief

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
Buddhist								
No. of Applicants	39	2.6%	47	2.1%	37	5.4%	45	6.7%
Appointed	1		1		2		3	
Christian								
No. of Applicants	4190	1%	3767	2.3%	1927	2.9%	2279	2.9%
Appointed	41		88		57		67	
Hindu								
No. of Applicants	48	0%	52	0%	26	3.8%	29	0%
Appointed	0		0		1		0	
Jewish								
No. of Applicants	10	10%	5	20%	7	14.3%	4	0%
Appointed	1		1		1		0	
Muslim								
No. of Applicants	99	1%	139	0.7%	77	1.3%	116	0.9%
Appointed	1		1		1		1	
Sikh								
No. of Applicants	16	0%	20	0%	16	0%	23	0%
Appointed	0		0		0		0	
No religion								
No. of Applicants	3939	0.9%	3592	1.8%	2209	3.4%	2649	2.9%
Appointed	37		65		76		78	
Any other religion								
No. of Applicants	156	0.6%	161	1.2%	91	2.2%	119	1.7%
Appointed	1		2		2		2	
Prefer not to Say								
No. of Applicants	916	30.6%**	441	30.6%	430	17.4%	302	4%
Appointed	110		135		75		12	
Not Known								
No. of Applicants							32	237.5%*
Appointed							76	

* Not all vacancies are advertised through the recruitment website, therefore figures differ between reporting systems.

** Should be 12%

Success Rates of applicants over the Last 4 Years – Ethnicity

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
Arab								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	
Asian/Asian British								
No. of Applicants	316	0.6%	258	2.3%	121	8.3%**	171	0.6%
Appointed	2		6		1		1	
Black/African/Caribbean/Black British								
No. of Applicants	291	0%	322	1.5%	175	5.7%	250	4%
Appointed	0		5		10		10	
Gypsy or Traveller of Irish Heritage								
No. of Applicants	8	0%	0	0%	2	0%	3	0%
Appointed	0		0		0		0	
Mixed/Multiple Ethnic Groups								
No. of Applicants	89	0%	107	1.9%	112	0.9%	131	3.8%
Appointed	0		2		1		5	
White – English/Welsh/Scottish/Northern Irish/British								
No. of Applicants	7911	1.8%	6822	2.5%	3940	3.6%	4540	3.3%
Appointed	142		172		143		151	
White – Irish								
No. of Applicants	81	1.2%	83	1.2%	38	0%	29	3.4%
Appointed	1		1		0		1	
White – Other								
No. of Applicants	364	1.1%	372	1.9%	213	4.2%	333	1.2%
Appointed	4		7		9		4	
Chinese								
No. of Applicants	63	1.6%	31	3%	8	0%	18	0%
Appointed	1		1		0		0	
Other ethnic group								
No. of Applicants	45	6.7%	38	5.3%	28	7%	23	13%
Appointed	3		2		2		3	
Prefer Not to Say								
No. of Applicants							68	4.4%
Appointed							3	
Not Known								
No. of Applicants							32	190.6%*
Appointed							61	

* 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 4 Years – Gender Reassignment (as a % of transgender employee population in brackets)*

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed								

*** Systems are being looked at to capture this information in the future.**

Grievances

Number of Grievances Received – Overall (as a % of total population in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
No. of Formal (stage 2) Grievances Received	7	(0.2%)	8	(0.2%)	0	(0%)	6	(0.2%)
No. of Appeals Received Against Grievance Decisions	3	(0.1%)	0	(0%)	0	(0%)	1	(0%)

Grievances – Gender (as a % of gender population in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
Male								
No. of Written Grievances Received	0	(0%)	1	(0.1%)	0	(0%)	1	(0.1%)
No. of Appeals Received Against Grievance Decisions	1	(0.1%)	0	(0%)	0	(0%)	0	(0%)
Female								
No. of Written Grievances Received	7	(0.2%)	7	(0.2%)	0	(0%)	5	(0.2%)
No. of Appeals Received Against Grievance Decisions	2	(0.1%)	0	(0%)	0	(0%)	1	(0%)

Grievances – Age over the Last 4 Years (as a % of age group population in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
<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	0	(0%)	2	(0.3%)	0	(0%)	1	(0.2%)
No. of Appeals Received Against Grievance Decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
40-49								
No. of Written Grievances Received	1	(0%)	3	(0.2%)	0	(0%)	2	(0.2%)
No. of Appeals Received Against Grievance Decisions	2	(0.1%)	0	(0%)	0	(0%)	1	(0.1%)
50-59								
No. of Written Grievances Received	5	(0.5%)	1*	(0.1%)	0	(0%)	1	(0.1%)
No. of Appeals Received Against Grievance Decisions	1	(0.1%)	0	(0%)	0	(0%)	0	(0%)
60-64								
No. of Written Grievances Received	1	(0.3%)	0*	(0%)	0	(0%)	2	(0.8%)
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 4 Years (as a % of disability population in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
No. of Written Grievances Received from Disabled Employees	2	(1.1%)	0	(0%)	0	(0%)	1	(0.6%)
No. of Appeals Received Against Grievance Decisions from Disabled Employees	0	(0%)	0	(0%)	0	(0%)	1	(0.6%)
No. of Written Grievances Received from Non-Disabled Employees	4	(0.1%)	8	(0.2%)	0	(0%)	4	(0.1%)
No. of Appeals Received Against Grievance Decisions from Non-Disabled Employees	3	(0.1%)	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	1	(0.3%)	0	(0%)	0	(0%)	1	(0.3%)
No. of Appeals Received Against Grievances Decisions from Not Known	0	(0%)	0	(0%)	0	(0%)	0	(0%)

Grievances - Sexual Orientation over the Last 4 Years (as a % of declared sexual orientation in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
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	2	(3.0%)*	0	(0%)	0	(0%)	1	(0.2%)
No. of Appeals Received Against Grievance Decisions	1	(1.5%)**	0	(0%)	0	(0%)	1	(0.2%)
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	5	(0.1%)	8	(0.2%)	0	(0%)	5	(0.2%)
No. of Appeals Received Against Grievance Decisions	2	(0.1%)	0	(0%)	0	(0%)	0	(0%)

* Should be (0.4%)

** Should be (0.2%)

Grievances - Religion/Belief over the Last 4 Years (as a % of declared religion/belief in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
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	1	(2.8%)*	0	(0%)	0	(0%)	0	(0%)
No. of Appeals Received Against Grievance Decisions	0	(0%)	0	(0%)	0	(0%)	1	(0.3%)
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%)	0	(0%)	1	(0.3%)
No. of Appeals Received Against Grievance Decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Any other religion								
No. of Written Grievances Received	1	(100%)**	0	(0%)	0	(0%)	0	(0%)
No. of Appeals Received Against Grievance Decisions	1	(100%)**	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	5	(0.2%)	8	(0.2%)	0	(0%)	5	(0.2%)
No. of Appeals Received Against Grievance Decisions	2	(0.1%)	0	(0%)	0	(0%)	0	(0%)

* Should be (0.3%)
 ** Should be (14.3%)

Grievances – Ethnicity over the Last 4 Years – (as a % of declared ethnic group in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
Arab								
No. of Written Grievances Received	Not Available							
No. of Appeals Received Against Grievance Decisions								
Asian/Asian British								
No. of Written Grievances Received	0	(0%)	1	(2.9%)*	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%)	0	(0%)
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%)	0	(0%)
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	(0.1%)	6	(0.2%)	0	(0%)	5	(0.2%)
No. of Appeals Received Against Grievance Decisions	3	(0%)	0	(0%)	0	(0%)	1	(0%)
White – Irish								
No. of Written Grievances Received	0	(0%)	1	(2.8%)**	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	1	(0%)	0	(0%)	0	(0%)	1	(0.4%)
No. of Appeals Received Against Grievance Decisions	0	(0%)	0	(0%)	0	(0%)	0	(0%)

* Should be 0%

** Should be 0%

Grievances – Gender Reassignment over the Last 4 Years (as a % of transgender employee population in brackets)*

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
No. of Written Grievances Received	Not Available		Not Available		Not Available		Not Available	
No. of Appeals Received Against Grievance Decisions	Not Available		Not Available		Not Available		Not Available	

*** Systems are being looked at to capture this information in the future.**

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 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
No. of Written* Warnings	9	(0.2%)	15	(0.4%)	14	(0.4%)	13	(0.4%)
No. of Final Written Warnings	2	(0%)	7	(0.2%)	7	(0.2%)	3	(0.1%)
No. of Dismissals	4	(0.1%)	1**	(0%)	2	(0%)	5	(0.1%)

Performance Hearings – Gender over the Last 4 Years (as a % of gender population in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
Male								
No. of Written Warnings	3	(0.3%)	6	(0.5%)	9***	(0.9%)	4	(0.4%)
No. of Final Written Warnings	2	(0.2%)	1	(0%)	6	(0.6%)	1	(0.1%)
No. of Dismissals	3	(0.3%)	1****	(0%)	0	(0%)	1	(0.1%)
Female								
No. of Written Warnings	6	(0.2%)	9	(0.3%)	5*****	(0.2%)	9	(0.9%)
No. of Final Written Warnings	0	(0%)	6	(0.2%)	1	(0%)	2	(0.2%)
No. of Dismissals	1	(0%)	0	(0%)	2	(0.1%)	4	(0.4%)

** Should be 2

*** Should be 7 (0.7%)

**** Should be 2 (0.2%)

***** Should be 7

Performance Hearings – Age over the Last 4 Years (as a % of age group population in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
<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	1	(0.2%)	0	(0%)	2	(0.6%)	2	(0.7%)
No. of Final Written Warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of Dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
30-39								
No. of Written Warnings	2	(0.2%)	4*	(0.5%)	0	(0%)	2	(0.3%)
No. of Final Written Warnings	0	(0%)	0	(0%)	1	(0.1%)	1	(0.2%)
No. of Dismissals	1	(0.1%)	1**	(0.1%)	1	(0.1%)	2	(0.3%)
40-49								
No. of Written Warnings	3	(0.2%)	5	(0.4%)	9	(0.7%)	5	(0.5%)
No. of Final Written Warnings	1	(0.1%)	4	(0.3%)	3	(0.2%)	1	(0.1%)
No. of Dismissals	1	(0.1%)	0	(0%)	0	(0%)	1	(0.1%)
50-59								
No. of Written Warnings	2	(0.2%)	5***	(0.4%)	2	(0.2%)	2	(0.2%)
No. of Final Written Warnings	1	(0.1%)	2	(0.2%)	2	(0.2%)	1	(0.1%)
No. of Dismissals	2	(0.2%)	0	(0%)	1	(0.1%)	1	(0.1%)
60-64								
No. of Written Warnings	1	(0.3%)	1	(0.3%)	1	(0.3%)	2	(0.8%)
No. of Final Written Warnings	0	(0%)	1	(0.3%)	1	(0.3%)	0	(0%)
No. of Dismissals	0	(0%)	0	(0%)	0	(0%)	1	(0.4%)
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 4 Years (as a % of disability population in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
Disabled Employees								
No. of Written Warnings	0	(0%)	1	(0.6%)	0	(0%)	1	(0.6%)
No. of Final Written Warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of Dismissals	0	(0%)	0	(0%)	0	(0%)	1	(0.6%)
Non-Disabled Employees								
No. of Written Warnings	8	(0.2%)	14	(0.4%)	11	(0.3%)	11	(0.4%)
No. of Final Written Warnings	2	(0.1%)	7	(0.2%)	5	(0.2%)	3	(0.1%)
No. of Dismissals	2	(0.1%)	2	(0.1%)	2	(0.1%)	3	(0.1%)
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	1	(0.3%)	0	(0%)	3	(0.9%)	1	(0.3%)
No. of Final Written Warnings	0	(0%)	0	(0%)	2	(0.6%)	0	(0%)
No. of Dismissals	2	(0.6%)	0	(0%)	0	(0%)	1	(0.3%)

Performance Hearings - Sexual Orientation over the Last 4 Years - (as a % of declared sexual orientation in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
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	1	(0%)	5	(0.8%)	2*	(0.1%)	2	(0.3%)
No. of Final Written Warnings	1	(0%)	0	(0%)	1	(0.1%)	1	(0.1%)
No. of Dismissals	0	(0%)	0	(0%)	0	(0%)	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%)	0	(0%)	1	(1.6%)
Not Known								
No. of Written Warnings	8	(0.2%)	10	(0.3%)	11	(0.4%)	11	(0.4%)
No. of Final Written Warnings	1	(0%)	7	(0.2%)	6	(0.2%)	2	(0.1%)
No. of Dismissals	4	(0.1%)	2	(0.1%)	2	(0.1%)	3	(0.1%)

* Should be 3 (0.5%)

Performance Hearings - Religion/Belief over the Last 4 Years - (as a % of declared religion/belief in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
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	(0.4%)	1	(0.3%)	1	(0.3%)	1	(0.3%)
No. of Final Written Warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of Dismissals	0	(0%)	0	(0%)	0	(0%)	1	(0.3%)
Hindu								
No. of Written Warnings	0	(0%)	0	(0%)	0	(0%)	1	(33%)
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	0	(0%)	4	(1.7%)	1*	(0.4%)	0	(0%)
No. of Final Written Warnings	0	(0%)	0	(0%)	0	(0%)	1	(0.3%)
No. of Dismissals	0	(0%)	0	(0%)	0	(0%)	1	(0.3%)
Any other religion								
No. of Written Warnings	0	(0%)	0	(0%)	1**	(8.3%)**	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%)
Prefer Not to Say								

No. of Written Warnings	0	(0%)	0	(0%)	0	(0%)	0	(0%)
No. of Final Written Warnings	1	(2.6%)	0	(0%)	1	(2%)	0	(0%)
No. of Dismissals	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Not Known								
No. of Written Warnings	8	(0.2%)	10	(0.3%)	11	(0.4%)	11	(0.4%)
No. of Final Written Warnings	1	(0%)	7	(0.2%)	6	(0.2%)	2	(0.1%)
No. of Dismissals	4	(0.1%)	2	(0.1%)	2	(0.1%)	3	(0.1%)

* Should be 2 (0.7%)

** Should be 0 (0%)

Performance Hearings – Ethnicity over the Last 4 Years – (as a % of declared ethnic group in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
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%)	0	(0%)	1	(3%)
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	0	(0%)	1	(2.8%)	1	(0.5%)	1	(2%)
No. of Final Written Warnings	0	(0%)	1	(2.8%)	0	(0%)	0	(0%)
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%)	0	(0%)	1	(4.3%)	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%)
White – English/Welsh/Scottish/Northern Irish/British								
No. of Written Warnings	8	(0.2%)	14	(0.4%)	11*	(0.3%)	11	(0.4%)
No. of Final Written Warnings	2	(0%)	6	(0.2%)	5	(0.1%)	3	(0.1%)
No. of Dismissals	3	(0.1%)	0**	(0%)	2	(0%)	3	(0.1%)
White – Irish								
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%)
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%)	0	(0%)	1	(2%)
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	0	(0%)	1	(11.1%)	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	1	(0.4%)	0	(0%)	2	(0.8%)	0	(0%)
No. of Final Written Warnings	0	(0%)	0	(0%)	2	(0.8%)	0	(0.8%)
No. of Dismissals	1	(0.4%)	0	(0%)	0	(0%)	1	(0.4%)

* Should be 10

** Should be 1

Performance Hearings – Gender Reassignment over the Last 4 Years (as a % of transgender employee population in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
No. of Written Warnings	Not Available		Not Available		Not Available		Not Available	
No. of Final Written Warnings	Not Available		Not Available		Not Available		Not Available	
No. of Dismissals	Not Available		Not Available		Not Available		Not Available	

* Systems are being looked at to capture this information in the future.

III Health Dismissals – Disability over the Last 4 Years (as a % of disability population in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
Disabled Employees	4	(2.2%)	4	(2.3%)	2	(1.2%)	5	(3.1%)
Non-Disabled Employees	11	(0.3%)	11	(0.3%)	10	(0.3%)	15	(0.5%)
Prefer Not To Say	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Not Known	0	(0%)	2	(0.6%)	1	(0.3%)	2	(0.6%)

Employees who Cease Employment

Overall Workforce Turnover– Perm leavers who voluntarily left – Overall (as a % of total population in brackets)

	Year 08/09	% Turnover	Year 09/10	% Turnover	Year 10/11	% Turnover	Year 11/12	% Turnover
No. Permanent Employees	4094		3956		3735		3342	
No. of Permanent Employees Leavers who voluntarily leave	257*	(6.3%)	228	(5.8%)	203	(5.4%)	182	(5.4%)

* Should be 259

Staff Turnover – Gender over the Last 4 Years (as a % of gender population in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
Male								
No. of permanent employees	1121	(6.5%)	1082	(4.4%)	1031	(5.4%)**	952	(4.5%)
No. of leavers (permanent employees)	73		47		53		43	
Female								
No. of permanent employees	2973	(6.2%)	2874	(6.3%)	2704	(5.5%)	2390	(5.8%)
No. of leavers (permanent employees)	184*		181		150		139	

* Should be 186

** Should be (5.1%)

Staff Turnover – Age over the Last 4 Years (as a % of age group population in brackets)

	Year 08/09*	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
<20								
No. of permanent employees	40	12.5% (35%)	28	(17.9%)	21**	42.8% (150%)	6	(16.7%)
No. of leavers (permanent employees)	5 (14)		5		9		1	
20-29								
No. of permanent employees	409	13.7% (12.7%)	381	(10.5%)	339	(7.1%)	282	(11.3%)
No. of leavers (permanent employees)	56 (52)		40		24		32	
30-39								
No. of permanent employees	797	6.4% (6.8%)	722	(9.1%)	668	(7.8%)	626	(6.2%)
No. of leavers (permanent employees)	51 (54)		66		52		39	
40-49								
No. of permanent employees	1349	5.9% (5.8%)	1281	(5.7%)	1226	(5.2%)	1103	(5.5%)
No. of leavers (permanent employees)	79 (78)		73		64		61	
50-59								
No. of permanent employees	1087	(3.9%)	1112	(3.0%)	1067	(3.6%)	963	(3.3%)
No. of leavers (permanent employees)	43 (42)		33		38		32	
60-64								
No. of permanent employees	305	6.2% (4.9%)	318	(1.9%)	322	(3.1%)	265	(3.4%)
No. of leavers (permanent employees)	19 (15)		6		10		9	
65+								
No. of permanent employees	107	(3.7%)	114	(4.4%)	107	(5.6%)	97	(8.2%)
No. of leavers (permanent employees)	4		5		6		8	

* Should be 259 leavers (correct figures in brackets)

** Should be 6

Staff Turnover – Disability over the Last 4 Years - (as a % of disability population in brackets)

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
No. of Disabled employees	183	(5.5%)	174	(7.5%)	171	(3.5%)	163	(2.5%)
No. of Disabled employees leaving	10		13		6		4	
No. of Non-Disabled employees	3582	(6.2%)	3428	(5.5%)	3221	(5.2%)	2809	(5.7%)
No. of Non-Disabled employees leaving	221		189		169		160	
No. of Prefer Not to Say employees	11	(18.2%)	12	(0%)	9	(33.3%)	8	(0%)
No. of Prefer Not to Say employees leaving	2		0		3		0	
No. of Unknown employees	318	(8.2%)	342	(7.6%)	334	(7.5%)	362	(5%)
No. of Unknown employees leaving	26		26		25		18	

Staff Turnover - Sexual Orientation over the Last 4 Years - (as a % of declared sexual orientation in brackets)

	Year 08/09*	%	Year 09/10**	%	Year 10/11***	%	Year 11/12	%
Bisexual								
No. of permanent employees	3		4		5		8	
No. of leavers (permanent employees)	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Gay man								
No. of permanent employees	0		1		2		2	
No. of leavers (permanent employees)	0	(0%)	0	(0%)	1	(50%)	1	(50%)
Gay woman / lesbian								
No. of permanent employees	1		6		10		10	
No. of leavers (permanent employees)	1 (3)	(100%)	0	(0%)	0	(0%)	1	(10%)
Heterosexual / straight								
No. of permanent employees	481		595		665		667	
No. of leavers (permanent employees)	16	(3.3%)	47	(7.9%)	60	(9%)	57	(8.5%)
Other								
No. of permanent employees	1		2		2		2	
No. of leavers (permanent employees)	0	(0%)	0	(0%)	0	(0%)	0	(0%)
Prefer Not to Say								
No. of permanent employees	43		44		53		62	
No. of leavers (permanent employees)	1	(2.3%)	5	(11.4%)	3	(5.7%)	4	(6.5%)
Not Known								
No. of permanent employees	3552****		3348*****		3051*****		2591	
No. of leavers (permanent employees)	238 (239)	(6.7%)	181 (176)	5.4% (5.3%)	142 (139)	(4.6%)	119	(4.6%)

* Should be 259 leavers (correct figures in brackets)

** Should be 228 leavers (correct figures in brackets)

*** Should be 203 leavers (correct figures in brackets)

**** Should be 3565

***** Should be 3304 (correct figures in brackets)

***** Should be 2998

Staff Turnover - Religion/Belief over the Last 4 Years - (as a % of declared religion/belief in brackets)

	Year 08/09*	%	Year 09/10**	%	Year 10/11***	%	Year 11/12	%
Buddhist								
No. of permanent employees	3	0%	4	0%	6	0%*****	5	20%
No. of leavers (permanent employees)	0		0		1			
Christian								
No. of permanent employees	267	2.2%	355	7%	381	8.7%	373	6.2%
No. of leavers (permanent employees)	6		25		33		23	
Hindu								
No. of permanent employees	1	0%	1	0%	1	0%	3	0%
No. of leavers (permanent employees)	0		0		0		0	
Jewish								
No. of permanent employees	1	0%	2	0%	3	0%	3	0%
No. of leavers (permanent employees)	0		0		0		0	
Muslim								
No. of permanent employees	2	0%	3	0%	3	33.3%	2	0%
No. of leavers (permanent employees)	0		0		1		0	
Sikh								
No. of permanent employees	1	0%	1	0%	1	0%	0	100%
No. of leavers (permanent employees)	0		0		0		1	
No religion								
No. of permanent employees	193****	5.7% (5.4%)	234	9.4%	280	9.6%	292	10.6%
No. of leavers (permanent employees)	11		22		27		31	
Any other religion								
No. of permanent employees	7	0%	11	9.1%	12	0%	9	0%
No. of leavers (permanent employees)	0		1		0		0	
Prefer Not to Say								
No. of permanent employees	39	7.7%	40	10%	48	4.2%	61	11.5%
No. of leavers (permanent employees)	3		4		2		7	
Unknown								
No. of permanent employees	3569	6.7%	3345*****	5.4% (5.3%)	3048*****	4.6%	2594	4.6%
No. of leavers (permanent employees)	240 (239)		180 (176)		141 (139)		119	

* Should be 259 leavers (correct figures in brackets) be 16.7%

** Should be 228 leavers (correct figures in brackets)

*** Should be 203 leavers (correct figures in brackets)

**** Should be 204 (correct figures in brackets)

***** Should be 3305 (correct figures in brackets)

***** Should be 3000

***** Should

Staff Turnover –Ethnicity over the Last 4 Years – (as a % of declared ethnic group in brackets)

	Year 08/09*	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
Arab								
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	
Asian/Asian British								
No. of permanent employees	30	3.33%	34	5.58%	37	2.70%	33	6.06%
No. of leavers (permanent employees)	1		2		1		2	
Black/African/Caribbean/Black British								
No. of permanent employees	42**	14.29% (13.95%)	44	9.09%	53	1.89%	50	6%
No. of leavers (permanent employees)	6		4		1		3	
Chinese								
No. of permanent employees	10	0%	8	0%	8	0%	7	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	23	13.04%	25	12%	23	8.70%	24	8.33%
No. of leavers (permanent employees)	3		3		2		2	
White – English/Welsh/Scottish/Northern Irish/British								
No. of permanent employees	3568***	6%	3464	5.40%	3250	5.14%	2855	5.50%
No. of leavers (permanent employees)	214 (216)		187		167		157	
White – Irish								
No. of permanent employees	35	8.57%	36	2.78%	34	8.82%	30	0%
No. of leavers (permanent employees)	3		1		3		0	
White – Other								
No. of permanent employees	47****	12.77% (12%)	50	14%	49	14.29%	45	11.11%
No. of leavers (permanent employees)	6		7		7		5	
Other ethnic group								
No. of permanent employees	19*****	0%	17*****	0%	11	9.09%	11	9.09%
No. of leavers (permanent employees)	0		0		1		1	
Prefer Not to Say								
No. of permanent employees	15	6.66%	24	8.33%	23	4.34%	38	5.26%
No. of leavers (permanent employees)	1		2		1		2	

Unknown								
No. of permanent employees	254	9.05%	262	8.40%	247	8.09%	249	4.02%
No. of leavers (permanent employees)	23		22		20		10	

* Should be 259 leavers (correct figures in brackets)

** Should be 43 (correct figures in brackets)

*** Should be 3624

**** Should be 50 (correct figures in brackets)

***** Should be 10

***** Should be 9

Staff Turnover – Gender Reassignment over the Last 4 Years - (as a % of transgender employee population in brackets)*

	Year 08/09	%	Year 09/10	%	Year 10/11	%	Year 11/12	%
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 looked at to capture this information in the future.

Overall Workforce Turnover – Perm leavers who were made redundant – Overall (as a % of total population in brackets)*

	Year 08/09	% Turnover	Year 09/10	% Turnover	Year 10/11	% Turnover	Year 11/12	% Turnover
No. Permanent Employees	4094		3956		3735		3342	
No. of Permanent Employees Leavers who were made redundant	14	(0.3%)	15	(0.4%)	85**	(2.3%)	173**	(5.2%)

* Figure includes employees who were made redundant or were made redundant with early retirement

** Numbers have risen due to on-going service reviews

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;
- occasional working at home; or
- other flexible working arrangements either on a permanent or temporary basis.

The Council seeks to ensure that flexible working arrangements reflect the importance of 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.

Success rate = number of successful applications for flexible working as a percentage of applicants

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
No. of Applications	Not Available		Not Available		Not Available		Not Available	
No. of successful applications	Not Available		Not Available		Not Available		Not Available	

Success Rates of applicants over the Last 4 Years - Gender

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
Male								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Female								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	

Success Rates of applicants over the Last 4 Years - Disability

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
Disabled Employees								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Non-Disabled Employees								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Prefer Not to Say Employees								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Unknown Employees								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	

Success Rates of applicants over the Last 4 Years – Age

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
<20								
No. of Applications	Not Available		Not Available		Not Available		Not Available	
No. of successful applications								
20-29								
No. of Applications	Not Available		Not Available		Not Available		Not Available	
No. of successful applications								
30-39								
No. of Applications	Not Available		Not Available		Not Available		Not Available	
No. of successful applications								
40-49								
No. of Applications	Not Available		Not Available		Not Available		Not Available	
No. of successful applications								
50-59								
No. of Applications	Not Available		Not Available		Not Available		Not Available	
No. of successful applications								
60+								
No. of Applications	Not Available		Not Available		Not Available		Not Available	
No. of successful applications								

Success Rates of applicants over the Last 4 Years - Sexual Orientation

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
Bisexual								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Gay Man								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Gay Woman/Lesbian								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Heterosexual/Straight								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Prefer not to Say								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Not Known								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	

Success Rates of applicants over the Last 4 Years - Religion/Belief

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
Buddhist								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Christian								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Hindu								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Jewish								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Muslim								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Sikh								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
No religion								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	
Any other religion								
No. of Applications								
No. of successful applications	Not Available		Not Available		Not Available		Not Available	

Prefer not to Say				
No. of Applications				
No. of successful applications	Not Available	Not Available	Not Available	Not Available
Not Known				
No. of Applications				
No. of successful applications	Not Available	Not Available	Not Available	Not Available

Success Rates of applicants over the Last 4 Years - Ethnicity

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
Arab								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	
Asian/Asian British								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	
Black/African/Caribbean/Black British								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	
Gypsy or Traveller of Irish Heritage								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	
Mixed/Multiple Ethnic Groups								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	
White – English/Welsh/Scottish/Northern Irish/British								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	
White – Irish								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	
White – Other								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	
Chinese								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	
Other ethnic group								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	
Prefer Not to Say								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	
Not Known								
No. of Applicants	Not Available		Not Available		Not Available		Not Available	
Appointed	Not Available		Not Available		Not Available		Not Available	

Success Rates of applicants over the Last 4 Years – Gender Reassignment

	2008/09	Success Rate (%)	2009/10	Success Rate (%)	2010/11	Success Rate (%)	2011/12	Success Rate (%)
No. of Applications	Not Available		Not Available		Not Available		Not Available	
No. of successful applications	Not Available		Not Available		Not Available		Not Available	

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*

	2008/09	Return-to-work Rate (%)	2009/10	Return-to-work Rate (%)	2010/11	Return-to-work Rate (%)	2011/12	Return-to-work Rate (%)
No. of employees taking maternity leave	46		52		43		75	
Number of employees returning to work after maternity leave	39	**	36	**	43	**	43	**

* 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.

Length of Service*

	2008/09	2009/10	2010/11	2011/12
Ave length of service (total workforce)	8	9	9	10

* Permanent staff, rounded up/down to nearest whole year

Ave. Length of service over the Last 4 Years - Gender

	2008/09	2009/10	2010/11	2011/12
Male	9	9	10	10
Female	8	8	9	10

Ave. Length of service over the Last 4 Years - Disability

	2008/09	2009/10	2010/11	2011/12
Disabled	9	10	10	10
Non-Disabled	9	9	10	10
Prefer Not To Say	5	6	8	9
Unknown	3	3	4	4

Ave. Length of service over the Last 4 Years – Age

	2008/09	2009/10	2010/11	2011/12
<20	1	2	2	1
20-29	3	3	4	4
30-39	6	6	6	6
40-49	8	8	9	10
50-59	11	11	12	12
60+	12	12	13	13

Ave. Length of service over the Last 4 Years - Sexual Orientation

	2008/09	2009/10	2010/11	2011/12
Bisexual	4	1	1	3
Gay Man	0	4	7	8
Gay Woman/Lesbian	0	4	4	5
Heterosexual/Straight	4	5	5	5
Other	22	23	24	25
Prefer not to Say	8	7	8	8
Not Known	9	9	10	11

Ave. Length of service over the Last 4 Years - Religion/Belief

	2008/09	2009/10	2010/11	2011/12
Buddhist	1	2	2	3
Christian	6	6	6	6
Hindu	13	14	7	7
Jewish	12	7	5	6
Muslim	4	4	6	9
Sikh	5	6	7	0
No religion	3	4	4	4
Any other religion	8	6	6	7
Prefer not to Say	6	6	6	7
Not Known	9	9	10	11

Ave. Length of service over the Last 4 Years - Ethnicity

	2008/09	2009/10	2010/11	2011/12
Arab	Not Available	Not Available	Not Available	Not Available
Asian/Asian British	6	6	7	8
Black/African/Caribbean/Black British	8	8	8	8
Gypsy or Traveller of Irish Heritage	0	0	0	0
Mixed/Multiple Ethnic Groups	5	6	6	7
White – English/Welsh/Scottish/Northern Irish/British	9	9	10	10
White – Irish	8	9	10	10
White – Other	6	7	6	7
Chinese	6	5	7	8
Other ethnic group	8	10	9	9
Prefer Not to Say	4	3	4	4
Not Known	2	3	3	4

Ave. Length of service over the Last 4 Years – Gender Reassignment*

	2008/09	2009/10	2010/11	2011/12
Employees identifying as a transgender person	Not Available	Not Available	Not Available	Not Available

* Systems are being looked at to capture this information in the future.

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) discussion. This gives employees the opportunity to discuss performance and any learning and development needs they might have. The Workforce Development Team is on hand to support managers in their key role of managing employee development. They also co-ordinate the council's wide range of learning opportunities, including courses, which have been designed to meet all of staff needs as well as address wider council priorities.

SECTION 4

EQUALITY IMPACT ASSESSMENT AND ANALYSIS (EqIAA) SCHEDULES



ENVIRONMENT & COMMUNITY SERVICES DEPARTMENT - EqIAA SCHEDULE AND RECORD FORM

This is the planned equality impact assessment schedule which will be updated as and when functional changes occur

Function	Which of the 10 Equality 'Domains' this Function impacts upon	Major?	Minor, yet likely to have a major impact?	Neither	Priority			Responsibility	Timescale (by when)	Date of EqIAA
					High	Med	Low			
Community Engagement	All	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mark Pullin	March 2013	June 12
Enforcement and Environmental Health	1, 5, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mark Pullin	March 2013	June 12
ASB and Community Safety	1, 2, 3, 5, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mark Pullin	March 2013	June 12
Equalities – the Third Sector	All	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mark Pullin	March 2013	June 12
Planning Enforcement	5 & 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Andy Clark	March 2013	June 12
Building Control	5, 7, 8	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Andy Clark	March 2013	June 12
Libraries	1, 3, 4, 4, 6, 7, 8, 9.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Martin Burton	March 2013	August 12
Adult Community Learning	3, 4, 6, 7, 9	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sandy Watkins	March 2015	August 12
Arts	3, 4, 6, 9	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Alison Catlin	March 2014	August 12
Heritage	4, 6, 9	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Martin Burton	March 2015	August 12
Procurement	5	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Martin Harris	2013	August 12
Handy Van	5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Andy Porter	2012	August 12
Road Safety ETP	3, 4	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mark Parry	2013	August 12
REACH Programme	3, 4, 7	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Charlotte Musgrove	2012	March 12
Breakthrough and Inclusion	3, 4, 7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Steve Spiers	2012	Feb 12
Exercise on Prescription	3, 4, 7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Jacqui Offer	March 2014	August 12
Active Lifestyles programme	3, 4, 7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Jacqui Offer	March 2014	August 12
Sports Development	3, 4, 7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Jacqui Offer	March 2014	August 12
Walking to Health	3, 4, 7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Jacqui Offer	March 2014	August 12
Drug and Alcohol Services	3, 4, 7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Jacqui Offer	March 2014	August 12
Core Strategy	5, 8, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Brian Glasson	March 2013	August 12
North Fringe to Hengrove Package	5	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Chris Sane	March 2015	August 12
Spatial Planning	5	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Patrick Conroy	March 2015	August 12

Function	Which of the 10 Equality 'Domains' this Function impacts upon	Major?	Minor, yet likely to have a major impact?	Neither	Priority			Responsibility	Timescale (by when)	Date of EqlAA
					High	Med	Low			
Specialist Advice	5	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Patrick Conroy	March 2015	August 12
Economic Development	6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Antony Merritt	March 2015	August 12
Development Control	5, 7, 8	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Brian Glasson	March 2015	August 12
Sustainability and Carbon Reduction	1, 3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Chris Sane	March 2015	August 12
Operational Support Services	6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Janet Faire	March 2014	August 12

CE&CR DEPARTMENT - EqIAA SCHEDULE AND RECORD FORM

This is the planned equality impact assessment schedule which will be updated as and when functional changes occur

Function	Which of the 10 Equality 'Domains' this Function impacts upon	Major?	Minor, yet likely to have a major impact?	Neither	Priority			Responsibility	Timescale (by when)	Date of EqIAA
					High	Med	Low			
Customer and Transactional Services										
Customer Services – Leanne Milton										
Customer Feedback (inc. Ombudsman Complaints, Complaints, Compliments, Concerns)	8, 5, 6, 7, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	L. Milton	December 2013	
Mystery Shopping	8	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	S. Flinders	July 2013	
Online Transactions in CRM	8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	L. Milton	December 2013	
Corporate Contact Centre & One Stop Shops	8, 5, 6, 7, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	J. Alden	July 2012	
Benefits – Paula Bird										
Making a Claim for Housing Benefit and Council Tax benefit (inc. change of circs, appeals, revisions)	5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	P. Bird	March 2013	
Making Determinations as Defective	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	P. Bird	March 2013	
Discretionary Housing Payment	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	P. Bird	March 2013	
Communications and Liaison	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	P. Bird	March 2013	
Fraud Investigations/sanctions/prosecutions	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	P. Bird	March 2013	
Overpayment and Recovery	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	P. Bird		
Revenues										
Council Tax and Business Rates	5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	L. Dalton		
Legal, Democratic and Property Services										
Travellers Service	1 - 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	G. Sinclair	March 2015	

Function	Which of the 10 Equality 'Domains' this Function impacts upon	Major?	Minor, yet likely to have a major impact?	Neither	Priority			Responsibility	Timescale (by when)	Date of EqIAA
					High	Med	Low			
Legal Service	10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	G. Sinclair	August 2012	
Registration Service	7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	M. Heffer	August 2012	
Democratic Services	8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	N. Carr	October 2012	
Property Services										
Property Services (disposal of land and buildings and managing the corporate estate)	10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	R. Toms	August 2012	
Procurement										
Procurement	1 -10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	D. Wood	August 2012	
Corporate Finance and Technology Services										
Finance	1 - 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	C. Manvell		
TP – Income generation	1 – 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	S. Cappock	March 2013	April 2012
TP – Service optimisation	1 – 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	R. Foyle	?	March 2012
TP – CCM (may be covered by Cust Svcs section above)	1 - 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	L. Milton	December 2013	March 2012
TP – Accommodation (may be covered by Prop Svcs section above)	1 -10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	R. Toms	August 2012	March 2012
Human Resources – Emma Ford & Zoe Pritchard										
Recruitment & Selection	7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Service Centre– Vickie Willcocks	2012/13	
Probation Policy	7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER (SS)	2011/12	09/02/12
Homeworking	7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER (SS)	2012/13	March 2012
Job Share Scheme	7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER	2012/13	
Flexi Time Scheme	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER – S.	2012/13	

Function	Which of the 10 Equality 'Domains' this Function impacts upon	Major?	Minor, yet likely to have a major impact?	Neither	Priority			Responsibility	Timescale (by when)	Date of EqIAA
					High	Med	Low			
								Wilcox		
Leave	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER – E. Ford	2012/13	
Temporary Additional Duties	7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER	2012/13	
Acting Up	7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER	2012/13	
Honorarium	7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER	2012/13	
Secondment	7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER	2012/13	
Pay	7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER/Payroll	2012/13	
Emergency Call Out	7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER/Payroll	2012/13	
Managing Employee Performance	7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Grievance Procedure	7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Bullying & Harassment Policy	7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
E-mail/ICT Code	7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IT/ER	2012/13	
Whistle Blowing	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Political Restriction	7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER	2012/13	
Access to Personal Files	7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	C&C	2012/13	
Gifts & Hospitality	7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER	2012/13	
Workforce Change Procedure	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Workforce Change Procedure - Service Reviews/Restructurings Guide for HR	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Guide to Being at Risk	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Employee Guide to Severance, Redundancy & Pension	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Driving on Council Business	7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER	2012/13	
Flexible Working	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER	2012/13	
Time to Train	4, 7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ER/WFD	2012/13	
Workplace Relocation	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	July 2012
Managing Employee Health including Ill Health	3, 7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Sickness reporting & Sick	3, 7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER/SS	2012/13	

Function	Which of the 10 Equality 'Domains' this Function impacts upon	Major?	Minor, yet likely to have a major impact?	Neither	Priority			Responsibility	Timescale (by when)	Date of EqIAA
					High	Med	Low			
Pay procedure										
Alcohol & Substance Abuse	3, 7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Retirement (Non Teachers)	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER	2012/13	
Role Profiles - Guidance	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	LP	2012/13	
Employee Appeals Procedures	7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Managing Staff in a Major Emergency & Business Continuity Event	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Working hours	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Expenses	7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER/Exchequer Services	2012/13	
Employee Information Booklet	7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER - SW/JG	2012/13	March 2012
Healthy Workplace Charter	3, 7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Non Smoking Policy	3, 7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER	2012/13	
Reward and Recognition Policy	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ER - ZP/EF	2012/13	
Leavers	7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Code of Conduct	7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Domestic Violence	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ER	2012/13	
Equality & Diversity Policy	1 - 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	D. Wood	2012/13	
Fair Processing Notice	7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER	2012/13	
PDPR	7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	G. Willis	2012/13	
Staff Survey	6, 7, 8, 9, 10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ER – Emma Ford	2012/13	27/01/12
Health & Safety Policy	3, 7, 8, 9, 10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	T. Magnone	April 2012	
Injury Allowance Scheme	7, 8, 9, 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	T. Magnone	June 2012	

CC&H DEPARTMENT - EqIAA SCHEDULE AND RECORD FORM

Function	Major?	Minor, yet likely to have impact?	Priority High, medium or low?	Responsibility	Date of EIA	Date Review Due
Assess & Decide	✓		High	Kenny Braidwood (Denise Porter)	July 2011	March 2015
Provider Services	✓		High	Jane Meredith	Sept 2012	Sept 2016
Strategy & Commissioning / Strategic Support	✓		High	Guy Stenson / Colin Martin	Sept 2012	Sept 2016
Transformational Reviews						
Reablement	✓		High	Rebecca Harrold	July 2011	n/a
Better Support for older People	✓		High	Kirsty Eastham	2010	n/a
What people do during the day	✓		High	Guy Stenson	May 2012	n/a
Review of carers support	✓		High	Guy Stenson / Sue Kerswell	April 2012	n/a
Home care 2	✓		High	Kate Barnes / Clare Brown	July 2012	n/a
Fairer Charging	✓		High	Andrew Birch	February 2012	n/a
Healthwatch commissioning	✓		High	Kirsty Eastham	May 2012	n/a
Progressing personalisation	✓		High	Nick Codner	August 2012	n/a
Each new project or change initiative should be assessed from an equalities perspective						

CYP DEPARTMENT - EqIAA SCHEDULE AND RECORD FORM

Function	Major?	Minor, yet likely to have impact?	Priority High, medium or low?	Responsibility	Date of EIA	Date Review Due
Resources, Access and Planning	✓		High	Clare Medland	July 2012	March 2016
Quality & Standards	✓		High	Nigel Minns	July 2012	March 2016
Traded Services	✓		High	Kay Knight	July 2012	March 2016
Integrated Services (incl Social Care, SEN & Preventative)	✓		High	Tracy Allison	July 2012	March 2016
Transformational Reviews						
Commissioning of Traded Services	✓		High	Martin Dear	April 2012	April 2015
High Cost Placements	✓		High	Lesley Raison	April 2012	April 2015
Integrated Services for Early Years/Young People	✓		High	Geri Palfreeman/ Nick Aslett	April 2012	April 2015
Targeted Support for Parents & Families	✓		High	Geri Palfreeman/ Nick Aslett	April 2012	April 2015
Single Business Process	✓		High	Nick Lowe	April 2012	April 2015
Discretionary Home to School Transport	✓		High	Clare Medland	April 2012	April 2015

Function	Major?	Minor, yet likely to have impact?	Priority High, medium or low?	Responsibility	Date of EIA	Date Review Due
Policies & Strategies:						
Partnership Strategy for CYP 2012-2016	✓		High	Nigel Minns	July 2012	Mar 2016
LSCB Business Plan	✓		High	Janet Fraser	Mar 2011	Annual Update
Adoption Service Statement of Purpose	✓		High	Lesley Raison	Sept 2009	Sept 2013
Fostering Service Statement of Purpose	✓		High	Lesley Raison	Sept 2009	Sept 2013
Corporate Parenting Strategy	✓		High	Lesley Raison	Sept 2009	Sept 2013
14 - 19 Partnership Strategy	✓		High	Susannah Hill	Sept 2012	Mar 2016
CYP Workforce Strategy	✓		High	Vicki Green	Mar 2010	Mar 2013
SEND Strategy	✓		High	Denis de Souza	July 2012	July 2015
Commissioning Places Strategy	✓		High	Tanya Smith	Sept 2009	Sept 2012
Admissions Policy	✓		High	Tanya Smith	Sept 2009	Mar 2013
Home to School Transport Policy	✓		High	Tanya Smith	Sept 2009	Mar 2013
The Scheme for the Financing of schools	✓		High	Martin Dear	Mar 2012	Annual Update
E-Strategy	✓		High	Jo Briscoombe	July 2013	Sept 2016
Early Years Quality Improvement Policy	✓		High	Martin Wood	Aug 2009	July 2013
Elective Home Education Policy	✓		High	Sue Bowers	Sept 2009	Mar 2013
Exclusions and Fair Access Policy	✓		High	Sue Bowers	Sept 2009	Mar 2013

TRANSFORMATION PROJECTS- EqIAA SCHEDULE AND RECORD FORM

Function	Major?	Minor, yet likely to have a major impact?	Neither	Responsibility	Date of EqIAA	Planned Review Date	Date of Review
CYP - Commissioning of Traded Services	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Martin Dear	Jul 2012	Apr 2015	
CYP - High Cost Placements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lesley Raison	Feb 2012	Apr 2015	
CYP - Integrated Services for Early Years	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gerri Palfreeman/ Nick Aslett	Jul 2012	Apr 2015	
CYP - Targeted Support for Parents & Families	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gerri Palfreeman/ Nick Aslett	Jul 2012	Apr 2015	
CYP - Integrated Services for Young People	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gerri Palfreeman/ Nick Aslett	Jul 2012	Apr 2015	
CYP - Single Business Process	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Nick Lowe	Mar 2012	Apr 2015	
CYP - Discretionary Home to School Transport	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clare Medland	Jun 2012	Apr 2015	
CE&CR – Public Health	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Nick Gurmin	Jul 2012	Apr 2015	
CE&CR – Income Opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Sam Cappock	Dec 2012	Apr 2015	
ECS – Leisure Trust Review	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Janet Faire	Dec 2012	Apr 2015	
ECS – Libraries	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Martin Burton	March 2013	Apr 2015	
ECS – Environmental Health & Trading Standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gerard Madden	March 2013	Apr 2015	
CCH – Re-ablement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Rebecca Harrold	Jul 2011	Apr 2014	
CCH - Better Support for older People	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Kirsty Eastham	2010	Apr 2014	
CCH - What people do during the day	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Guy Stenson	May 2012	Apr 2015	
CCH - Review of carers support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Guy Stenson / Sue Kerswell	Apr 2012	Apr 2015	
CCH - Home care 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Kate Barnes / Clare Brown	Jul 2012	Apr 2015	
CCH - Fairer Charging	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Andrew Birch	Feb 2012	Apr 2015	
CCH - Healthwatch commissioning	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Kirsty Eastham	May 2012	Apr 2015	
CCH - Progressing personalisation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Nick Codner	Aug 2012	Apr 2015	

Defining “Equality”

‘The Equalities Review’⁴ set out a wide definition of equality, based on the idea of equal life chances:-

“An equal society protects and promotes equal, real freedom and opportunity to live in the way people value and would choose, so that everyone can flourish. An equal society recognises people’s different needs, situations and goals, and removes the barriers that limit what people can do and be.”

This definition is more aspirational than the formal legal definitions of equality. It is about what we can do to create a fairer society and recognises that:-

- equality is an issue for us all;
- we don’t all start from the same place;
- to create a fairer society we need to recognise different needs and preferences.

‘The Equality Review’ also highlights that the life chances of different groups are measured against ten key ‘domains’ or outcomes as follows:-

1. **Longevity** – including avoiding premature mortality.
2. **Physical security** – including freedom from violence and physical and or sexual abuse.
3. **Health** – including wellbeing and access to high-quality healthcare.
4. **Education** – including being able to be creative, to acquire skills and qualifications and having access to training and lifelong learning.
5. **Standard of living** – including being able to live with independence and security and covering: nutrition, clothing, housing, warmth, utilities, social services and transport.
6. **Productive and valued activities** – such as access to employment, a positive experience in the workplace, work-life balance, and being able to care for others.
7. **Individual, family and social life** – including self-development, having independence and equality in relationships and marriage.
8. **Participation, influence and voice** – including participation in decision making and democratic life.
9. **Identity, expression and self-respect** – including freedom of belief and religion.
10. **Legal security** – including equality and nondiscrimination before the law and equal treatment within the criminal justice system.

⁴ Cabinet Office (February 2007) ‘Fairness and Freedom: The Final Report of the Equalities Review’. Available from <http://webarchive.nationalarchives.gov.uk/20100406130654/archive.cabinetoffice.gov.uk/equalitiesreview/>