



# Annual Equalities Report for 2018 – 2019

[www.southglos.gov.uk](http://www.southglos.gov.uk)



**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](mailto:equalities@southglos.gov.uk)**

<p align="center"><b>ENGLISH</b></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"><b>ALBANIAN</b></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"><b>BENGALI</b></p> <p>আপনি যদি এই তথ্যাবলী বিভিন্ন রূপে চান, উদাহরণস্বরূপ : ব্রেইল, অডিও টেপ, বড় প্রিন্ট, কম্পিউটার ডিস্ক বা গোষ্ঠীগত ভাষাগুলিতে, তাহলে অনুগ্রহ করে ঐর সাথে যোগাযোগ করুন টেলি : 01454 868009.</p>
<p align="center"><b>CHINESE</b></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"><b>GUJARATI</b></p> <p>જો તમારે આ માહિતી અન્ય રીતે મેળવવી હોય, ઉદાહરણ તરીકે: બ્રેઈલ, સાંભળવાની ટેપ, મોટા મુદ્રણ, કમ્પ્યુટર ડીસ્ક અથવા અન્ય ભાષાઓમાં, તો મહેરબાની કરીને 01454 868009 ઉપર ફોન કરો.</p>
<p align="center"><b>HINDI</b></p> <p>यदि आपको यह जानकारी किसी और रूप में चाहिये जैसे कि: ब्रेल, औडियो टेप पर, बड़े प्रिन्ट में, कम्प्यूटर डिस्क पर य समुदायिक भाषाओं में, तो कृपया संपर्क करें टैलिफोन नम्बर: 01454 868009.</p>
<p align="center"><b>KURDISH</b></p> <p>ئەگەر تۆ ھەر ئەکە ی ئەم زانیاریانەت بە شیوازی تر ھەبێت یۆ نموونە: نووسینی چابی یۆ کوئران، شریت، نووسینی گەورە، دیسکی کۆمپیوتەر، یان بە زمانە کۆمەلایەتیەکان تکایە بە یۆھەنی بکە بەم ژمارەوہ 01454 868009.</p>
<p align="center"><b>POLISH</b></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"><b>PORTUGUESE</b></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"><b>PUNJABI</b></p> <p>ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਢੰਗ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਉਦਾਹਰਣ ਦੇ ਤੌਰ ਤੇ, ਬਰੇਲੀ, ਸੁਨਣ ਵਾਲੀ ਟੇਪ, ਵੱਡਾ ਛਾਪਾ ਜਾਂ ਕੰਪਿਊਟਰ ਡਿਸਕ ਜਾਂ ਕਿਸੇ ਹੋਰ ਕੰਮਿਊਨਿਟੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01454 868009 ਤੇ ਸੰਪਰਕ ਕਰੋ।</p>
<p align="center"><b>SOMALI</b></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"><b>URDU</b></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"><b>VIETNAMESE</b></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 compitơ, hay bằng bất cứ một ngôn ngữ cộng đồng nào, xin liên lạc với số điện: 01454 868009.</p>

## Contents

	Page No.
<b>SECTION 1</b>	
Introduction	
South Gloucestershire Population	
How does South Gloucestershire Compare?	
South Gloucestershire Equalities Forum	
Perceptions of Equality	
Corporate Equality Action Plan 2017/18	
Management Procedures and Processes	
Responsibilities	
Equality Impact Assessment and Analysis (EqIAA)	
Data Analysis	
Training	
Staff Support Groups	
Corporate Equality Priorities 2018/19	
South Gloucestershire Council Equality Objectives	
Objective 1: Ensuring a Consistent Approach to Managing Equalities	
Objective 2: Ensuring Fair Treatment For All By Council Services	
Objective 3: To reduce any gaps in service use and take-up.	
Objective 4: To continuously improve equality of opportunity for our employees and job applicants	
<b>SECTION 2 – Annual Departmental Equalities Feedback Reports</b>	
Chief Executive & Corporate Resources	
Children, Adults and Health	
Environment & Community Services	
<b>SECTION 3 - Employment</b>	
The Council as an employer	
<b>SECTION 4 – Equality Impact Assessment and Analysis (EqIAA)</b>	
Equality Impact Assessment and Analysis (EqIAA)	

# SECTION 1



## INTRODUCTION

This Annual Equality Report published by South Gloucestershire Council brings together access to all our equalities data, and helps the reader assess the equality of our activities.

The Council is required under the Equality Act 2010 to publish that element of this report. However, this document consciously goes further than that. The Council is conscious that it does not stand alone in seeking to provide equality of opportunity to local communities. As a result, this Annual Report includes information about other groups working in the field of equalities, as well as including information about areas outside the Council's direct control.

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

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

## SOUTH GLOUCESTERSHIRE POPULATION

South Gloucestershire is in the West of England, located between Gloucester and Bristol, the Severn Estuary and the Cotswolds. The first and second crossings of the River Severn lie within South Gloucestershire and the area is well served by motorway and rail links.

The district covers 536.6 sq km with a population of 282,600<sup>1</sup> and 115,820<sup>2</sup> households.

It is a mixed urban and rural area of great diversity with long-established urban communities, market towns, small villages and substantial new development. Just over 60% of the population live in built up areas immediately adjoining Bristol. Just under 20% live in the towns of Yate, Chipping Sodbury and Thornbury, and the remaining 20% live in the more rural areas of South Gloucestershire.

Our residents have a high quality local environment which they greatly value. South Gloucestershire is mainly an affluent area, with vibrant towns and parishes and a good range of community infrastructure making it a safe and strong place to live. In 2016/17, 81% of respondents to the Viewpoint survey said they were satisfied with their local area as a place to live<sup>3</sup>. Crime levels are low compared to the rest of the country – in 2018/19 there were 58.7 recorded crime incidents per 1,000 residents compared to 83.5 per 1,000 across England and Wales<sup>4</sup>.

South Gloucestershire has a diverse economy including world leading companies from key high growth sectors such as advanced engineering, aerospace and defence, microelectronics and silicon design. We are host to large local economic drivers such as the Mall at Cribbs Causeway and the University of West of England, which attract investment and create opportunities as well as being major employers.

---

<sup>1</sup> Office for National Statistics mid-year estimates, 2018

<sup>2</sup> Valuation Office Agency, June 2017

<sup>3</sup> South Gloucestershire Quality of Life Report - 2017

<sup>4</sup> Safer and Stronger Communities Strategic Partnership, October 2019

We are home to the new Science Park which is a world class environment for businesses in science and advanced technology, as well as the new National Composite Centre which is a national pioneer on the research and design of new composites technologies.

## Gender

In South Gloucestershire, 50.4% of the population are female and 49.6% are male, as reported in the ONS 2018 mid-year estimates.

## Race

South Gloucestershire has a small but growing number of Black, Asian and Minority Ethnic (BAME) residents. The 2011 Census reported that 5% of the population is BAME (compared to the average of 14% for England and Wales). In addition 2.5% of the population is classified as 'White Other'. This is broken down as follows:

### *South Gloucestershire 2011 Census data*

Group	South Glos Number	South Glos. Percentage
Asian/Asian British – Bangladeshi	238	0.1
Asian/Asian British – Indian	2,699	1
Asian/Asian British – Pakistani	698	0.3
Asian/Asian British – Chinese	1,312	0.5
Asian/Asian British – Other	1,493	0.6
Black/African/Caribbean/Black British – African	987	0.4
Black/African/Caribbean/Black British – Caribbean	980	0.4
Black/African/Caribbean/Black British – Other	251	0.1
Mixed/Multiple Ethnic Groups – White & Asian	1,016	0.4
Mixed/Multiple Ethnic Groups – White & Black African	396	0.2
Mixed/Multiple Ethnic Groups – White & Black Caribbean	1,516	0.6
Mixed/Multiple Ethnic Groups – Other	739	0.3
White – English/Welsh/Scottish/Northern Irish/British	241,611	91.9
White – Irish	1,223	0.5
White - Gypsy or Irish Traveller	271	0.1
White – Other	6,469	2.5
Other Ethnic Group - Arab	366	0.1
Any Other ethnic group	502	0.2

*Note: Totals may not sum because of rounding*

The South Gloucestershire Race Equality Network meets three times a year to discuss topics affecting the BAME community in the district and advise the statutory bodies of their concerns about the issue.

## Disability

The 2011 Census provided the following information in regard to disability:

### *South Gloucestershire 2011 Census data*

	Disability/Day-to-day activities limited to some extent
Number	40,914
Percentage of Population	15.60%

This compares with 17.9% across England and Wales.

South Gloucestershire Council supports South Gloucestershire Disability Equality Network (SG DEN), which is a group of disabled people and organisations representing disabled people in the district. SG DEN is a valuable source of advice to the Council on how best to serve disabled residents and an influential voice for the disabled community.

There is a Learning Difficulties Partnership Board which acts as a voice for people with learning difficulties and to bring issues to the attention of statutory organisations.

## Age

The age structure in South Gloucestershire is broadly similar to the national picture, however compared to the national average, South Gloucestershire has:

A lower proportion of the population in the 25-29 age group (0.5% below the national average)

A higher proportion of the population in both the 50-54 (0.5% above the national average) and over 70 age groups.

## Religion or Belief

In respect of religion or belief, the 2011 Census reported the following:

### *South Gloucestershire 2011 Census data*

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

- 59.6% of the population were Christian - considerably lower than the proportion recorded in the 2001 Census (73.9%).
- 30.7% of the population stated that they do not have a religion – nearly double the proportion recorded in the 2001 Census (17.5%) and higher than the national average (25.1%).

At present most followers of non-Christian faiths need to travel into Bristol to worship.

## Sexual Orientation

There is no hard data on the number of lesbians, gay men, bisexuals and transgendered people in the UK. However, the Government is using the figure of 5-7% of the population and Stonewall<sup>5</sup> agree that this is a reasonable estimate. This means that across the area, we have approximately

<sup>5</sup> For further information, visit: <http://www.stonewall.org.uk/>

15,000 residents who identify as being LGBTQ – the largest minority group in South Gloucestershire.

## Further Information

A range of information concerning the South Gloucestershire population can be found at our webpage entitled “Statistics about the Area”: <http://www.southglos.gov.uk/council-and-democracy/census/>

A range of information concerning council workforce demographics can be found on our webpage: [Workforce Equalities Monitoring](#)

In respect of key issues experienced by groups across the UK and South Gloucestershire, the council’s website contains a wealth of information: [www.southglos.gov.uk](http://www.southglos.gov.uk). In addition, the Equality and Human Rights Commission (EHRC) website contains information pertaining to all protected characteristic groups.

## HOW DOES SOUTH GLOUCESTERSHIRE COMPARE?

In 2019 the Local Government Association published a draft Equality Framework for Local Government (EFLG). This is a self-assessment which enables authority to review their practice and its impact, and to judge it against a number of criteria.

The Equality Framework reflects the latest legislation affecting equality such as Gender Pay Gap reporting, GDPR, the changing context of the local government sector and equality in Britain and in response to other significant issues that might affect equality including the UK’s decision to leave the European Union.

The equality framework is intended to help Councils:

- deliver accessible and responsive services to customers and residents in their communities including those from protected characteristics
- employ a workforce that reflects the diversity of the area they are serving
- provide equality of opportunity for all staff
- Meet the requirements of the Public Sector Equality Duty

It seeks to do this by:

- Identifying the areas of activity that Councils need to be address to deliver good equality outcomes
- Helping Councils to understand how they can build equality into processes and practices
- Including supporting actions that a council could take to make progress
- Enabling Councils to self-assess their progress on the equality improvement journey and determine where and how they need to improve..

The Framework sets out four modules for improvement underpinned by a range of criteria and practical guidance that can help a Council plan, implement and deliver real equality outcomes for employees and the community. The four modules are:

- Understanding and working with your community
- Leadership and Organisational Commitment
- Responsive Services and Customer Care
- Diverse and Engaged Workforce

For each module there are three Levels. Developing; Achieving and Excellent. The levels are progressive and cumulative so an organisation can plan and chart its progression against different priorities. Councils can be at different levels of the framework for different modules.

**Developing** - The developing level criteria contain the basic building blocks for each priority. An organisation at the Developing level has made an organisational commitment to improving equality. It is putting in place processes to deliver on equality issues and is working towards meeting the statutory requirements.

**Achieving** - An organisation at the Achieving level has policies, processes and procedures in place and is delivering some good equality outcomes. It is meeting all statutory requirements

**Excellent** - An organisation at the Excellent level has mainstreamed equality throughout the organisation and is delivering significant outcomes across its services that are making a difference in its communities. The organisation exceeds statutory requirements and is an exemplar council for equality in the local government and wider public sector.

The modules contain a number of themes, each with short descriptor at each level of the framework.

South Gloucestershire Council has compared itself to this assessment, and involved staff equality groups in that process. It self-assesses as reaching the following levels, shown where the level is shaded green. Where no category is shaded in this way the council cannot demonstrate consistent evidence for any category. In some modules there is excellent practice, but a gap in a single element of the Developing level means it cannot reach that status.

<b>UNDERSTANDING AND WORKING WITH YOUR COMMUNITIES</b>		
<b>Developing</b>	<b>Achieving</b>	<b>Excellent</b>

<b>Collecting and Sharing Information</b>		
---	--	--

<p>1.1 The organisation has gathered and published information and data on the profile of its communities and the extent of inequality and disadvantage. Plans are in place to collect, share and use equality information with partners.</p>	<p>1.2 Relevant, proportionate and appropriate information about the local communities and their protected characteristics is being gathered. Information is shared across the organisation and with partners</p>	<p>1.3 A comprehensive set of information about local communities/protected characteristics needs and outcomes is regularly updated and published and used to identify priorities for the local area.</p>
---	---	---

**Supporting Activities and Considerations**

JSNA focusses on health equality/inequality, but information on outcomes analysed by protected characteristic needs improvement. This should be included as individual sections are updated.

Data sharing across the council remains an issue as risk aversion arising from GDPR / data protection minimises this.

While the council has sought to agree to share information and results with partners in order to improve analysis this has not yet proved possible, with different public sector bodies required to report to Government with different groupings.

<b>Analysing and using data and information</b>		
---	--	--

<p>2.1 Systems are being developed to collect and analyse soft and hard data/intelligence about communities, their needs and aspirations.</p>	<p>2.2 Information and data is collected, disaggregated and analysed to support the assessment of local need, impacts of changes to services and priorities.</p> <p>Appropriate mechanisms are in place to monitor performance and inform equality objectives and service planning, commissioning and decision making.</p>	<p>2.3 Up to date and comprehensive equality data is used regularly to plan and assess impacts of decisions.</p> <p>Performance is monitored against equality objectives and outcomes including commissioned services, and with key health partners and other stakeholders.</p>
---	--	---

**Supporting Activities and Considerations**

The Digital programme may help develop and improve systems for collating and analysing the different sets of data being collected, but extent of this this is not yet known.

There are examples of where the standards for Achievement and even Excellence have been reached but these are piecemeal pockets of good practice rather than being evidenced across all (or even most) service areas.

<b>Effective Community Engagement</b>		
3.1 Inclusive community engagement structures are being developed throughout the organisation. There are opportunities for communities to be involved in decision making.	3.2 Engagement mechanisms and structures are in place to involve equality stakeholders and scrutinise service delivery, decision-making and progress. The organisation engages with all its communities when making decisions, including those with protected characteristics	3.3 Formal and informal interactions takes place between the organisation and its diverse communities. Communities from across the protected groups are actively participating in and influencing decision making.
<b>Supporting Activities and Considerations</b>		
<p>There are pockets of good practice which include support for advocacy groups; the Youth Board; and the refresh of the Citizens Panel to better reflect the population make-up of South Gloucestershire. However the council does not have a strategic shared and consistent approach to this.</p> <p>The lack of coterminous boundaries with some partners prevent shared engagement, though within the last year boundaries with the Police have been agreed for Police Beats and Community Engagement Forum Boundaries will be aligned with these in 2019/20.</p>		

<b>Fostering good community relations</b>		
Structures are in place within the organisation and across partnerships to understand community relationships and map community tensions.	The organisation and its partners have a strong understanding of the quality of relations between different communities and collectively monitor relations and tensions. The organisation and its partners are actively engaged in planning and delivering activities that foster good relations.	The organisation takes a sophisticated approach to fostering good relations which has resulted in measurable improvements in relationships between diverse communities
<b>Supporting Activities and Considerations</b>		
<p>The council has been asked to present on its work to foster good relationship between diverse communities at a forthcoming meeting of the National Community Cohesion Integration network</p> <p>Data shared with partners has helped them secure external funding for appropriate action to foster good community relations.</p> <p>Extensive effort has been made to encourage Members and Town &amp; Parish Councils to contribute to reporting intelligence on community tensions, though provision is still limited at present.</p>		

<b>Participation in public life</b>		
The organisation has a clear understanding of the level of participation in public life by different communities/protected characteristics.	Local people are encouraged to participate in public life or in other activities where they are under-represented.	There is an improvement in the participation rates of under-represented groups in public life. The organisation can demonstrate that people across a range of protected characteristics are able to influence decisions
<b>Supporting Activities and Considerations</b>		

<b>LEADERSHIP AND ORGANISATIONAL COMMITMENT</b>		
<b>Developing</b>	<b>Achieving</b>	<b>Excellent</b>
<b>Leadership</b>		
7.1 The political and executive leadership have publically committed to reducing inequality, fostering good relations and challenging discrimination. They have clearly stated their commitment to a diverse workforce and have made clear what is expected from staff when delivering services to the community	7.2 Political and executive leaders demonstrate personal knowledge and understanding of local communities and continue to show commitment to reducing inequality. Leaders can demonstrate their commitment to equality in decision making and how this informs the way the organisation responds to challenges	7.3 Leaders have gained a reputation within the community and with all of its partners for championing equality, balancing competing interests and fostering good relations. The organisation is able to show that even when making difficult decisions they continue to have a clearly articulated and meaningful commitment to equality.
<b>Supporting Activities and Considerations</b>		
<p>While the council leadership has committed to equality, the turnover in key leaders means the extent to which this is understood by local communities and the wider council would benefit from greater promotion.</p> <p>The council supports staff equality groups which take part in Pride events; and other commemorative events like Black History Month etc</p> <p>The Scrutiny Commission encouraged groups representing those with protected characteristics to take part in scrutiny of the draft Equality Plan 2019-2022 which was amended in line with their comments.</p>		

<b>Priorities and Partnership Working</b>		
8.1 Partnership working arrangements are being reviewed with the voluntary and community sector and the wider community to ensure that local equality priorities are addressed	8.2 There is a coherent, shared vision of equality for the local area, with clear priorities which have been agreed and understood by all key stakeholders, including the voluntary and community sector.	8.3 The organisation can demonstrate success in working with partners in the public, private, community and voluntary sectors to address equality priorities, which are reviewed on a regular basis.
<p><b>Supporting Activities and Considerations</b></p> <p>Funding is provided to the VCSE to support advocacy and voice work for communities with protected characteristics.</p> <p>Reflection of equality in the current Local Strategic Plan is general rather than specific. The new Council Plan provides an opportunity to consider how to strengthen this.</p>		

<b>Assessing Equality Impact in Policy and Decision Taking</b>		
9.1 Due regard is taken to the aims of the general equality duty when making decisions and when setting policies	9.2 Equality analysis/ impact assessment is integrated systematically into planning and decision making across the organisation.	9.3 The organisation can demonstrate that improvements in equality outcomes are being delivered as a result of effective equality analysis/ impact assessment, and that negative impacts have been mitigated.
<p><b>Supporting Activities and Considerations</b></p> <p>There are a number of excellent EqIAAs carried out by the council, the best of which have been refined over a number of years and these include the EqIAA carried out in setting the council budget.</p> <p>Equality impact consideration should be included in all Committee reports. Compliance and the quality of considerations is getting better.</p> <p>Cumulative impact assessment has not been used in setting the budget and planning savings.</p>		

<b>Equality Objectives</b>		
10.1 Equality objectives for the organisation have been set and published in accordance with the requirements to support the public sector Equality Duty.	10.2 Specific and measurable equality objectives have been integrated into organisational strategies and plans and action is being taken to achieve them. Outcomes are measured and monitored regularly by senior leaders.	10.3 The organisation can demonstrate a clear link between meeting their equality objectives and positive outcomes for its communities
<b>Supporting Activities and Considerations</b>		
Objectives are defined and regularly monitored, but do not include specific or SMART targets.		

<b>Performance Monitoring and Scrutiny</b>		
11.1 Appropriate structures are in place to ensure delivery and review of equality objectives.	11.2 The setting and monitoring of equality objectives is subject to challenge, including through any organisational bodies or groups and the political Overview and Scrutiny process.	11.3 The organisation uses the scrutiny process as a driver for change. The organisation benchmarks its achievements against comparable others and shares its experience in developing good practice.
<b>Supporting Activities and Considerations</b>		
<p>The dedicated resources for supporting equality work are entirely staff (1fte) with no implementation budget</p> <p>The Scrutiny Commission, along with advocacy Groups, carried out a review and amended the draft Council Equality Plan prior to its consideration and adoption by Cabinet.</p> <p>Progress and responses are reported annually to COMT and Cabinet through the Annual Equality Report.</p>		

<b>RESPONSIVE SERVICES AND CUSTOMER CARE</b>		
<b>Developing</b>	<b>Achieving</b>	<b>Excellent</b>
<b>Commissioning and Procuring Services</b>		
12.1 The organisation ensures that procurement and commissioning processes and practice take account of the diverse needs of clients, and that providers understand the requirements of the public sector Equality Duty.	12.2 Mechanisms are in place to ensure that equality standards are embedded throughout the procurement cycle.	12.3 The organisation can demonstrate that commissioned/ procured services are helping it achieve its equality priorities.
<b>Supporting Activities and Considerations</b>		

Throughout almost all these criteria there are – at best – pockets of good practice, but these tend to be individual rather than an integrated and consistent whole,

Dividing Positive Activity Fund into three separate lots with each needing a different provider is good practice as is the supply chain work carried out by Street Care. Both are examples of using the public pound to influence the local economy.

Social Value is included in the award of contracts but we are unaware of monitoring of its impact.

<b>Integration of equality objectives into service planning</b>		
13.1 Structures are in place to ensure equality outcomes are integrated into business objectives.	13.2 Equality objectives are integrated into service plans across the organisation, with progress towards them performance managed by key decision makers.	13.3 The organisation can demonstrate that improvements and equality outcomes are being delivered across the business.
<b>Supporting Activities and Considerations</b>		
Actions to achieve the equality objectives are largely carried out through the Annual Equality Report rather than service plans.		

<b>Service Delivery</b>		
14.1 The organisation has systems to collect, analyse and measure how satisfied all sections of the community are with services.	14.2 There is evidence that services are meeting the needs of a diverse community	14.3 There is increased satisfaction with services amongst all users, including those with protected characteristics.
<b>Supporting Activities and Considerations</b>		
Throughout almost all these criteria there are pockets of good practice, but these tend to be individual rather than an integrated and consistent whole.		

<b>DIVERSE AND ENGAGED WORKFORCE</b>		
<b>Developing</b>	<b>Achieving</b>	<b>Excellent</b>
<b>Workforce Diversity</b>		
15.1 The organisation understands its local labour market, and has mechanisms in place to monitor its workforce against protected characteristics.	15.2 The organisation can demonstrate movement towards greater equality in its workforce profile compared with previous years, including increasing the levels of previously under- represented groups at all levels of the organisation.	15.3 The organisation's workforce profile (including the profile of major providers of commissioned services) broadly reflects the community it serves/local labour market.
<b>Supporting Activities and Considerations</b>		
The council regularly compares its workforce equality to that of the local population, and publishes these results.		

It has made a number of positive changes to improve the diversity of its workforce including the use of anonymised application forms; use of diverse selection panels; ensuring recruitment consultants provide diverse shortlists; carrying out targeted advertising to encourage diverse applications; and it qualifies for the Disability Confident symbol.

While it can demonstrate a more diverse workforce in total, it has yet to significantly improve representation at the more senior levels of the organisation.

### Workforce Strategies and Policies

16.1 The organisation's workforce strategies and policies include equality considerations and objectives.

16.2 The equality objectives contained within workforce strategies are implemented and monitored.

16.3 Prioritised equality outcomes for the whole workforce are being achieved.

### Supporting Activities and Considerations

Staff networks are supported and used by the organisation to develop HR strategies and policies

Staff surveys are carried out regularly. Experiences of protected staff are analysed and addressed. Extensive programme of actions was implemented to address concerns raised in the last staff survey.

However positive and tangible outcomes have yet to be evidenced following these changes.

Some positive outcomes have been communicated to staff with protected characteristics through staff equality groups

### Collecting, Analysing and Publishing Workforce Data

17.1 Systems are in place to collect and analyse employment data across a range of practices (recruitment, training, leavers, grievance and disciplinaries etc).

17.2 The organisation regularly monitors, analyses and publishes employment data in accordance with its statutory duties.

17.3 The authority has a robust and comprehensive set of employment data and uses this to inform its workforce strategy and management practice.

### Supporting Activities and Considerations

While many of the processes described are in place, many staff have not provided information on (some of) their protected characteristics which prevents effective analysis.

<b>Training and Development</b>		
18.1 The organisation carries out regular assessments of the training and learning and development needs required to ensure its councillors and officers are equipped to understand their equality duties and take action to deliver equality outcomes.	18.2 The organisation provides a range of accessible learning and development opportunities to support councillors and officers in achieving equality objectives and outcomes.	18.3 Decision makers understand the importance of equality when making decisions and in how they use resources. Services are provided by knowledgeable and well-trained staff who are equipped to meet the diverse needs of local communities.
<b>Supporting Activities and Considerations</b>		
<p>The PDPR material specifically refers to equality training and understanding, but this is not felt to be fully deployed and used in practice.</p> <p>Training tends to follow a programmed cycle, or for individuals to be reactive, rather than being based on regular assessment of need.</p>		

<b>Health and Wellbeing</b>		
18.1 The organisation has begun to consider how it can address the key employee health and wellbeing issues	18.2 The organisation promotes the health and well-being of staff in its workforce and other policies	18.3 There is a positive health and wellbeing culture throughout all levels and areas of the service
<b>Supporting Activities and Considerations</b>		
<p>Staff Surveys take place regularly. Results from protected groups are analysed and concerns addressed</p> <p>Sickness absence policies take account of disability related absence</p> <p>Staff are encouraged to become mental health champions</p> <p>However, concerns have been raised about managers' understanding of what a reasonable adjustment is, and the understanding that this can change over time.</p> <p>Support is being provided to managers who indicate they are not confident about addressing staff mental health issues.</p> <p>Equalities will be a theme within our staff engagement survey programme. We are getting more confident as an organisation in challenging such behaviour.</p>		

## SOUTH GLOUCESTERSHIRE EQUALITIES FORUM

The Council is very aware that its work on equalities cannot stand in isolation from the actions of others working in this field, locally and nationally. Much of the information presented in this report links to, and involves, the work of other groups and individuals operating in South Gloucestershire. A key part of this network is the South Gloucestershire Equalities Forum, which brings together organisations and individuals living and working in South Gloucestershire to work to create a place where people and communities are able to live without fear or experience of discrimination. The Forum seeks to make progress towards achieving this vision through four areas of work:

1. **Challenging discrimination** – by challenging discrimination where we see it we will give confidence to people from equality communities and help make them aware of the legal protection which exists for them
2. **Education** – by helping to dispel the myths around equality communities we will help people respect individuals, whatever their background, and value living in a community of people from different cultures and experiences
3. **Legal framework** – working within the legal framework which imposes a duty on public organisations to promote equality of opportunity we will share lessons learned within our member organisations and encourage all to adopt best practice
4. **Promoting community cohesion** – by encouraging activities to bring people together in communities we will help give communities a stronger sense of empowerment and help people from different backgrounds work together and ensure that new people moving into the area are welcomed.

The Forum's membership includes:

- Avon and Somerset Constabulary
- Avon Fire and Rescue Service
- Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group
- North Bristol NHS Trust
- Bromford Housing Association
- South Gloucestershire Council
- Age UK South Gloucestershire
- CVS South Gloucestershire
- Southern Brooks Community Partnerships
- South Gloucestershire Disability Equality Network
- South Gloucestershire LGBTQ+
- South Gloucestershire Over 50s Forum
- South Gloucestershire Race Equality Network
- The Diversity Trust

The Forum's [website](#) hosted by CVS South Gloucestershire has information about the Forum, its conferences and activities, and an equality profile of the area; with information about equality communities and contact details for representative organisations.

During 2018/19 the Partners Group which leads the work of the Forum met on three occasions June, October and January. It continued to look at education and received presentations on the attainment of pupils with protected characteristics, and results of the on-line pupil survey which illustrated attitudes and experiences of school pupils in South Gloucestershire; highlighting consistently poorer outcomes across a range of measures for pupils who identified as LGBTQ+, disabled (or with special educational needs), or who were young carers.

The Terms of Reference were reviewed and ratified introducing a new meeting format supporting the Partners Group and Equality Partnership to work efficiently together. It also formalised the Forum's representation on the Local Strategic Partnership providing the opportunity for the Partners Group to feed into this meeting and receive reports.

## PERCEPTIONS OF EQUALITY

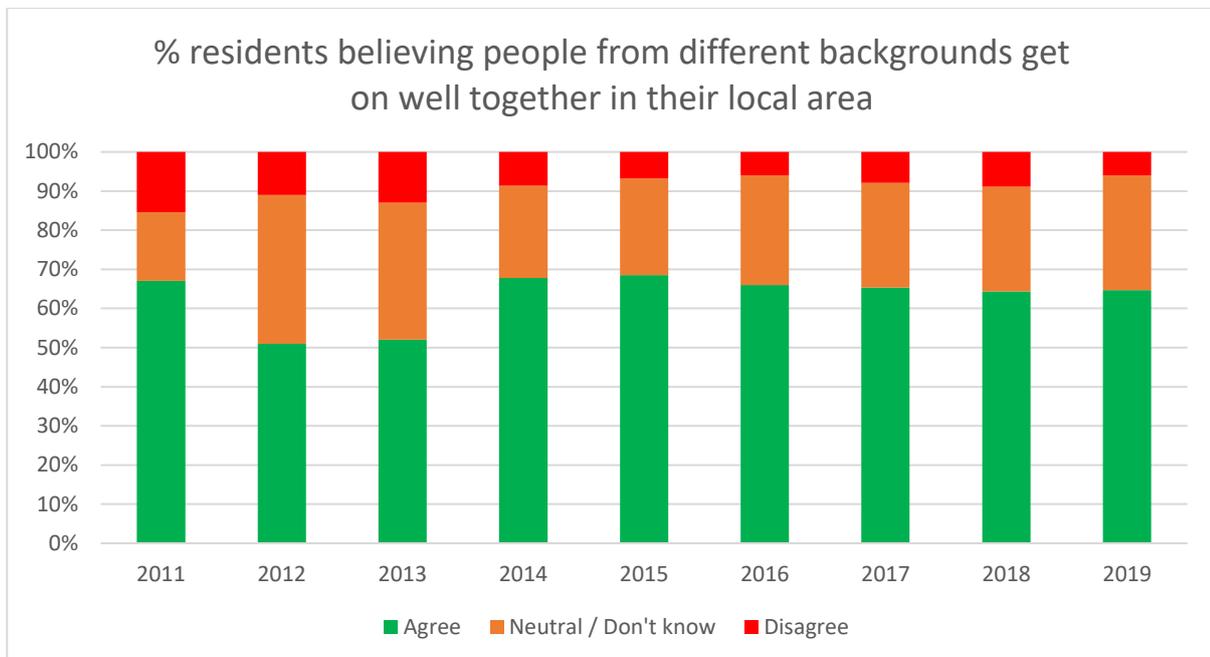
Each year the Council surveys residents in order to assess their views of equality in the district. This has been done using the same methodology for the past 9 years and thus enables trends to be proven.

The survey was sent to all 2764 members of South Gloucestershire Council's Viewpoint panel either by post (16%) or by email (84%). The survey was open from 1st February 2019 until 1st March 2019. 1,597 completed surveys were received giving a response rate of 58%.

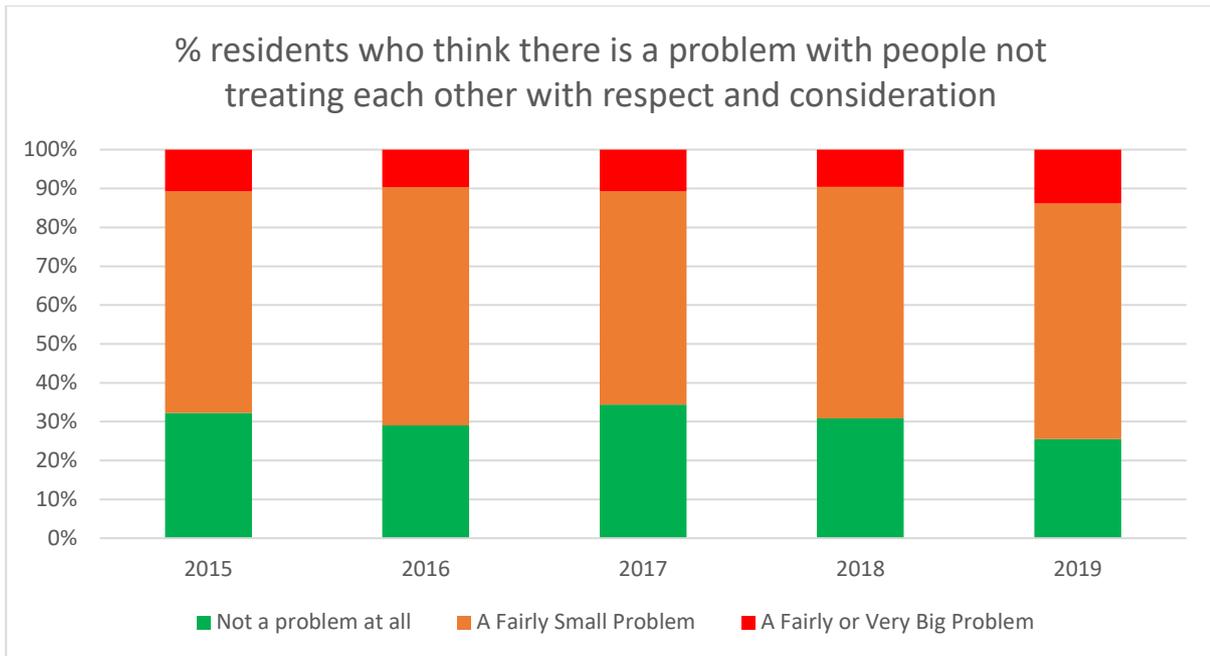
The number of respondents to this survey for each year is as follows:

2011	1,154
2012	999
2013	890
2014	1,278
2015	1,285
2016	916
2017	804
2018	762
2019	1,597

The panel aims to be as representative of the population of South Gloucestershire as possible and any over- or under-representations with regards to certain demographics are balanced by weighting the data to match the proportions present in the population. Quantitative data has been weighted according to population information taken from the 2011 Census (Office for National Statistics). The results are weighted by male and female genders and ethnicity (White and Black, Asian and minority ethnic and minority ethnicities, BAME). In the past data has not been weighted by age due to large discrepancies between the distribution of age groups within the sample and the South Gloucestershire population as a whole. A panel refresh in summer 2018 resulted in the distribution of age being enough to include this in our weighting calculations. Data has been weighted by four age categories (16-34, 35-44, 45- 64, 65+).



The proportion of residents who feel their area is a place where people from different backgrounds can get on well together remained static at 64% with 52% tending to agree and 12% strongly agreeing. Respondents from a priority neighbourhood were significantly more likely than those from the rest of the district to strongly disagree this was the case (4% compared to 1%), though the majority still tended to agree.



In marked contrast, after 4 years hovering at 9% or 10% the proportion of residents thinking there is a problem in their local area with people not treating each other with respect and consideration increased significantly to 14%. There is evidence of tensions arising from Brexit, particularly in the latter part of the financial year.

This trend for people not treating each other with respect and consideration is consistent with noticeable increases in demand for services (ASB reports to the council up 37%; Planning Enforcement cases up 42%; Environmental Health complaints up 4%, compared to the previous year) with increasing numbers of these cases involving neighbour disputes.

Residents aged 65 and over were significantly more likely to consider respect and consideration between residents to be 'not a problem at all' (34% of 65+ compared to 24% of 16-34, 19% of 35-44 and 21% of 45-64 year olds).

When compared to responses from the rest of the district, respondents from a priority neighbourhood were significantly more likely to see people not treating each other with respect and consideration as 'a fairly big problem' (17% compared to 11%).

## CORPORATE EQUALITY ACTION PLAN 2018/19

The major actions delivered during the year were

- a) the implementation and deployment of the revised framework for equality management.
- b) The development of a new 'Equality Plan' which sets setting the council's direction and equality objectives over the next three years. This was agreed following public consultation and can be found at [www.southglos.gov.uk/documents/Approved-Equality-Plan-2019-2022.pdf](http://www.southglos.gov.uk/documents/Approved-Equality-Plan-2019-2022.pdf)

The council continued to support its groups for staff with protected characteristics, and to provide support to these groups to celebrate cultural diversity including a presence at Bristol Pride; and celebrating Black History Month. The groups are now able to operate more independently, and have been used in assessing our current and future plans.

## SOUTH GLOUCESTERSHIRE COUNCIL'S EQUALITY OBJECTIVES

The Council set 4 objectives for its equality work during 2018/19 and progress against these during the year is considered below. Results can be summarised as: -

Objective		Feedback on Progress
Objective 1: To ensure a consistent approach to managing equalities.	✓	Following introduction of the revised framework for managing equality the standard and consistency of Equality Assessments (EqIAAs) as part of the decision-making process, was significantly improved compared to the previous year.  This is now monitored on a regular basis in order that any areas not managing equalities in accord with the council's framework can be identified and addressed.
Objective 2: To ensure fair treatment for all by Council services	—	The proportion of residents feeling they were discriminated against rose by 0.4% but this is within the margin of error. The numbers involved for individual protected characteristics are so small that it is inappropriate to compare trends.
Objective 3: To reduce any gaps in service use and take-up.	✓	Overall, the Council is showing improvements in delivering against actions that have been set to improve service performance in delivering against these objectives. This Annual Report provides information on the performance of council departments in 2018/19 and also of progress against actions which were set for the year.

<p>Objective 4: To continuously improve equality of opportunity for our employees and job applicants</p>	<p>✓</p>	<p>Analysis against this objective is assessed via our annual 'Equalities in Employment' report which is available via the link in Section 3 of this report. This information enables us to check our performance as an employer in relation to all diverse employee groups.</p> <p>The Equalities in Employment report shows gaps in equality of employment and opportunity are reducing in some areas, albeit it more slowly than we would want, though not others.</p> <p>The Council initiated in 2017/18 a programme of personal / professional development to all staff and offered 1:1 tailored support specifically targeted at those with protected characteristics, in order to address this issue. It is also supporting Bristol City Council's Stepping Up programme specifically targeted at developing diverse leaders. The council delivered a leadership programme aimed at aspiring women during 18-19.</p>
--	----------	--

**OBJECTIVE 1: ENSURING A CONSISTENT APPROACH TO MANAGING EQUALITIES.**

Changes to the Council's framework for managing equality were implemented and placed greater onus on the responsibility of all managers to understand the equality impacts and implications of their services, both in ongoing delivery and in considering options to change those services.

The standard and consistency of Equality Assessments (EqIAAs) as part of the decision-making process, was improved compared to the previous year.

## OBJECTIVE 2: ENSURING FAIR TREATMENT FOR ALL BY COUNCIL SERVICES

This indicator is monitored through a Viewpoint Panel survey. 1,597 members of the Panel answered this question and the full results are presented below.

The proportion of residents feeling they were discriminated against rose by 0.4% but this is within the margin of error. The numbers involved for individual protected characteristics are so small that it is inappropriate to draw conclusions from individual changes.

Protected characteristic	No. believing discriminated against	% believing discriminated against 2018	% believing discriminated against 2019	Change 2018-2019	Comments made
Not discriminated against	1,372	93.8%	93.4%	-0.4%	
Age	52	2.8%	3.5%	+0.7%	<ul style="list-style-type: none"> <li>• Not sure</li> <li>• South Glos consultation result</li> <li>• We live in Marshfield and although we have a v good GP practice we have very little or no services for the elderly or people suffering with dementia . There is no transport available to take people to socialisation clubs, if you can't drive you are isolated. There are no day relief services for the elderly and inform. There are absolutely no facilities for people with respite care here, absolutely no care facilities. When ringing around to find out what is available Sg people do not even recognise where Marshfield is!</li> <li>• Pensioners are not identified at being possibly at risk, anti social behaviour, recycling collection, street care, access during bad weather, etc</li> <li>• Even this survey assumes the participants are young</li> <li>• The Council appears to take no account of the value to the Community of elderly people living in retirement villages and the reduction in 'care costs' these places provide to the Community as a whole. Our Council tax bands do not reflect what residents are themselves providing to the Community.</li> </ul>

Protected characteristic	No. believing discriminated against	% believing discriminated against 2018	% believing discriminated against 2019	Change 2018-2019	Comments made
Disability	20	1.5%	1.3%	-0.2%	<ul style="list-style-type: none"> <li>• Web sites not compliant to Defra policy. New chicanes and barriers erected to deny disabled access, current ones not removed. Insufficiently dropped kerbs put disabled at risk and deny access</li> <li>• Asked for help/ advice regarding spinal disease, nobody interested</li> <li>• The council have not provided our allocated respite despite lengthy talks with Social Workers. This impacted us when I was very ill last year.</li> <li>• My child needs access to SEN support, however we have been told there is none as services have been cut.</li> <li>• I feel that using bus transport in North Yate Y3 does not help people who cannot walk into Yate with health issues, age and disability issues you cannot get a bus till 10.03 if a blue diamond card holder to go to Yate and Bristol they are only one an hour and that is providing they turn up and run especially the loop, also elderly people in Sturminster Road, York Close Halifax Road area have lost their bus altogether. It is all well saying you can get the Y1 - Y6 bus services in Yate but if you cannot get there you are cut off and North Yate very large and expanding fast and we have the worse bus service serving Yate and Chipping Sodbury.</li> <li>• I do not like having to have a sticker on my bin to say that I am allowed a larger one due to some health issues I have - I feel stigmatised by the sticker</li> <li>• Housing. The assistant discriminated against me in relation to my housing allocation band, and refused to alter his prejudiced view despite protestations from my local councillor. I chose not to make a formal complaint / appeal as I don't have the energy and I think the housing department would continue to discriminate.</li> <li>• PIP changes have caused financial problems and lack of supportive</li> </ul>

Protected characteristic	No. believing discriminated against	% believing discriminated against 2018	% believing discriminated against 2019	Change 2018-2019	Comments made
					<p>funding for community transport schemes</p> <ul style="list-style-type: none"> <li>It is difficult for an aged deaf person to contact services or help</li> </ul>
Gender reassignment	1	0	0.1%	+0.1%	<ul style="list-style-type: none"> <li></li> </ul>
Pregnancy and maternity	26	0.3%	1.7%	+1.4%	<ul style="list-style-type: none"> <li>Applying for jobs</li> <li>Not in the last year. Unfortunately a few years ago, I gave up my Council employment (after nearly 10 years service) as I was unable to fit childcare around the hours of work. My employer agreed to part time (2 1/2 days) but I needed 5 half days and this was not possible. I felt very sad to be leaving as the Council was a great employer.</li> </ul>
Marital or civil partnership status	7	0.1%	0.5%	+0.4%	
Ethnicity	6	0.4%	0.4%	-	<ul style="list-style-type: none"> <li>We are pensioners, over 70 British citizen from Africa, and we have lived in our property for 35 years and don't get help.</li> <li>The influx of eastern European's to this area.</li> <li>we cant get on any housing list as pensioners looking for somewhere to live out our old age, but if your black or got a turban on your head, then its welcome with open arms.</li> </ul>
Gender	16	0.4%	1.1%	+0.7%	<ul style="list-style-type: none"> <li>I am ignored by the men whom are responsible for planning when asked to discuss purchasing land next to my house.</li> </ul>
Religion or belief	2	1.0%	0.1%	-0.9%	
Sexual orientation	1	0.1%	0.1%	-	
Any other equalities issue	22	1.9%	1.5%	-	<ul style="list-style-type: none"> <li>If you are poor, the council hides much information from you</li> <li>Highways</li> <li>I find that the needs of childless couples like ourselves are pretty much ignored or neglected in the services provided, at the same time we heavily subsidise couples who do have children.</li> <li>unfortunately not in the last year - social services attitude if they think you might have some money</li> </ul>

Protected characteristic	No. believing discriminated against	% believing discriminated against 2018	% believing discriminated against 2019	Change 2018-2019	Comments made
					<ul style="list-style-type: none"> <li>• care of elderly parents when alive. both were in care homes which had to be paid for privately</li> <li>• The council tax is set to rise more than twice my benefits have risen so I am worse off just by paying the extra council tax this does not take into account all the other bills that are rising I dont have enough to live on any more. in the past I said I miss meals sometimes now I miss meals all the time. I live in a house under a blanket most of the time I keep my heating on 15 which is too cold for me. I live in pain and the cold makes it worse. with the increase this year maybe I now have to miss meals and have no heating. 4 years ago I did not pay council tax now I pay but benefits have never increased to cover or even help with the council tax. I would be better off in prison or dead.</li> <li>• I have repeatedly asked for replacement bags and boxes for recycling but have not received any. I suspect the Council thinks that people who live in my area are wealthy and can afford to buy their own. This would not happen in a less affluent area.</li> <li>• Living in the kingswood part of South Glos</li> <li>• Due to parking in street only a small recycling van can collect and have been told by refuse collectors that they can't take clothing, small electrical items as don't fit in van! We have to take to tip ourselves. Do discriminated against due to where we live but pay the same council tax.</li> </ul>

### General Comments

- Having just become disabled I am realising how difficult it is to get on with a normal life
- The Council discriminates against anyone who does not fit the divisive labels above: principally white men
- No discrimination, the council just ignores everything I have to say.
- Owning my own home!
- I am often discriminated due to my age, marital status and currently being on benefits. This primarily has happened during the time I have been looking for housing, but has also happened in day to day experiences, such as visiting my local vet for my cat.

- Had cause to apply for emergency grant due to benefits stoppage, was given a £40 one off payment which at the time put food on the table for a week but feel a lot more could have been done, ie directed to a food bank for ongoing support, as stoppage was clearly going to take longer than a week to resolve, this was NOT offered nor discussed. Whilst grateful for the £40 it was not enough to make any real impact as a crisis payment !
- What utter timewasting crap. Please tell me this isn't what my hard-earned council tax is being used to pay for...?
- When people hear the word retired some appear to think this means retarded. It's upsetting
- Being white and in employment, every thing is based on either unemployed or ethnic minorities
- Completely non-applicable.
- As a heterosexual Englishman, I feel sidelined by the Council's concentration on minorities.
- I only feel that the council discriminates against people, even themselves, when confronted by a big multi national offering them money... If the back handers are big enough, they will buy their way in. If organisations won't pay, they get cut. Parkrun will not pay for a free weekly timed run in a local park so it gets kicked out...of a public park.... Even though SGC name parkrun as part of its healthy lifestyles manifest... Makes no sense.... MacDonalds no doubt will pay big bucks for that car parking space at Willowbrook even though it will be fast food within a few hundred metres of primary schools. Against SGC healthy lifestyle policy. Collect child BMI data from NCMP as a before and after MC Donald's comparison... Do we think it will effect childhood obesity rates? Even though it's parental choice.... send some public health leaflets, that will have a greater impact than having people exercise in the park....send some leaflets so they don't eat the Macdonald's....
- I think because I am a white middle class male, living in my own property and who tends not to make a fuss, the council ignores my needs in preference to others.
- yes. spent 30 years trying to get parking for people in our street. we all have had to turn our gardens into car parks because the council would NEVER listen. loads of other streets were given parking passes etc, but not our street. used to visit the lovely council now and then to see if they were even interested but sadly they day came when I was told nobody would talk to me anymore to my face as it was a health and safety thing and they were not allowed too. what a load of rubbish. we waste our time really. and you wonder why people don't give a monkeys about voting in local elections. all the above about parking and I live opposite a bloody two story car park that was never run right. muppets

#### Comments referring to individuals / decisions by bodies other than South Gloucestershire Council

- I appear invisible when in shops, supermarkets etc due to my age!!
- Had to wait until 65 for bus pass, had expected to get it at 62 years. I am a UK citizen who can't use my bus pass in Wales, Scotland or N. Ireland?
- While working at XXXXX school my Jewish appearance made me the receiver of snide comments and asked to work difficult hours.
- Females are discriminated in sporting events ( specifically running in my experience) in terms of celebrating achievements, also T shirts that are given at the end of an event are usually in men's sizes which are too big.
- Access to local doctors. Failure of parish council to even consider problems of people to get there
- Some health checks etc not available if outside the specified age band.
- Added and abetted by the government they have changed the rules on providing bus passes to older people.
- At my age of 63 should be able to get a bus pass as not to rely on my own transport
- Unable to get a home visit assessment by the DWP for my ESA assessment. I have to get a letter from my GP to tell them that I need that even though they have all the information about my health needs and I have explained why i need that. To get this letter costs £30. because i'm

on ESA that is almost 40% of my weekly money. I can not afford that. I can not afford that because I am ill and on benefits. This is institutionalised discrimination

- redundancy due to being a woman over 50, turned down for roles as too experienced .
- it seems like when visiting a GP when I say my name the receptionist can see my age (61) and offer me the first available appointment maybe 3-4 weeks in the future if I phone up to see a doctor it is for today not next month
- I am 80+ and some people in the community think I know nothing, and should disappear and let them do and say what they like, about my wife and myself, and will not leave us alone.
- There seems to be an assumption that older people don't work and have plenty of time on their hands. I have been invited by my GP practice to be a volunteer driver, to join walks. I am 60 still working and don't receive my state pension or eligible for a bus pass until 66. There needs to be a consistent approach and I shouldn't be targeted because of my age!
- anti Welsh comments
- Everybody seems to think it is ok to blame OAP's for the problems of the NHS, or council housing shortages.
- Large discounts are offered to people over 60 at the sports centres even though they are often in a position financially to be able to afford more
- Generally young people may patronise by Calling me dear or love!
- Employment
- Don't get interviews due to age

#### Comments not related to protected characteristics

- Loss of Local playing fields to football club
- Yes as a motorist I am treated as a criminal and undesirable person EVEN though I obey all the laws. By contrast, cyclists (and I am one sometimes) can be regarded as heroes even whilst ignoring every safety law and riding illegally and being a danger to themselves and to others.
- I really feel that we never see a policeman out here and the pot holes are not seriously addressed, just patched and badly patched, on the country roads. Other than that, I experience no actual or perceived discrimination!

### **OBJECTIVE 3: TO REDUCE ANY GAPS IN SERVICE USE AND TAKE-UP.**

Overall, the Council is showing improvements in delivering against actions that have been set to improve service performance in delivering against these objectives. This Annual Report provides information on the performance of council departments in 2018/19 and also of progress against actions which were set for the year.

### **OBJECTIVE 4: TO CONTINUOUSLY IMPROVE EQUALITY OF OPPORTUNITY FOR OUR EMPLOYEES AND JOB APPLICANTS**

Analysis against this objective is assessed via our annual 'Equalities in Employment' report which is available via the link in Section 3 of this report. This information enables us to check our performance as an employer in relation to all diverse employee groups.

. Key points arising from the data this year include:

- The gender distribution within departments and council wide remains consistent with previous years.

- The age profile of the council shows a continuing trend of an ageing workforce, with increases in employees aged 50 and above.
- A significant increase in the number of apprentices which will support our aim of encouraging younger workers into our workforce and our 'grow your own' approach to talent and succession planning.
- Despite small improvements in data accuracy for the Sexual Orientation and Religion/Belief protected characteristics, data completeness remains a challenge to enable better analysis and insight to support equality plans.

**SECTION 2**

**ANNUAL DEPARTMENTAL EQUALITIES  
FEEDBACK REPORTS**



**DEPARTMENT:** Chief Executive and Corporate Resources  
**YEAR:** April 2018-March 2019

<b>SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN</b>	
<b>Key Achievements 2018/19:</b>	
<b>What we promised to do in 2018/19</b>	<b>What we actually did</b>
Improve collection of employee data	Data is collected for new starters. A follow up communications campaign to encourage individuals to update their record with equalities data resulted in a small increase in data available in some areas.
Deliver council-wide equality awareness raising programme	Unconscious bias training delivered. Career workshops delivered and opportunity for follow up. Programme continues.
Deliver agreed equalities training programme	Delivered unconscious bias training for managers and taking control of your career for all staff followed by managing equality processes.
Prepare for gender pay report	Gender pay gap report published ahead of statutory deadline.
Develop mental health improvement programme	Series of events held throughout the year and enhanced resources available. Promoting Positive Mental Health and managers 'Managing mental health in the workplace' E-modules to support mental health available as part of Time to Change commitment. Also introducing employee Wellbeing Action Plans to all staff who wish to complete and share with their manager.
Achievement of the 'Time to Think' pledge standard	Achieved as part of the Council's commitment to creating a healthy workplace.
Introduce digital applications for the registration service	This has been scheduled as part of the Digital South Glos transformation programme.
Increase digital inclusion amongst older and disabled residents	Work has continued to support our older and disabled residents. Whilst continuing the support available presently we are currently consulting these groups to ensure that future actions and support meet their needs as users. This includes working with our partners to ensure we support these residents. We have and continue to carry out user research with digitally excluded customers (specifically older and disabled residents) via surveys and focus groups. The feedback will help us understand the barriers and support required to empower these users to get online. Members of the following groups have been involved in the research: Over 50s Forum, Age UK South Glos, South Glos Race Equality Network, The Deaf, Deafened and Hard of Hearing group, South Glos Disability Network, Shopmobility, CVS South Glos. An easy Read survey has also been produced and sent to the Learning Difficulty Partnership Board and Choices 4 U members.
Achieve WCAG2 AA accessibility compliance standards	We continue to strive towards achieving WCAG2 AA accessibility as part of the digital transformation programme. We have recruited a UX designer to support this work in-house and implemented the refreshed redesigned web key templates and pattern library components into a new website platform (currently in beta stage). We have also reviewed and are redesigning the information architecture of the site to improve user journeys and

	<p>experience as well as conducting a full web content review, rewriting content in plain English and following our digital design principles.</p> <p>We have and continue to involve users with additional accessibility needs in our user testing as part of our digital design process, for example the recently launched One You website.</p>
Website user research to inform website accessibility improvements	Feedback from ongoing user research is helping to inform the design processes outline above for web forms and will be implemented by our own UX designer.
Improve easy read section of website and increase availability of content in accessible formats	We have continued our efforts to make further improvements to the easy read section of the website in conjunction with the Learning Difficulties Partnership Board (see digital inclusion above).
Support low cost computer scheme	We continue to support the low cost computer scheme with particular focus on eligible elderly and disabled residents
Promote national and local campaigns related to equality topics using online and offline council channels via local media	Promoted a number of national and local campaigns and messages related to equality topics using online and offline council channels, video and via local media including Mental Health Awareness Week, Children's Mental Health Week, Living Well with Dementia roadshows, Learning Difficulties Development Funding, South Gloucestershire Equalities Forum conference, World Hearing Day, LGBT History month.
Improve adjustments process within ICT	Worked with Disabled Employees Group to enhance the processing of adjustments, new software, internal monitoring capability and escalation process within ICT. This was well received by the group.
Creation of the Kingswood OSS (One Stop Shop)/Library Hub and improving the OSS area.	Creation of the Kingswood OSS/Library Hub: improved accessibility for all by combining our facilities and improving the OSS area to ensure we are meeting the needs of customers with disabilities and supporting access to digital services. Works have also taken place at our other OSS sites, ensuring customers receive the same support and guidance.
Create an e-module on LGBTQ+ awareness	Worked in partnership with Public Health and the Diversity Trust to create the e-module
Review and continuation of positive action initiatives	<p>In September 2018 we completed the first programme of development for the Senior Women's Leadership Programme entitled 'Springboard Development Plus'. This programme saw 9 employees from SGC alongside employees of B&amp;NES, Bristol, North Somerset, Avon &amp; Somerset Police and the Environment Agency complete a programme during 2018. Feedback has been overwhelmingly positive and we are now participating in the second programme, with five delegate representing SGC. Over 100 staff have attended the Women in Leadership programme since it started in February 2018 and evaluation continues to show positive impacts in terms of career development opportunities taken, increased confidence and sense of fulfilment. Delivery of seven further programmes in 2019 will continue this work and we hope to increase representation of staff on Grades Hay 10-6 to encourage continued career progression.</p> <p>In 2018 two participants attended Bristol City Council's Stepping Up programme, which is a multi-agency positive action initiative aimed at BAME members of staff. We are pleased that another staff member was successful in gaining a place this year. As part of the development activities, delegates attending the programme</p>

	participate in a range of activities including an assignment in a partner organisation.
Share key messages of national and local campaigns which promote the values of equality and diversity	Promoted a number of national and local campaigns and messages related to equality topics using online and offline council channels, video and via local media including Mental Health Awareness, Children's Mental Health Week, Dementia action week, LGBT History month, Pride, Hate Crime awareness, Deaf awareness, Child Sexual Exploitation awareness week, Adult Mental Health awareness week, Movember and world TB day. In 2018 we celebrated International Women's Day with talks from guest speakers who raised awareness of the impact of menopause symptoms for women, as well as a survivor of domestic abuse. In 2019 our Heritage department provided an impactful video on Inspiring Women from South Glos, which was screen across our Badminton Road site.
Promote and raise awareness of the council's values and behaviours to ensure staff demonstrate that 'we care about diversity and respect and champion equality of opportunity for all'	Our updated Values and Behaviours framework has been included within our PDPR process and is also widely used across our leadership and management development interventions (i.e. First Line management programme, PDPR workshops etc.). Posters and digital displays promoting the 'We Care' values are displayed across the organisation, using staff members who exemplify the values.
Develop and deliver digital inclusion strategy as part of Digital South Glos transformation programme ensuring this provides quality of access for those with protected characteristics	Customer services are leading on this piece of work with the support from the digital team and the consultation and research team. As part of the 'Discovery' phase, we are conducting user research to understand the barriers and reasons why people are not online, and how we can help and support them in getting online. Statistics show that older and/or disabled people make up a large proportion of adult internet non-users. To this end we are focusing this phase of our research on these groups to gather their views and feedback. The findings from the research will help develop the digital inclusion strategy and action plans.
Achieve Level AA web content accessibility guidelines (WCAG2 AA) compliance standards across all council websites	Our content review is ongoing, we are rewriting all web content in plain English and following our digital design principles and style guidelines. Registrars, Planning and Waste and Recycling are current priorities. As part of the review ALL images will be reviewed to ensure they include alternative text representations and any embedded videos will include captioning and descriptions where possible.
Continue to support low cost computer scheme	Digital continues to support and help promote this with our libraries and partner agencies.
Work with Gypsy, Roma and Traveller (GRT) families moving into housing for the first time, in partnership with housing providers	We will be working in partnership with housing providers i.e. Merlin, Sovereign, Solon and Livery Housing Associations and Trusts
Provide Adult Safeguarding to give Officers the skills to deal with vulnerable adults within the GRT community	A number of Officers have been enrolled in training sessions to give them the skills to deal with vulnerable adults.

**In addition to this we achieved the following in 2018/19:**

- As a department we are supporting the Mental Health Champions initiative. All Mental health Champions have been offered Mental Health First Aid Training

- Joint working with various agencies and families to support access to services and safeguarding as for all children
- Supporting families through the planning/welfare process, interviews and housing needs assessment
- Workers Group meeting set up to include a range of professionals attending, including Health, Education, Housing, Public Health, Playbus, Health Visitors and many other agencies.
- Supporting the day to day running on council run sites and deal with any issues or concerns
- Offering a weekly drop-in facility at Patchway Library.
- Corporate Traveller Unit and EMTAS representatives attendance at site/home visits, Workers Group meetings, Gypsy and Traveller Forum and site meetings, to encourage consultation and engagement with the community.
- Weekly Benefit Surgeries on Northwood Park and Highwood Park.
- Substantial multi agency working going on in order to ensure tenancies are maintained.
- Traveller Unit staff have had Universal Credit training. The families on the 2 Council run sites have had workshops delivered by EMTAS staff regarding benefit changes in order to keep them updated.
- Community member involved in recruitment process for new member of staff employed by EMTAS.

#### **The key actions proposed for 2019/20:**

- Continue to engage, support and promote Council Services within the Gypsy and Traveller community
- SGC representative attendance at meetings to ensure the Gypsy and Traveller community are involved in consultation
- Provide Officer training for forthcoming benefit changes, including Universal Credit, benefit Capping and PIP.
- Investigate Mental Health Awareness training following a number of incidents over the past year
- Ongoing work with major housing developers re community cohesion where sites are impacted by the development.
- Ongoing work with new Universal Credit clients, as well as significant work with local and national benefits agencies to ensure smooth transition to new benefits for community members.
- Continue to promote and raise awareness internally of the council's values and behaviours, recognising and sharing the efforts of staff who demonstrate that they care about diversity and respect and champion equality of opportunity for all.
- Share key messages of national and local campaigns to raise awareness and promote the values of equality and diversity among our residents and communities.
- Continue to include users with additional or specific accessibility needs in our digital services user/usability testing, ensuring customer journeys are inclusive from end to end.
- Map out all council web services and work with suppliers to ensure we remain on track to meet WCAG2.1 accessibility standards by September 2020
- Conduct user research, develop and deliver the digital inclusion strategy and action plans as part of Digital South Glos transformation programme
- Work with partners to close the gaps with our digitally excluded customers
- Empower all customers to access our digital services and realise the benefits of contacting us in this way.

## **SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAs)**

### **Key EqIAs undertaken during 2018/19:**

- Budget consultation process and annual council tax setting 2019/20

- Schools budget consultation
- SEND consultation
- Roll out of headsets
- Refurbishment of Kingswood Civic Centre: to provide enhanced facilities for our customers and create a new Community Hub, comprising coffee bar, Library and One Stop Shop service.
- Pay Review Project
- Blue badges

**Major changes as a result of EqIAs 2018/19:**

- Information and services can still be accessed by customers through our contact centre and one stop shop as we move to more a digital front end. Further customer research is being undertaken to identify how we can support those customers who aren't online but want to have the skills, confidence and/or access to do so
- Budget setting, taking into account the outcomes of the EqIA
- The EIA exercise concluded employees with disabilities may be affected by the deployment of Skype. As such this project will ensure that this group is considered in the following ways: liaison via the regular Disabled Employee Group, identification during the team requirements gathering exercise of the potential for reasonable adjustments to be investigated, 1-2-1 private discussion with the individual to discuss needs, where necessary, procuring the required kit, deploying the kit at the same time as the rest of the team are migrated. This applies to staff in post at the time a team is migrated. Subsequent new starters will follow existing new starter procedure. If staff identify that a headset is not suitable then a Skype deskphone can be supplied.

**SECTION 3 – EQUALITIES MONITORING**

**The key equalities monitoring that has taken place during 2018/19:**

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

**Human resources**

The council wide Equalities in Employment report was a key source of evidence along with the employee survey in producing an action plan, covering the period 2016-20, to respond to the issues emerging from analysis of the data. The action plan and report were approved by COMT and good progress to deliver the action plan has been made during 17-18. The 18-19 Equalities in Employment Report has been published which includes a summary of progress so far and an updated action plan.

**Revenues and Welfare**

The team are exploring options and feasibility of rolling out equalities monitoring for concessionary travel and the welfare grant scheme but due to system restrictions, this has not been possible to progress at this stage. The concessionary Travel scheme is administered in accordance with the DfT and Equalities data collection is being explored. The Welfare Grant scheme makes use of a Northgate's LWP system; as we are looking to revamp this system, we'll be able to pick up Equalities data at that stage.

**Corporate contact centre**

Analysis of equalities data does not show any trends of dissatisfaction with the Contact Centre service, however we will continue to monitor this on a regular basis. The contact centre is currently at the procurement stage for a new telephony system, which will improve access channels for all customer groups.

### **One stop shops (OSS)**

Analysis of equalities data does not show any trends of dissatisfaction with the One Stop Shops, however we will continue to monitor this on quarterly basis. We've worked closely with our colleagues from property services and ICT to improve accessibility and the experience of customers within all three One Stop Shops, in particular the new layout of Kingswood. Recent changes will ensure we continue to meet customer needs as the digital agenda advances, providing vital support for customers accessing required services.

### **Strategic communications**

Our website accessibility page was visited 1441 times between April 2018 and March 2019 by external users and 108 times by staff during the same period.

### **Registration services**

The Registration Service continues to undertake customer satisfaction surveys on a regular basis. Analysis of the 2018/19 results show that all groups of customers are satisfied and have not identified any areas of concern. Our range of ceremonies include options for same sex couples in all formats and feedback continues to be positive. Citizenship Ceremonies continue to be well attended with 20 ceremonies conducted in 2018/19 resulting in 213 adults and 19 people under 18 becoming British Citizens.

### **Gypsy, Roma and Traveller communities**

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

There are:

- 2 permanent Traveller sites within South Gloucestershire
- Approximately 130-150 families in social and private rented housing
- 14 Fairground winter quarters
- Approximately 40 privately owned sites
- 300+ families within South Gloucestershire
- 200 families South Gloucestershire Council work with
- Approx. 200 pupils at primary school
- Approx.30 pupils at secondary school
- 45 pre-school children,
- 14 college placements

Overall the data shows that:-

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

## **SECTION 4 – PROCUREMENT**

We have developed and agreed a list of key Social Value outcomes that can be used to deliver incremental value to South Glos through our contracts with our suppliers. These outcomes are wide ranging and include various equalities related outcomes. Guidance for officers has been approved by COMT, and all relevant officers have been trained. A Social Value Board has been set up to oversee and monitor the process.

We continue to consider equalities at the procurement planning stage and tendering stage to ensure there are contractual obligations for suppliers to comply with the Public Sector Equality Duty as well as statute. We also continue to action Equality Impact Assessments where required.

## **SECTION 5 – SERVICE CHALLENGES**

The department will support the delivery of the council savings programme, transformational savings programme and adults and children's social care ensuring that equalities impact assessments are conducted for all projects where relevant, published on the council's intranet site and the actions identified are monitored.

### **Challenges encountered during 2018/19**

- The Scrutiny Commission had commented that there appeared to be a lack of images on our website that reflected the diversity of our population. We have subsequently introduced a process to formally review any new images when changes are made to the website.
- We have also received feedback that our public website does not provide 'read back' functionality for users with visual impairment. This capability does exist and we will therefore make it clearer how to access this feature on our website in the future.

### **Challenges anticipated for 2019/20:**

- With financial challenges still being faced by the authority, we expect there to be a number of further service changes taking place over the coming years. We will therefore seek to strengthen our customer services approach and ensure that our equalities responsibilities remain a key part of any such changes.
- Given the extent of change across the organisation, we will need to be mindful of the cumulative effect of local and national policy changes on our services.
- As our digital programme develops further, we will continue to work to increase digital inclusion so that South Gloucestershire residents can fully participate in our increasingly digital society.
- To ensure the organisation reflects the wider population, we will continue to seek to improve workforce diversity, encouraging young people (apprenticeships) BME and other groups.
- As the shape of our workforce continues to change, it is important that we also continue to improve our gender pay gap.
- Recognising the importance of mental health in the workplace, we will be refreshing our mental health pledge – 'Time to Think' – as well as refreshing our mental health action plan.

**SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN**

**Key achievements 2018/19:**

<b>Objective 1: Engaging and developing staff</b>	
<p>We aim to create and maintain a diverse and inclusive working environment that values difference and fosters an inclusive workplace ethos where staff from all backgrounds are treated fairly and equally, and where they can advance their careers.</p>	
<b>What we promised to do in 2017/18</b>	<b>What we actually did</b>
<p>Refresh CAH Workforce Development Plans for 2018 – 2020.</p>	<p>The updated Equality in Employment Report sets out the key achievements in this area, which include:</p> <p>Continuing to offer tailored training and development programmes aimed at increasing the number (%) of women in management roles. The Staff Women’s Equality Group will continue to be supported going forward.</p> <p>A re-design of the Council’s recruitment attraction strategy and website, considering practical ways to ensure our advertising and offer encourages people to apply, particularly those from ‘Asian’, ‘Chinese’ and ‘White Other’ backgrounds. This involved our equalities groups in formulating our approach to this.</p> <p>Continued support for positive action programmes aimed at increasing the percentage of people from minority ethnic groups at management levels in the workforce.</p> <p>Continued support of staff equalities groups across the council.</p>

**Objective 2: Supporting the education, health and care system**

We aim to promote equality and fairness in all CAH business the way we design and deliver our functions and products, procure and commission from others, and work with partners, and stakeholders including the public.

<b>What we promised to do in 2017/18</b>	<b>What we actually did</b>
Improve the Joint Strategic Needs Assessment structure, process and output.	A review of the new JSNA process in 2018 resulted in a new process (currently in draft form) being developed. It involves a prioritisation programme agreed by the steering group that is aligned to commissioning cycles and council priorities. Within this new process, most chapters will be reviewed on a 3 yearly basis but some core chapters, such as the demographics chapter, will be updated annually. EqIA's are separate from JSNA but both are used to inform each other. JSNA chapters will include equalities information as a matter of course as long as it is available and will highlight the gap when it is not. Public Health works closely with the Council's corporate Equalities Lead to inform our collecting and reporting of equalities data. Chapters completed include oral health and autism.
Continue to improve equalities data recording to support our programme and contract monitoring Sara Blackmore.	A Healthy Lifestyles and Wellbeing Service EqIA was completed and used to inform the service specification. This information will now be monitored for the OYSG service. As part of the development of South Gloucestershire Food Plan 2018-21 an EqIA was completed and will inform the implementation of the strategy Health Equity Audit was completed for the NHS Health Check Programme to ensure GP Practices are achieving equity in invitations. It found some higher risk groups are less likely to attend and an action plan has been developed to address this.

<p>Improve access to and accessibility of information and advice.</p>	<p>The Department continued to develop a new improved Information and Guidance system that will develop a website that is clear and simple to use and provides members of the public, service users, as well as internal and external professionals with access to a comprehensive range of advice and information. The aim will be to ensure the website will:</p> <ul style="list-style-type: none"> <li>• ensure access to information in a couple of clicks</li> <li>• be clearly and concisely written and in plain or easy English so that the most vulnerable users in the community understand the key messages</li> <li>• be easy to navigate and information well organised</li> <li>• have uncluttered and tidy pages</li> </ul>
<p>Promote the educational outcomes of disadvantaged children and young people, through delivery of a national funding formula for schools</p>	<p>The Department consulted with the Schools Forum and all schools on changing the formula that distributes funding to all South Gloucestershire schools. This resulted in a changed formula that targeted more funding to schools based on deprivation EAL and prior attainment.</p>
<p>Continuing to support disadvantaged young people through the pupil premium ( Julie Cathcart can provide summary of work in this area)</p>	<p>Schools are required to publish their planned use of their Pupil Premium allocations and the Council works with schools to ensure they:</p> <ul style="list-style-type: none"> <li>• Implement the right pupil premium strategies for their school and disadvantaged pupils - decide what to spend the funding on for best effect</li> <li>• Measure the impact of pupil premium - what practices and models are best for measuring impact and measuring spend</li> <li>• Engage the parents of pupil premium children and get more parents on board to work better together and improve the outcomes of disadvantaged children</li> <li>• Share best practice on raising the attainment for disadvantaged pupils of all abilities and closing the gaps between them and their peers</li> </ul>

<p>Improving outcomes for all children through the promotion of effective school-to-school support and challenge and the Local Schools Standard Board.</p>	<p>Local governance arrangements for overseeing and monitoring the effectiveness of strategies driving school improvement in South Gloucestershire were developed through a Local Schools Standards Board (LSSB) with stakeholders at the highest level with representation of:</p> <ul style="list-style-type: none"> <li>• the Local Authority (the Lead Member for Schools, the Director of Children’s Services; the Head of Education, Learning and Skills, the Strategic Lead for School Improvement);</li> <li>• Maintained Primary Schools (representatives of the Primary Executive Group);</li> <li>• Regional Schools Commissioner;</li> <li>• All Chief Executive Officers of Multi Academy Trusts operating in the local area.</li> <li>• DfE and Ofsted also attend LSSB to provide support and challenge as appropriate.</li> </ul>
--	---

**SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAAs)**

**Key EqIAAs undertaken during 2018/19:**

	<b>EqIAA Outcome</b>	<b>Response/Justifications</b>
<p>Review of alternative models for delivering youth provision in South Gloucestershire.</p>	<p>Ensure that the commissioning process builds in assessment of provider capability and capacity to successfully respond to equalities related priorities.</p>	<p>Ensure that the commissioning approach adheres to the Council’s Equalities in Procurement Guidance by including:</p> <ul style="list-style-type: none"> <li>• the Council’s ‘standard’ set of equalities questions for provider response.</li> <li>• a comprehensive set of equalities questions which are pertinent and specific to the equalities related commissioning priorities raised within Section 3 of this EqIAA.</li> </ul> <p>Successful providers will be required to proactively monitor progress against the equalities priorities.</p>

<p>Domestic Violence and Abuse Strategy designed to set out the aims and priorities to enable partners and communities across South Gloucestershire to tackle domestic violence and abuse.</p>	<p>Strategy and action plan amended after stakeholder comments.</p>	<p>Work with partners to develop better data collecting and sharing systems in order to disaggregate information according to protected characteristics group as appropriate and/or possible (e.g. age, gender) Continue to monitor progress in reducing, and providing support for those who are victims of, domestic violence and abuse in South Gloucestershire.</p>
<p>A Food Plan to address the nutritional needs across our lives as well as tackling issues of our modern times such as food poverty and obesity.</p>	<p>Adjustments to remove barriers or to better promote equality have been identified.</p>	<p>Ensure that a robust approach to monitoring success of the Food Plan and its associated action plan is in place and specifically covers equality issues and groups.</p>
<p>A new model for a Healthy Lifestyle Service to provide a healthy lifestyle and wellbeing offer which supports individuals to modify the five leading risk factors that contribute to early death and reduced quality of life in South Gloucestershire.</p>	<p>Strategy and action plan amended after stakeholder comments</p>	<p>The new service will have a service specification that will outline the expectations in relation to the gaps identified in this assessment. This will focus on actions to ensure that:</p>
<p>The SEND Strategy sets out the vision, priorities and activities that will be implemented from 2018 – 2023 for children with special educational needs and disabilities from 0-25 years old.</p>	<p>Adjustments to remove barriers or to better promote equality have been identified.</p>	<p>The central purpose of the Strategy itself concerns advancing equality of opportunity for young people with SEND.</p> <p>This EqIAA establishes that protected characteristics in addition to “Disability” are relevant and has defined actions which will ensure that ongoing monitoring and any resultant improvement action is delivered.</p> <p>This approach will ensure continuous development in the provision of services for all.</p> <p>A wide range of actions have been identified as shown in Section 3 of the EqIAA document: <a href="http://www.southglos.gov.uk/documents/SEND-Strategy-2018-2023.docx">http://www.southglos.gov.uk/documents/SEND-Strategy-2018-2023.docx</a></p>

Further details can be found [here](#):

### **National EqIAAs**

National impact assessments undertaken by the government in 2018 -2019 in relation to future policy proposals and legislative changes will inform the work of our partnerships locally over the next few years. Further information is available on gov.uk available [here](#)

In addition national Ethnicity facts and figures dashboards continue to be developed and updated.

In the future these dashboards may provide useful reference resource for Joint strategic needs assessments and EqIA's.

National Dashboards available for monitoring their development available here:

<https://www.ethnicity-facts-figures.service.gov.uk/dashboards>

## **SECTION 3 - EQUALITIES MONITORING**

**Customer feedback and user surveys provide additional insight to support our equalities processes.**

### **Listening To & Learning From Our Customers 2017/18 Annual Report on Customer Feedback including Complaints for Children, Adults & Health Department**

This report focuses on customer feedback from 1st April 2017 to 31st March 2018. It includes feedback on Children's and Adults Social Care services, as well as Education and Housing services. Feedback can be broadly divided into four types – Compliments, Comments, Concerns and Complaints.

A full range of equalities data is collected on an ongoing basis in respect of the accessibility of the complaints process. There is a statutory requirement to undertake this analysis under the social care complaints regulations. Appendix four within the annual report outlines the results of the specific analysis undertaken.

The objective of the annual review is to ensure accessibility to the complaints process for all. The analysis allows for identification of any issues pertaining to particular protected characteristic groups. As a result of this analysis actions are identified which are intended to enhance parity of accessibility for all complainants across protected characteristic groups. Actions which were set in the last annual report for 2017/18 have been evaluated in respect of their success and any new actions are identified for 2018/19.

Our 2018/19 Annual Report will go through formal governance later in the Autumn 2019 and be published and reported on in next year's Equalities Annual Report.

Further information on the 2017/18 Annual Report is available [here](#)

### **Online Pupil Survey**

The Health and Wellbeing Online Pupil Survey (OPS) has run three times in South Gloucestershire and provides an important and comprehensive picture of the needs of children and young people across the region. The children and young people taking part in the survey have provided a powerful vehicle for pupil voice ensuring local politicians and decision-makers recognise how children and young people are feeling and behaving. This should ensure scarcer resources are targeted at areas of most need. The OPS database currently holds over 20 000 responses received in the 2015 survey (from 59 schools), the 2017 survey (from 56 schools) and the latest 2019 survey (from 75 schools). It is completed by pupils in years 4, 5, 6, 8, 10 and 12, with over 300 questions and sub-questions.

The summary reports for 2015 and the 2017 are available [here](#). The publication of the 2019 summary report is scheduled for November 2019.

### **The Local Offer Annual Report 2017-18**

South Gloucestershire's Local Offer annual feedback report outlines the key areas of progress we have made to help children and young people in our area with special educational needs and/or disabilities and their families find the right care and support for them.

Further detail of the report is available [here](#)

### **Learning Difficulties Partnership Board (LDPB)**

The LDPB meets 6 times a year and works to ensure that all people with Learning Difficulties live a fulfilled life with access to appropriate, high quality services which support them and their choices.

We carried out a comprehensive review of the work of the board over the last year with a relaunch event organised for October 2018. The board regularly considers ways of broadening the membership of LD members, reviewing the information and data that the board considers in informing its work and decision making, ensuring meetings are inclusive and effective, making the assessment of applications for Learning Difficulties Development Funding more robust and ensuring the LDPB has accountability for its work and reports outcomes directly to the Health and Wellbeing Board. The relaunch in October will include a newly formulated and accessible handbook for members and training programme for members.

### **Personal Social Services Adult Social Care Survey England 2017-18**

This report contains findings from the Adult Social Care Survey 2017-18 (ASCS). This national survey takes place every year and is conducted by Councils with Adult Social Services Responsibilities (CASSRs).

The survey seeks the opinions of service users aged 18 and over in receipt of long-term support services funded or managed by social services and is designed to help the adult social care sector understand more about how services are affecting lives to enable choice and for informing service development.

Further information on the 2017-18 Publication is available [here](#):

### **The Local Account 2017 - 2018**

Our local account sets out how well we are doing in meeting the needs of South Gloucestershire residents who require care and support. Local accounts are annual reports designed to give residents a clear picture of:

- the achievements we have made in adult social care – how well we are performing
- the changes and challenges we are facing
- our plans for future improvements

Further detail of the report is available [here](#)

### **Educational Outcomes**

The overall profile of Ofsted inspections within the Local Authority during 2018-19 shows a maintenance of performance, with no change in the overall judgements of Local Authority schools and Academies. There has though been some improvement within inspections of Good schools receiving a letter for re-inspection due to evidence of 'Outstanding' practice. The LA though remains below national and statistical neighbours in 2018-2019 in terms of overall performance which is an area for development.

The Local Authority overall educational performance continues to be well above national in the Early Years Foundation Stage – end of Reception - however there has been a very slight decline from 2017-2018. The areas that are though flagging for improvement pertain to our vulnerable groups, with a significant decline in the performance of pupils who are disadvantaged including those on Free School Meals along with declines in performance for those pupils on both SEND support and those who have EHCPs.

Local governance arrangements for overseeing and monitoring the effectiveness of strategies driving school improvement in South Gloucestershire involve a Local Schools Standards Board (LSSB) at the highest level with representation of:

- the Local Authority (the Lead Member for Schools, the Director of Children’s Services; the Head of Education, Learning and Skills, the Strategic Lead for School Improvement);
- Maintained Primary Schools (representatives of the Primary Executive Group);
- Regional Schools Commissioner;
- All Chief Executive Officers of Multi Academy Trusts operating in the local area.
- DfE and Ofsted also attend LSSB to provide support and challenge as appropriate.

At its meeting in September the LSSB received details of outcomes for 2018/2019 (provisional and unvalidated at that stage) as set out in the report below and agreed the following priorities and corresponding action:

- Improved ways to share the learning and promote the best practice from the strategies deployed in 2017/2018 and which have therefore contributed to successful outcomes in 2018/2019. It was highlighted that this should be cross-phase and there was agreement to hold an annual conference involving local authority and academy schools;
- Improvement in reading across primary with support in auditing practice via the Teaching School if available;
- Ensuring schools are supported to meet expectations of the new framework including a review of the curriculum across primary and secondary, which is also be a key element of a more effective “Narrowing the Gap and Inclusion” strategy;
- Continued emphasis on Safeguarding building on current successful arrangements;
- A review of Terms of Reference of LSSB for 2019/2020 to enable greater focus and depth on a reduced number of highest priorities.

The headline data remains positive for Key Stage 1 when comparing against emerging national data. There has been an improvement in the overall attainment at the expected standard in reading and writing and improvements made for those pupils that are disadvantaged in these same subject areas. The percentage of pupils achieving greater depth and thereby reaching the highest standard is above national, however there has been a decline from the previous academic year in Reading and Mathematics and for 3 consecutive years in writing under this measure.

The GCSE results for 2019 have been published and the evidence suggests a slight improvement at whole system level, but with some variation at both MAT and school level. Of the schools reporting GCSE results, when looking at the three measures below the performance has improved in relation to Progress 8 and in the percentage of students achieving Grades 4-9. The percentage of students achieving Grades 5-9 has remained the same from the previous year. On a subject level, in mathematics and Science based subjects there is better performance than there is in English, Humanities and Languages when looking at progress measures.

In summary the Local Authority high level priorities for School Improvement arising from performance outcomes for 2018-19 are:

- Reduce the number of schools that are either Requires Improvement or Special Measures and increase the % of Outstanding schools
- Training and developmental support on the curriculum offer within Primary schools
- Increase the percentage of pupils achieving greater depth at the end of KS1
- Improving the attainment and progress of all pupils in reading at KS2
- Improving outcomes in all Key Stages and attendance for all pupils that are disadvantaged EYFS-KS4
- Improve outcomes for those pupils who are GRT or Irish Travellers
- Improving the progress of low and middle prior attainers throughout Key Stage 2
- Improving the rate of progress in English and languages through KS3 and KS4
- Reduce the number of fixed term exclusions with a focus on special schools
- Effectively manage the increased numbers of pupils that are electively home educated
- Increase capacity within the system for Executive Heads, new school leaders and governance.

### **South Gloucestershire Safeguarding Children Board Annual Report 2017/18**

The Summary of Safeguarding section includes information that has been collected throughout 2017-18 relating to equalities. Each quarter the SGSCB receives a performance report which also includes this information. Anything that is identified would be reported at the end of the year and analysed in the annual report

Further detail of the report is available [here](#)

### **South Gloucestershire Safeguarding Adult Board Annual Report 2017/18**

The Summary of Safeguarding section includes information that has been collected throughout 2017-18 relating to equalities. Each quarter the SGSCB receives a performance report which also includes this information. Anything that is identified would be reported at the end of the year and analysed in the annual report

Further detail of the report is available [here](#)

## **SECTION 4 – PROCUREMENT**

- We continue to consider equalities at the procurement planning and tendering stages to ensure there are contractual obligations for suppliers to comply with the Public Sector Equality Duty as well as statute.
- All procurement has been undertaken using the Council's established procurement questionnaire which covers equalities duties.
- Contractor/supplier performance in terms of equalities was monitored and reviewed during the year. No suppliers/contractors were identified as not meeting equalities criteria.

## **SECTION 5 – EQUALITIES OBJECTIVES FOR PROGRESS 2019 – 20**

### **Objective 1: Engaging and developing staff**

We aim to create and maintain a diverse and inclusive working environment that values difference and fosters an inclusive workplace ethos where staff from all backgrounds are treated fairly and equally, and where they can advance their careers.

#### **CAH Key Action:**

1. Refresh CAH Workforce Development Plans for 2019 – 2020.

### **Objective 2: Supporting the education, health and care system**

We aim to promote equality and fairness in all CAH business the way we design and deliver our functions and products, procure and commission from others, and work with partners, and stakeholders including the public.

#### **CAH Key Actions.**

1. Work with the Equalities Forum on ACEs and adult mental health to inform the JSNA chapter. This includes looking at the impact of racism on health.
2. With the LDPB work to improve sexual and relationships education for all people, all ages with LD. We are also aiming to improve uptake of the LD health check through liaising with GPs and organisations who work with PWLD
3. Launch the LGBT Matters E-Learning Module in partnership with the Diversity Trust so training is suitable for all frontline workers, not just health workers.
4. In the East of Harry Stoke we work with the developer to encourage a wider range of physical activity provision to help tackle inequalities in activity among women, people aged 75 and over, disabled people and children of all ages
5. Improve access to and accessibility of information and advice.
6. Promote the educational outcomes of disadvantaged children and young people,
  - delivering a national funding formula for schools and
  - continuing to support disadvantaged young people through the pupil premium
7. Improving outcomes for all children through the promotion of effective school-to-school support and challenge and the Local Schools Standard Board.

**DEPARTMENT: ENVIRONMENT AND COMMUNITY SERVICES****YEAR: April 2018 – March 2019****SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN****Key achievements 2018/19:**

<b>What we promised to do in 2018/19</b>	<b>What we actually did</b>
Continue our programme of installation of dropped kerbs, accessible bus kerbs and improved footways gating in order to improve accessibility for those with mobility difficulties.	We continued this programme through the year and completed 31 pairs of dropped crossings, of which 30 pairs were installed with tactile paving. In 2017/18 we installed 52 pairs (additional funding)
Continue to provide requested disabled parking bays within our resources <a href="http://www.southglos.gov.uk/transport-and-streets/parking/disabled-people-parking/disabled-parking-bays/">www.southglos.gov.uk/transport-and-streets/parking/disabled-people-parking/disabled-parking-bays/</a>	We installed 92 bays in 2018/19, an increase of 15% over 77 for the previous year
You said you didn't know about the extra services available to residents with additional needs (assisted collections, extra capacity)	We have increased our communication to these groups through letter drops, working with colleagues in CAH and attending forums and meetings to share information on services available.
You said our waste comms could be clearer	We have been working with Warmley Park Special School to create new communication material.
Review our Equalities policy for the Road safety team carrying out Bikeability training	We reviewed and updated our policy aided by the Council's Equalities officer.

<p>We set out to improve a number of children’s play areas from different financial sources including grants and direct delivery.</p>	<ul style="list-style-type: none"> <li>• The traditional roundabout in the junior play area at Emersons Green Village Park has been replaced with a wheelchair accessible version.</li> <li>• Grimsbury Farm: Improvements to the surfacing under the play equipment, rubber path works to improve accessibility around the site, the replacement of the uneven patio area by the kiosk.</li> <li>• The gapping rubber tiles at Coombes Way play area were over-skimmed with bonded rubber mulch to give a smoother finish.</li> <li>• A number of gates that people with visual impairments struggled to see against the fence lines have been replaced with gates painted a bright colour.</li> <li>• Accessible play equipment installed at Ridley Avenue.</li> <li>• A missing sit-on springer at Heathfields play area has been replaced with a sit-in version that provides all around support for younger children with a disability.</li> </ul>
<p>We aimed to improve a number of sites across the district with equality related infrastructure</p>	<ul style="list-style-type: none"> <li>• Installed an Eco Mulch path into Kingswood Remembrance Park down the side of the slope in the large cremation ‘C’ section to enhance access.</li> <li>• Improved Page Park paths and gate thresholds</li> <li>• Page Park – provides Dementia Friends Training for Friends Group</li> <li>• Pathway improvements at Magpie Bottom - approximately 220 m stone to dust path to enhance access</li> <li>• Banjo Island path upgrade and widening from uneven concrete slabs to tarmac 115m.</li> </ul>
<p>To publish the report on the SGEF Conference: “Equality Issues in Rural Areas”</p>	<p>The conference report was published and widely circulated amongst attendees and interested parties. Key actions arising are being addressed as part of the work of the equalities forum.</p>
<p>To continue to support the South Gloucestershire Equalities Forum (SGEF) and to re-model the meeting arrangements</p>	<p>This year has seen a significant re-modelling of the meeting arrangements and whilst it is early in the cycle for the new format initial considerations are encouraging.</p>

## **Other actions 2018/19**

- Successful delivery of local Hate Crime Awareness Campaign in support of National Hate Crime Awareness Week (October 2018). We worked with partners on various activities including a staff briefing session, public information event, secondary school awareness sessions, and social media campaign.
- Commencement of the pilot Tension Monitoring process: working more effectively with partners to detect, monitor and respond to incidents or issues affecting community cohesion, before they escalate.
- As part of 'Brexit' preparedness, conducted a test exercise of the new Emergency Cohesion Communication Plan. This plan is designed to consider and develop a joined-up response to incidents which could undermine community cohesion and lead to anxiety or unease amongst our residents and visitors.
- Worked with the ICT projects team to develop the capabilities of the partnership Hate Crime database, in order to capture valuable contextual information about the nature of hate crime in our area. This will better inform both our strategic and operational work.
- Continued to support Southern Brooks Community Partnership in the delivery of the Cohesion Steering Group Action Plan. This is a community-led partnership to promote community cohesion and interfaith understanding, with an action plan focussed on establishing shared values through the building of better relationships across cultural, faith, ethnic and other divides. Its aims are to bring people together physically or virtually, to promote tolerance and understanding of others and reducing the likelihood of tensions and conflict.
- Introduced days of action to sieze 'blue badges' being used inappropriately or fraudulently

## **The key actions proposed for 2019/20:**

- Better understand equality and diversity in our workforce and create action plan to increase underrepresented groups.
- EQIA new waste strategy
- Increasing our training opportunities in the operations teams for those from BAME backgrounds. We are planning to deliver this through ring fencing one of our frontline apprenticeship opportunities for those groups
- Improvements in a number of play areas and community spaces including
  - to over-skim the gapping rubber tiles at Barrs Court play area with bonded rubber mulch
  - replace one of the sit-on springers at Grimsbury Farm with a sit-in version that provides all around support for younger children with a disability.
  - Continue a replacement of gates that cause issues for people with visual impairments
  - Seek funding for arson damaged toddler equipment at Springfield Play Area and improve access to Barrs Court
  - Aid Friends of page Park to apply for funding to refurbish the play area and make it more accessible
  - Work with Three Brooks nature Conservation Group to create accessible path around Savages Wood
  - Assess the feasibility to have access for mobility scooters (trampers) on our larger open spaces
- Highways Design team will start doing scheme based EqIAAs
- A consultation on the details of wheelchair accessibility requirements for licensed Hackney Carriages and a consultation on the proposal to have a public register of licensed taxi and private hire vehicles to improve accessibility information. Both to involve targeted consultation around equalities groups.

## **SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAAs)**

### **Key EqIAAs undertaken during 2018/19:**

- Winter Maintenance: reduction in gritting routes
- Dog Fouling PSPO consultation and report
- Recycling bag consultation

### **Major changes as a result of EqIAAs 2018/19:**

- 

## **SECTION 3 - EQUALITIES MONITORING**

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

- 

## **SECTION 4 – PROCUREMENT**

- All procurement has been undertaken using the Council's established procurement questionnaire which covers equalities duties
- All Invitations to Tender for services include equalities questions at the Pre-Qualification Questionnaire stage, to ensure tenderers will work in line with the Council's equality duties and policy. Contracts issued contain equalities monitoring measures where appropriate.
- Contractor/supplier performance in terms of equalities was monitored and reviewed during the year. No suppliers/contractors were identified as not meeting equalities criteria.

## **SECTION 5 – CHALLENGES**

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

# SECTION 3

## EMPLOYMENT



## THE COUNCIL AS AN EMPLOYER

A full HR Annual Equalities in Employment report is available at [URLXXXXX](#). This is one of a series of annual reports outlining the current status of the workforce and outlining any changes over the previous financial year. More detail around workforce data and sickness absence are available in the [Annual Workforce Data report \(URL XXXXX\)](#) and [Annual Sickness Absence report\( URL XXXXX\)](#) respectively.

Data presented in the FY (financial year) 16/17 Annual Equalities in Employment report underwent in-depth analysis, and this included wider data and feedback (e.g. formal and informal staff feedback). As a result the report sets out key actions. These actions constitute a longer-term vision and plan for the advancement of equality of opportunity for all staff, present and future, across the council. The plan covers the period 2016-20 and is reviewed and refreshed annually.

There is relevant commentary within the body of this report against data set. Key points arising from the data this year include:

- The gender distribution within departments and council wide remains consistent with previous years.
- The age profile of the council shows a continuing trend of an ageing workforce, with increases in employees aged 50 and above.
- A significant increase in the number of apprentices which will support our aim of encouraging younger workers into our workforce and our 'grow your own' approach to talent and succession planning.
- Despite small improvements in data accuracy for the Sexual Orientation and Religion/Belief protected characteristics, data completeness remains a challenge to enable better analysis and insight to support equality plans.

### Equalities Action Plan 2016-2020

The Council has supported employee equalities groups including the Disabled Employees Group, the BME Staff Network, the Women's Staff Network and the LGBTQ+ Staff Network.

Council-wide promotion of apprenticeships has continued this year and the opportunity for using the apprentice levy to fund training for new staff and existing staff has resulted an increase in apprentices within the council and inclusion of apprenticeships as a 'grow your own' approach within divisional workforce plans.

We continue to participate in a second cohort of a programme for senior women leaders with partners across the region. This is a programme run by Springboard (a national organisation) and participants include Avon & Somerset Police, B&NES, North Somerset, Bristol CC, and the Environment Agency. The aim of this programme is to prepare senior women managers for the next steps in their careers towards Service Manager/Heads of Service positions. We have also continued with our in house programme – Women in Leadership – which aims to encourage the career development of women at all levels within the organisation.

1 member of staff was accepted onto the BAME regional development programme hosted by Bristol City Council "Stepping Up".

The council's [gender pay gap report URLXXXXX](#) was published in March of this year. Actions to address the gap can be found in the report but include the positive action initiatives stated above as well as, support for flexible working practices, childcare vouchers, and continuation of a robust job evaluation process.

The actions presented in the table below identify the key issues to be developed 2016-2020 and allow for the setting of future actions on a continuous basis in response to annual analysis of the data.

Protected Characteristic	Issue	Actions
Gender	<p>There has been a positive shift in women in leadership positions within the council which has meant that for Hay grade 3 and above there is now a more even gender split, therefore we have now become broadly representative of the South Glos population.</p> <p>We now aspire to move towards a leadership profile that represents the workforce composition, which would see more women in leadership positions.</p>	<p>The council will continue to offer tailored training and development programmes aimed at increasing the number (%) of women in management roles.</p> <p>The Staff Women's Equality Group will continue to be supported going forward.</p> <p>We will continue to monitor and review impact over the next 3-5 years</p>
Age – Young People	<p>The number of younger age groups (particularly &lt;20) in employment has remained very low</p>	<p>The council will continue to maximise opportunities presented by the National Apprenticeship Levy with the aim of increasing apprenticeships as a key component of workforce planning and training within the council. N.B: Whilst some apprentices are young people, and this continues to be the majority of new apprenticeship starts in the council, apprentices can be any age.</p> <p>Robust workforce planning at a department and divisional level can be used to identify career paths and opportunities to retain younger people within the workforce.</p> <p>The council will continue to support staff equalities groups across the council.</p> <p>We will work towards implementing a young employee's network</p>
Disability	<p>The number of staff declaring that they have a disability remains lower than the population of South Glos who have a disability.</p>	<p>Specific support will continue to be offered to people with disabilities to help them prepare for interviews.</p> <p>The council will continue to support staff equalities groups across the council.</p>

Protected Characteristic	Issue	Actions
Ethnicity	<p>We would like to attract a more diverse workforce. We recognise that there is under-representation from some minority ethnic groups within the workforce, in particular, people from ‘Asian’, ‘Chinese’ and ‘White Other’ and ‘Gypsy / Traveller of Irish Heritage’ backgrounds where they are each less than 1% of the workforce.</p> <p>Success rate at interview differs, with those from an ‘Asian’, ‘Black’, ‘White Other’ background having a lower success rate at interview compared to the average.</p> <p>Staff turnover rates are higher than the council average amongst members of staff from ‘Asian’, ‘Mixed’, ‘White-Other’ and ‘Other Ethnic Group’ groups.</p>	<p>The council is re-designing our recruitment attraction strategy and website. We will consider practical ways to ensure our advertising and offer encourages people to apply, particularly those from ‘Asian’, ‘Chinese’ and ‘White Other’ backgrounds. We will involve our equalities groups in formulating our approach to this.</p> <p>The council will continue to support and explore positive action programmes aimed at increasing the percentage of people from minority ethnic groups at management levels in the workforce.</p> <p>The council will continue to support staff equalities groups across the council.</p>
Gay men & women	<p>Overall the known numbers of gay women and men working for us remain small. The “unknown” data reporting category is high in this area at approximately half.</p>	<p>We will consider joining the Stonewall diversity champions’ programme.</p> <p>The council continues to support equalities groups across the council.</p> <p>We will promote the need for staff to complete equalities data to help us better understand our workforce.</p>
All	<p>Continue to enhance the working environment and culture to make SGC a welcoming employer.</p> <p>Anecdotal evidence suggests that managers may require a greater understanding in order to proactively understand and support the needs of staff, particularly in relation to diversity and equality issues.</p> <p>Comparison data may not reflect the geographical locations where our employees live and commute from.</p>	<p>We will seek to improve leaders and managers’ soft skills. We will continue to publicise our leadership development offer and review our courses to ensure that the diversity and equality issues are integral.</p> <p>We will work on council values with a focus on ‘Embracing Diversity’ to make sure our behavioural expectations reflect this value.</p> <p>Continue unconscious bias training for new managers.</p> <p>We are reviewing our approach to unconscious bias training with</p>

Protected Characteristic	Issue	Actions
		<p>HRWD and ASB Teams working jointly, drawing on external expertise, to develop a range of cultural change approaches linked to recent local examples where unconscious bias has played a part.</p> <p>Will take a “golden thread” approach to raising awareness about unconscious bias, including via supervision and other learning &amp; development content, especially for managers.</p> <p>We will consider widening the comparison data to include other local authority areas or the South West region as a whole in future reports.</p>
<p>Support for those returning from Maternity/ Parental/ Adoption Leave and from Long Term Sick leave.</p>	<p>To assist with confidence building and smooth transition/return to the workplace.</p>	<p>To open the council’s coaching offer to those staff who have been out of the workplace for 3 months or more in order to build confidence upon returning to work.</p>

# **SECTION 4**

## **EQUALITY IMPACT ASSESSMENT AND ANALYSIS (EqIAA)**



## **EQUALITY IMPACT ASSESSMENT AND ANALYSIS (EQIAA)**

The Council operates a comprehensive approach to Equality Impact Assessment and Analysis (EqIAA). The Council has in place a comprehensive Equality Impact Assessment Toolkit which guides staff on the process of conducting these important reviews. The Toolkit is available via the public website.

All changes in services, for example, changes as a result of transformation projects, are subject to Equality Impact Assessment and Analysis.

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

Equality Impact Assessment and Analysis (EqIAA) is about finding out whether any of our activities have a differential impact on different groups of people. It is about analysing our actions/activities in relation to equality.

### **Available Equality Impact Assessments**

EqIAAs are available on the Council's website <http://www.southglos.gov.uk/jobs-and-careers/equal-opportunities-information/equality-impact-assessment-and-analysis/>. This list is continuously updated.

All EqIAAs are available upon request from [equalities@southglos.gov.uk](mailto:equalities@southglos.gov.uk)