

Equality Impact Assessment and Analysis (EqIAA)

Council Revenue Budget and Capital Programme
2025/26

Dates of completing EqIAA:- July 2024 – January 2025

Completing the EqIAA:- Service Director – Finance & Chief Financial Officer (S151 Officer); Equality Officer – Policy and Compliance; All Service Directors.

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EXECUTIVE SUMMARY

The Council Revenue Budget and Capital Programme EqIAA is proactively utilised by decision-makers in understanding the impacts of decisions for diverse communities in South Gloucestershire in order that this influences decisions made.

Overall, this EqIAA presents the following four 'sets' of information:

- 1. Investment proposals**
- 2. Analysis of consultation feedback**
- 3. Cost reduction and income proposals**
- 4. Cumulative impacts**

This executive summary provides an overview of key points emerging in respect of each of the four sets of information and the full document provides further detail and explanation.

As part of the consultation activities, the Council met with South Gloucestershire Equalities Voice and a letter from the partnership is set out at [Appendix 3](#) of this EqIAA.

Investment proposals

The [Council Plan](#) sets out five key goals and "*helping to reduce inequalities*" is set out as one of those key goals.

As a result of the Council's ongoing EqIAA activity, a robustly informed set of 'Equality Priority Areas' has been established and these are set out in the council's [Tackling Inequalities Plan 2024/28](#). The Equality Priority Areas are identified as such because they are the areas where national and local research, and our engagement and consultation activity with organisations, groups and individual residents all combine to evidence the largest and most significant inequalities, which ultimately negatively impact upon individual residents and their families, and our area as a whole.

The Tackling Inequalities Plan sets out the objectives which will ensure the successful delivery of the Council Plan goal of "*helping to reduce inequalities*".

The following table shows how the proposed investments for the council's 2025/26 Budget are anticipated to impact in respect of supporting work to deliver against the Priority Areas set out within the Tackling Inequalities Plan, and ultimately, the Council Plan goal of "*helping to reduce inequalities*".

The council has identified £1.799M of new investments for 2025/26. The following table sets out these investments alongside previous cumulative investments and key resourcing points which link to the delivery of the Equality Priority Areas set out in the Tackling Inequalities Plan.

Priority Area	Investments and Key Resourcing Points
Health and Wellbeing	<p>Reducing health inequalities is the priority of the Public Health and Wellbeing Division - all work is aligned to delivering improved health and wellbeing outcomes and reducing inequalities in outcomes between different groups in our communities.</p> <p>The work of the Division is funded in the main through the Public Health Grant to local authorities which is ring-fenced for use on public health functions in line with national directives along with supplemental national funding for national priorities e.g. Smoke Free Generation, National Drugs Strategy.</p>
Educational attainment & experience	<p>Investment in a new approach to meeting Statutory Medical Needs and to respond to increased demand in this area. This work is likely to result in a positive impact as it specifically supports the achievement of the key tackling inequalities objectives to reduce persistent absence and improve wellbeing. The new approach seeks to support children and young people earlier to reduce impact of poor mental health and support return to full time education at earliest opportunity. This investment will help prevent cost escalation and escalation of need in the future.</p> <p>Investment to create permanent capacity to effectively discharge our statutory functions in key areas including Education, Health and Care Plans (Special Educational Needs).</p> <p>Additionally, across Education, Learning and Skills services, we commission work to help deliver on our equalities objectives. For 25/26, the approach will involve continued use of this commissioned work for targeted work with individual cases as additional strategic capacity across the Division has been created to lead on equalities across all ELS services to support strategic planning and development.</p>
Poverty and financial hardship	<p>Given the role of Customer Services in supporting increases in benefit take-up, investment in an additional post will allow staff to spend more time supporting customers; this particularly positively impacts this Priority Area.</p> <p>Through the Welfare Benefit & Debt Advice consortium, additional investment to provide complex advice services to 50% more people in 2024/25 - this is anticipated to secure an additional £2.5m in financial outcomes for local residents.</p> <p>Warm and Well - additional funding to continue council's work to tackle fuel poverty.</p> <p>Continuing Community Welcome Spaces and support for food banks/pantries.</p> <p>Provision of Warm Packs and energy efficiency measures.</p> <p>Continuation of Financial Security Officer post into 2025/26 to provide resource and strategic capacity for work on cost of living crisis.</p> <p>Capacity to continue communications and preventative work enabling people to help themselves through increased benefit take up campaigns such as Maximising Income / Benefit Take up Campaign and Planned & Sustained campaign, using a range of methods and partners.</p>

Priority Area	Investments and Key Resourcing Points
Housing	<p>Investment for the final stage of the Local Plan, to ensure the sites needed to meet the housing needs of the area are identified, and that more genuinely affordable housing is delivered.</p> <p>Continued implementation of the Council's Housing Strategy.</p> <p>Introduction of a pilot scheme to support landlords to reach current Minimum Energy Efficiency Standard (MEES).</p> <p>Continued enforcement of the energy efficiency (Private Rented Property) (E&W) regulation 2015.</p>
Adult social care	<p>Investment in additional Occupational Therapist capacity to respond to alerts from the Medicines and Healthcare products; Regulatory Agency (MHRA). This will result in a positive impact - equipment and aids are provided to support people stay safe, well and as independent as possible This resource is important to ensure timely response to national safety alerts and to enable regular reviews to check equipment provided continues to meet a person's needs.</p> <p>Safeguarding is a statutory duty of the Council and was one of the key issues considered during a recent assessment by the Care Quality Commission. Safeguarding referrals and enquiries have continued to increase and investment in additional resources in the team will ensure positive outcomes for all and maintain quality of practice standards.</p> <p>Investment to make permanent funding which provides capacity to effectively discharge our statutory functions in the key area of Adult Social Care law. This is fundamental to the Adult Social Care priority as it will help to give the resources to achieve the council's statutory safeguarding obligations and responsibilities and will result in positive impacts.</p>
Children's social care	<p>Investment into Community Domestic Abuse Services directly contributes to the Priority Area of Children's Social Care and specifically supports us to achieve the key objective to ensure all families get the Right Help, in the Right way at the Right time. This work supports the recognition of children as victims of domestic abuse and identifying intervention and support opportunities to reduce the impact of domestic abuse on educational attainment, emotional and mental health wellbeing and reducing risk of homelessness and supporting independence.</p> <p>Investment in speech and language therapy interventions within the Youth Justice Service supporting children and young people to increase school attendance, educational outcomes, behaviour and communication skills as well as access to a wider range of rehabilitation and treatment programmes.</p> <p>capacity to meet demand leading to better outcomes for the children and young people open to YJS.</p> <p>Investment to make permanent funding which provides capacity to effectively discharge our statutory functions to effectively discharge our statutory functions in the key area of disabled children's social care law. This is fundamental to the Children's Social Care priority as it will help to give the resources to achieve the council's statutory safeguarding obligations and responsibilities and will result in positive impacts.</p>

Priority Area	Investments and Key Resourcing Points
<p>Employment</p>	<p>Recruiting high calibre staff can be challenging. We've found we can attract cost-effectively with a relatively small investment in recruitment marketing and advertising. We want to do more of this to increase the number of applicants for our roles and crucially attract higher quality people who want to work for the council. This way, we can avoid significantly more expensive recruitment channels. Enables the identification of where and how to advertise in a variety of locations with the aim of attracting a diverse range of applicants.</p> <p>Continuation of implementation of the council's Workforce Equalities Action Plan.</p> <p>Continuation of the Universal Business Support programme which aims to offer South Gloucestershire businesses a range of advice, support and training. This work shows good representation in respect of the spread of Age, Sex, Ethnicity and Disability of business leaders and includes targeted support such as Women in Business and feeds into the South Gloucestershire Business Show including the Major Employers Forum.</p>
<p>Accessibility (digital inclusion, transport, built & natural environment, wider economy)</p>	<p>Investing in network management will address anti-social driving and parking, improving safety and accessibility for active travel. This supports regeneration initiatives by creating more attractive, sustainable, and connected communities. This will result in positive impact for the Accessibility Priority.</p> <p>Continuation of resource for creating accessible communications that meets user needs to redesign complex information into plain English.</p> <p>Continuation of work to engage and meet the needs of the deaf community in South Gloucestershire.</p> <p>Continuation of the provision of free access to PCs and Wi-Fi in public libraries and One Stop Shops, the Digital Champion Volunteer Scheme providing free one to one digital help and support and work with partners and community organisations to address the digital divide in our communities.</p> <p>Continuation of resource to ensure maintenance of assets in the built environment as a result of growth in the district.</p> <p>Continuation of permanent funding for street cleansing, highway reactive repairs (potholes), grounds maintenance, tree maintenance as a result of housing growth and linked highway network growth. In addition, work aimed at enhancing access to public areas by reducing clutter, such as street furniture, instances of overhanging vegetation etc. especially ensuring the enhancement of accessibility for disabled and elderly people is ongoing.</p> <p>Continuation of works to maintain and improve bus stops and shelters to support access to public transport and enhance accessibility. Continuation of work to improve accessibility on our high streets. Continuation of works to improve mobility facilities at uncontrolled crossing points in priority areas. Continuation of the Handyvan service which offers subsidised rates; the core customer groups in receipt of the service are older and vulnerable residents and contributes to keeping people in their homes and maintaining independence. Continuation of assisted waste collections for disabled and elderly people who are unable to move bins and containers.</p> <p>Kingswood Park Restoration and Enhancement Project, providing a new accessible/changing places toilet facilities, making spaces more accessible and organising inclusive park activities.</p> <p>Continuation of the Green Infrastructure Strategy to deliver a suite of actions aimed at enhancing accessibility to our community spaces.</p>

	Delivery of strategic corridors which promote walking, wheeling and cycling continues alongside the development of future schemes and working with the CA to promote the need for fares packages and bus services which tackle inequalities.
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Priority Area	Investments and Key Resourcing Points
Tackling inequalities in addressing Climate & Nature Emergency	Continuation of work to ensure that work on climate and nature emergency is strategic in reducing inequalities through targeted projects and ensuring that each individual project closes inequalities gaps and avoids exacerbating existing inequalities.
Hate Crime	Funding to allow us to progress with implementing recommendations made during an external review of our Domestic Abuse support. Money will be used to better support victims of domestic abuse and their families. It will also go towards steps we know are effective in preventing future crime. Continuation of the delivery of the Safer and Stronger Communities Strategic Plan which works to reduce the prevalence of hate crime and brings resource to co-ordinate and drive this work with our partners; this includes the commissioning of SARI (Stand Against Racism and Inequality) to support victims of hate crime.
Over-arching	Investment to continue the South Gloucestershire Veteran's Support Service. Investment to support the embedding of our community conversations approach across the council and proposed changes to how we engage and involve our communities in informing decision making. This will also provide additional support for our VCSE partners. The results of this investment will support the development of effective relationships with our communities, fully understanding the inequalities they face and inform the development of services and support that helps to address these. Continued investment in South Gloucestershire Equalities Voice - the voice and influence group representing our diverse communities - to support the council in developing and delivering actions to tackle inequalities across the district.

Analysis of consultation feedback

NB. The consultation attracted relatively few responses from some groups. People from ‘White Other’ and minority ethnic groups, LGBTQ+ communities and people with experience in the armed forces were under-represented in the survey sample and the low number of responses from these groups makes it very difficult to prove assumptions, differences and trends arising from the individual consultation with statistical confidence. However, the purpose of an EqIAA is to bring together evidence from the widest available sources (this includes national and regional evidence, local evidence, previous research, previous EqIAAs which are conducted on an ongoing basis, community conversations work and the wide variety of engagement work which the council is involved in). It is important to note that this EqIAA brings together the last 12 years of evidence in this regard in providing a robust assessment of impacts.

‘No change’ attracted the highest proportion of responses for most aspects of local life. However, for each measure, there were far more people who think things have got worse than the number who reported improvements.

The following table shows groups that were more likely than average to say each service had got worse.

Service	Groups more likely to say ‘got worse’
<i>Teaching and Education</i>	Females People aged Under 40 LGBTQ+ people Carers
<i>Levels of crime and anti-social behaviour</i>	People aged Under 40 People with dependents aged over 18 Carers
<i>Community Cohesion</i>	People aged under 40 Disabled People People with an ethnicity of ‘White British’ People with no dependents People with dependents aged over 18 Carers
<i>Children's social care</i>	People aged Under 40 Disabled people LGBTQ+ people People with an ethnicity of ‘White British’
<i>Improving poverty outcomes</i>	People aged Under 40 Disabled people LGBTQ+ people People living in Council Tax Bands A and B
<i>Effective planning of new development</i>	People aged Under 40
<i>Support for VCSE sector</i>	People aged Under 40 Disabled people LGBTQ+ people Carers
<i>Support for most vulnerable</i>	People aged Under 40 Disabled people LGBTQ+ people People with dependents aged under 18

<i>Ease of getting around</i>	Disabled people People with an ethnicity of 'White British' People living in Council Tax Bands A and B Carers
<i>Social Care for the elderly</i>	Disabled people LGBTQ+ people
<i>Cleanliness of streets</i>	People with no dependents Carers
<i>Efficient planning</i>	Carers
<i>Maintenance of parks and open spaces</i>	Carers

NB. The 'groups' highlighted are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents

In particular, and when taking account of our EqIAA work and community conversations work over time, disabled people, people aged under 40, LGBTQ+ people, people from minority ethnic groups and people on lower incomes stand out in bringing forward evidence of impacts of savings for them and their communities.

Cost reduction and income proposals

The following table summarises the options consulted upon and provides key points emerging as a result of analysis along with likely impacts and an overarching assessment of 'outcome' should each option be implemented.

Approach	Option proposed	Key points arising	Impact(s) identified	Outcome
Approach 1: Reviewing internal costs	<i>We are proposing a further review of all major contracts and purchasing, setting a new target to reduce spend on these big-ticket items by 2028/29.</i>	<p>This proposal was supported by 82.7% of respondents.</p> <p>LGBTQ+ respondents and people living in council tax bands A and B were least likely to support this, however, the proposal was still supported by 66% and 74% of respondents in these groups respectively. The highest level of opposition came from LGBTQ+ respondents with 19% opposing the proposal.</p>	<p>Any reduction in contracts and purchasing brings potential to negatively impact communities across all Protected Characteristics.</p> <p>Any furtherance of the proposed review would be accompanied by a detailed EqIAA in order to closely understand impacts for our communities and identify any necessary mitigating actions. This would include the consideration of any impacts in respect of our Equality Priority Areas as set out in the Tackling Inequalities Plan 2024-28.</p>	<p>Potential for negative impacts across Protected Characteristic groups.</p> <p>This potential would be mitigated through the development of a detailed EqIAA identifying appropriate mitigating actions.</p>
	<i>We will continue to review the property we own and identify whether over the short, medium and long term we want or need to use it, rent it out or to sell it.</i>	<p>The proposal was widely supported across all Protected Characteristic groups.</p> <p>Over the last 11-year period, residents have consistently told us that 'making more efficient use of council assets such as land and buildings' is their most highly supported approach to balancing our budgets – regardless of Protected Characteristic.</p>	<p>This review is accompanied by a detailed EqIAA, which includes consideration of any impacts in respect of our Equality Priority Areas as set out in the Tackling Inequalities Plan 2024-28.</p>	<p>Potential for neutral impact because this work is managed through implementation of a detailed EqIAA approach which identifies any potential for negative impacts and accompanying mitigating actions.</p>

Approach	Option proposed	Key points arising	Impact(s) identified	Outcome
	<i>We propose to conduct cost benefit analysis to determine the business case for further investment in properties to be used for long-term accommodation for individuals with complex needs. Whilst this involves additional short-term investment, it should save us significant amounts of money over the longer term through reducing costs of expensive residential care.</i>	The approach was generally supported.	Adult Social Care continue to deliver an Equality, Diversity and Inclusion Plan, which focusses on delivering parity of experience, satisfaction and outcomes for all groups. Delivery of this proposal, brings clear potential to reduce disparities experienced by some groups.	Potential for positive impact in the Priority Area of 'Adult Social Care'.
Approach 2: Finding more efficient ways of working	<i>Invest in better technology to allow more people to contact us and complete straightforward processes online.</i> <i>Continue investigations into new technology, seeking out opportunities to reduce administrative tasks.</i>	It is clear that disabled people, older people and people on lower incomes are consistently less likely than average to support these approaches and we know that digital technologies and online services can often present barriers to people who are not digitally active. The main area of concern was about the council becoming more remote and unresponsive	Any technology proposed for adoption is subject to detailed EqIAAs in order to ensure no negative impacts as well as the identification of approaches which are inclusive and meet the diverse needs of our diverse residents.	Potential for positive impacts given that this would ultimately release more time for staff to spend on direct work to meet resident needs. However, the EqIAA process ensures that barriers are identified and mitigated.
	<i>We plan to continue and expand on initiatives like Mockingbird and reablement, which have demonstrated opportunities to save money by reducing demand for our most expensive services, whilst delivering the same or better outcomes.</i>	The Mockingbird scheme supports greater placement stability for children in care and their foster carers including people from minority ethnic groups who experience disproportionately more placement moves.	Both Mockingbird and Reablement are subject to our 'Business As Usual' EqIAA process in order to ensure impacts across Protected Characteristic groups are continuously monitored and that parity of positive outcomes is delivered.	Potential for positive impact in in the Priority Areas of 'Adult Social Care' and 'Children's Social Care'. Both areas continue to deliver an Equality, Diversity and Inclusion Plan, which focus on delivering parity of

Approach	Option proposed	Key points arising	Impact(s) identified	Outcome
		<p>People who commented generally supported greater investment in reablement.</p> <p>Similarly, Reablement is subject to our 'Business As Usual' EqIAA process in order to ensure that the impacts across Protected Characteristic groups is continuously monitored in order to ensure positive outcomes for all and this will continue. It is noted that the evidence to date shows that this proposal is likely to result in a positive impact for all Protected Characteristic groups.</p>		<p>experience, satisfaction and outcomes for all groups. Delivery of this proposal, brings clear potential to reduce disparities experienced by some groups.</p>
<p>Approach 3: Managing responsibility for paying for, and delivering services</p>	<p><i>Continue discussions with health partners to ensure we are working efficiently in partnership and agree how everyone can pay their fair share for the increasing costs of health and social care.</i></p>	<p>The most frequently cited point raised was that funding for social care should not be cut.</p>	<p>There is clear potential for positive impacts to be delivered through working efficiently in partnership with health partners including on how everyone can pay their fair share for the increasing costs of health and social care.</p>	<p>Potential for positive impact in in the Priority Areas of 'Adult Social Care' and 'Health & Wellbeing'. Any developments would be subject to detailed EqIAAs moving forwards.</p>
	<p><i>Talk to Town & Parish Councils and the wider voluntary sector to find the most efficient way to maintain local facilities like public conveniences, playing fields and other open spaces.</i></p>	<p>Respondents clearly recognised the value of local facilities like open spaces and community buildings. People felt they help build a sense of community and pride in a place, providing spaces for people to come together, to enjoy nature and to exercise, bringing wellbeing benefits. Public toilets were specifically mentioned in the consultation feedback and in respect of this, it is</p>	<p>There are clear impacts in respect of the maintenance of local facilities, and these impacts particularly relate to those who have the highest usage rates. For example, in terms of parks, we know that younger people and families have the highest proportionate usage, and this includes disabled young people as a range of inclusive play equipment</p>	<p>Potential for negative impact in in the Priority Areas of 'Accessibility'. However, any proposals as a result of engagement would be subject to EqIAAs which would be developed from the initial proposals development stage and as part of taking forward any changes.</p>

Approach	Option proposed	Key points arising	Impact(s) identified	Outcome
		<p>noted that the South Gloucestershire Disability Equality Network runs a successful “Can't Wait Scheme”, and there is potential to more widely promote this scheme.</p> <p>Arguments were made both for and against responsibility being transferred to town and parish councils.</p>	is available across many play areas.	
Approach 4: Outsourcing	<i>We are not proposing to outsource any additional major services at this time as there are no areas where the evidence is clear that a private sector organisation can deliver the service to the same standard more cost-effectively than the council can.</i>	<p>The overwhelming majority of people preferred services to be kept in house.</p> <p>Resident views in relation to the approach of transferring services to other organisations like commercial companies has received a low level of support over the last 11-year period.</p>	There are no proposals to outsource any additional major services at this time and as such, no equalities impacts are identified in respect of this element of the draft budget.	Neutral impact identified at this stage. It is confirmed that the council has in place a robust Equalities in Procurement Policy and Procedure, and this would be followed throughout any development of any proposals.
Approach 5: Generating additional income	<i>Increasing the cost of the green waste subscription service to £70 per year for 2025/26. This increase, from the current annual fee of £60, allows us to continue to cover the escalating costs of providing the service. This fee would also bring us into line with what is charged by neighbouring councils.</i>	<p>Over a third (38%) of people supported the increases, a slightly larger proportion (45%) were opposed.</p> <p>Disabled people, LGBTQ+ respondents, people living in council tax bands A and B, Carers and people with dependents aged over 18 were least supportive of the proposals. These groups largely mirror those groups whom we know are disproportionately more likely to be living in poverty and financial hardship.</p>	<p>Any increase in costs of services would particularly impact people with lower incomes. Our data shows that the following ‘groups’ in South Gloucestershire are more likely than average to be living on lower incomes and be experiencing financial insecurity, and subscribers within these ‘groups’ would therefore be disproportionately negatively impacted by this proposal:</p> <ul style="list-style-type: none"> – Families with children – Younger adults <45 – Women 	Potential for negative impact. Mitigations include: 50% cost reduction would continue to be applied to those in receipt of certain benefits. Residents may choose to purchase single disposable sacks for use as required. Communities can group together to pay the cost. Household Waste and Recycling Centres will

Approach	Option proposed	Key points arising	Impact(s) identified	Outcome
			<ul style="list-style-type: none"> – People from many Black, Asian and Minority Ethnic groups, – People who are renting (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups) – People who have been unemployed or experienced long-term sickness (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups and disabled people) – Disabled people 	continue to accept garden waste.
	<p><i>Our draft budget assumes that we will increase Council Tax by the maximum currently permitted percentage of 4.99%. However, we are seeking views through the consultation on different levels of increases and are looking to capture views on rises above this current cap, should this become an option.</i></p>	<p>The lowest increases were more popular/less unpopular with local people.</p> <p>Disabled people and people from minority ethnic groups are significantly less likely to support increases in council tax. This response reflects year-on-year responses to consultations concerning council tax increases and we know people in these 'groups' are disproportionately more likely to be living in poverty and financial hardship</p> <p>There is a clear and statistically significant pattern whereby the older a respondent is, the more likely they are to support for the increase in Council Tax.</p>	<p>Overall, the people least likely to want to see higher levels of increases to Council Tax are people who are disproportionately more likely to be experiencing poverty and financial hardship.</p>	<p>Potential for negative impact.</p> <p>It is clear that an increase of 4.99% would impact more greatly for people with lower incomes, however, at the same time, a higher increase helps in mitigating further cuts to services which would disproportionately impact residents with lower incomes.</p>

Approach	Option proposed	Key points arising	Impact(s) identified	Outcome
	<i>Introduce best practices and new efficiencies within our debt collection function.</i>	Consultation feedback elicited a clear point that there is an expectation that this is an approach that should be firmly in place.	This option would clearly impact most greatly for those people who are living on lower incomes and experiencing financial insecurity. However, the council delivers a programme of work to support residents who may be experiencing financial difficulties, and this would be continued. It is also noted that debts are owed regardless of Protected Characteristics.	Neutral impact identified because the <i>approaches</i> taken to debt collection are subject to detailed EqIAA in order to ensure that vulnerable residents are supported in their awareness of processes taken and wider support available.
Approach 6: Stopping, cutting back and prioritising services and support	<i>Open discussions with partner organisations who we currently support through direct funding to ensure the most effective way of delivering priorities.</i>	Feedback from South Gloucestershire Equalities Voice spoke of the extra value that VCSE organisations can provide in leveraging additional funds to support joint priorities. Resident views in relation to the approach of scaling back or stopping some services has received a low level of support with support levels broadly decreasing over the last 11-year period. Of the people who commented, most supported an approach whereby the council conducted individual cost/benefit analysis for each partner arrangement to ensure funding was being used effectively.	Reducing spend through reductions to voluntary sector organisations in receipt of direct funding brings clear potential for negative impacts. In particular, voluntary sector organisations deliver a range of equality-focussed work which directly supports residents from diverse communities. This proposal includes work to ensure alignment with our priorities and these are clearly set out in our Tackling Inequalities Plan 2024-28.	Potential for negative impact. Any work to review the direct funding we give to voluntary sector organisations would involve clear assessment and consideration of impacts in respect of contribution to the delivery of the objectives set out in the Tackling Inequalities Plan. This would form part of a detailed EqIAA should this work be taken forward.

Cumulative impacts

The following table provides an overview of the cumulative/combined impacts of the proposals consulted upon for 2025/26.

Impacts	Female	Male	Children and Young People	People of younger ages (<45)	46 to 65	Over 65's	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Hetrosexual	Religion	No religion	Lower income	UK armed forces	Not UK armed forces	Care Leavers
<i>Negative</i>	4	2	5	4	2	3	5	2	2	4	2	2	2	2	5	2	2	2
<i>Positive</i>	2	2	2	3	2	3	3	2	2	2	2	2	2	2	2	2	2	2

The following table provides an overview of the combined impacts of the proposals consulted upon for 2025/26 in respect of their impact for the Tackling Inequalities Plan Priority Areas.

Priority Area	Impacts	Mitigating actions identified?
Accessibility, especially in terms of transport, the built and natural environment, and access to the wider economy	1 Negative	Yes
Poverty and Financial Hardship	2 Negative	Yes
Adult Social Care	3 Positive	-
Children's Social Care	1 Positive	-
Health and Wellbeing	1 Positive	-
Overall:	3 potential negative 5 potential positive	

The following table provides an overview of the extent of impacts of the Council Savings Programme since 2022/23.

The table shows the percentage of positive impacts throughout the Council Savings Programme for each characteristic and the percentage of negative impacts throughout the Council Savings Programme for each characteristic.

Impacts	Female	Male	Children and Young People	Younger adults (<45)	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No religion	Lower income	UK Armed Forces	Not UK Armed Forces
Positive impacts identified	4%	4%	8%	5%	4%	16%	18%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%
Negative impacts identified	12%	3%	8%	2%	3%	8%	17%	2%	2%	13%	7%	2%	3%	2%	13%	2%	1%

The information shows that in particular, disabled people, people from minority ethnic groups, people on lower incomes and females have been disproportionately negatively impacted by the Savings Programme to date.

In response to this, all of the proposals for 2025/26 where potential for negative impact has been identified have associated mitigating actions which seek to minimise and remove negative impacts moving forwards.

SECTION 1 - INTRODUCTION

Councils locally and nationally are facing daunting financial challenges as the cost of delivering services increases much faster than the opportunities to generate income. Factors like inflation, higher energy bills and increased interest rates are pushing up our costs in the same way that everyone's cost of living has risen. And demographic pressures – most notably the rapid increase in the number and proportion of older people in our society – twinned with the increasing number of people struggling to make ends meet, mean demand for support is at an all-time high.

This means that the amount we must spend to deliver the same level of services to everyone who is eligible for them goes up each year – and right now, it is escalating rapidly.

Our updated financial position for the coming year

Our forward planning and hard work delivering savings and income targets has left us better placed over the short term than most other Local Authorities. By implementing identified efficiencies and increasing Council Tax by 4.99%, we can deliver a balanced budget for the next financial year. And we are confident that as things stand currently, by following this same approach, using our remaining financial reserves set aside for this purpose, and delivering the previous savings we have committed to, we can balance our income and outgoings again for the financial year 2026/27.

Looking ahead

The cost and demand pressures we face are not going away and the picture is more challenging and uncertain over the longer term. Even after delivering the £40m of savings we agreed as part of the budget signed off in February 2023, our projections show that in four years' time in our annual budgeting we will be almost £16m per year short just to stand still in terms of the services we provide.

Adding to the uncertainty, the Business Rates Retention Scheme, which South Gloucestershire Council is part of, is due to expire in 2025/26. The scheme allows the council to retain a proportion of Business Rates, contributing approximately £15m a year in income.

Given these pressures and the uncertainties over local government financing, we think it is prudent to consider difficult choices now to plan and save for potentially rainier days ahead.

Consultation proposed some new measures for consideration and the council will continue to identify ways to save or raise additional funds and consult on these separately as appropriate over the coming months and years.

The difficult choices ahead

The Council has a fundamental budget problem: our costs are increasing at a far greater rate than our income. And because of future uncertainties around some funding streams, we will need to plan ahead and adopt a combination of the following approaches to reduce costs, generate additional income and ensure our ongoing financial security. Some of these options involve investing more money now to improve outcomes and save money over the longer term, which means we need to make larger more immediate savings elsewhere.

This Equality Impact Assessment and Analysis (EqIAA) document

The key purpose of this EqIAA is to provide clear and robust information relating to equalities issues and considerations which influences decisions in respect of budget setting.

This EqIAA also reiterates the statutory duty of the council, in the exercise of its functions, to have due regard to the need to:-

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

The protected characteristics are:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sex;
- sexual orientation.

In addition, the council's EqIAA approach includes 'socio-economic groups', the 'Armed Forces Community' and 'Care Leavers'.

There are several issues to be raised within this introduction as follows:

- The [Council Plan](#) sets out five key goals and "*helping to reduce inequalities*" is set out as one of those key goals.

As a result of the council's ongoing EqIAA activity, a robustly informed set of 'Equality Priority Areas' have been established and these are set out in the council's [Tackling Inequalities Plan 2024/28](#). The Equality Priority Areas are identified as such because they are the areas where national and local research, and our engagement and consultation activity with organisations, groups and individual residents all combine to evidence the largest and most significant inequalities, which ultimately negatively impact upon individual residents and their families, and our area as a whole.

The Tackling Inequalities Plan sets out the objectives which will ensure the successful delivery of the Council Plan goal of "*helping to reduce inequalities*".

- The council has a well-established approach in place in regard to Equality Impact Assessment and Analysis (EqIAA). In relation to the budget setting process, potential equalities impacts have been identified from the outset of options development. This has been delivered through the specific identification and consideration of equalities issues as an integral part of the council's Resource Planning process. This approach has allowed for potential equalities impacts to be identified and considered as an integral part the budget setting process from the outset.
- The approach taken by the council's Resource Planning process ensures that a robust approach to EqIAA is in place from the outset which identifies: potential equalities impacts; mitigating actions in respect of any identified negative equalities impacts and opportunities to bring about greater equality.
- Extensive consultation has been conducted and this allows for information to be explicitly gathered and analysed with respect to 'Protected Characteristic' groups as defined by The Equality Act 2010. Feedback directly from South Gloucestershire Equalities Voice is shown in [Appendix 3](#). It is important to note that this EqIAA provides information not only concerning the consultation results collected between November 2024 and January 2025, but also analyses trends year-on-year since 2013/14 (as set out in [Appendix 1](#)). This allows for a comprehensive EqIAA, and together with information shown in [Appendix 2](#) regarding impacts of the Council Savings Programme, includes information regarding cumulative impacts and allows for issues arising to form a robust part of decision-making.
- The consultation attracted relatively few responses from some groups. People from 'white other' and minority ethnic groups, LGBTQ+ communities and people with experience in the armed forces were under-represented in the survey sample and the low number of responses from these groups makes it very difficult to prove assumptions, differences and trends arising from the individual consultation with statistical confidence. However, a diverse cross section of residents have been engaged across a significant time period in a wide range of consultation and engagement activity and this EqIAA brings together evidence from the widest available sources (this includes national and regional evidence, local evidence, previous research, previous EqIAAs which are conducted on an ongoing basis, community conversations work and the wide variety of engagement work in which the council is involved). Taking this approach, which involves large numbers, provides a robust level of feedback from diverse communities which can be taken account of in this EqIAA.
- This EqIAA should be read in conjunction with the council's [Annual Equalities Reports](#), the [South Gloucestershire Joint Strategic Needs Assessment](#) and the specific [EqIAAs](#) that are conducted as part of the delivery of all council 'functions'. In addition, this EqIAA should be read in conjunction with the Budget 2025/26 Consultation Report.

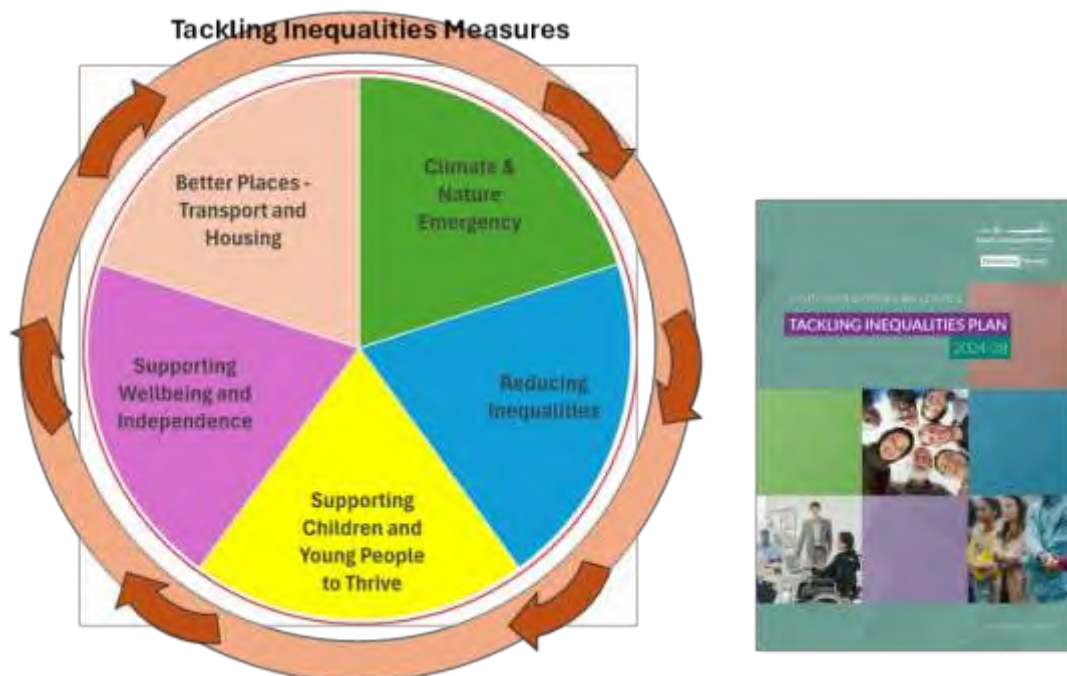
SECTION 2 – RESEARCH, ENGAGEMENT AND CONSULTATION

Equality Priority Areas

The [Council Plan](#) sets out five key goals and “*helping to reduce inequalities*” is set out as one of those key goals.

As a result of the council’s ongoing EqIAA activity, a robustly informed set of ‘Equality Priority Areas’ have been established and these are set out in the council’s [Tackling Inequalities Plan 2024/28](#). The Equality Priority Areas are identified as such because they are the areas where national and local research, and our engagement and consultation activity with organisations, groups and individual residents all combine to evidence the largest and most significant inequalities, which ultimately negatively impact upon individual residents and their families, and our area as a whole.

The Tackling Inequalities Plan sets out the objectives which will ensure the successful delivery of the Council Plan goal of “*helping to reduce inequalities*”.



The Equality Priority Areas are shown below.

Equality Priority Areas

- **Health and Wellbeing**
- **Educational attainment and experience**
- **Poverty & financial hardship**
- **Housing**
- **Adult Social Care**
- **Children’s Social Care**
- **Employment**
- **Accessibility, especially in terms of:**
 - digital inclusion,
 - transport,
 - the built and natural environment, and
 - access to the wider economy
- **Tackling inequalities as part of work to address the Climate and Nature Emergency**
- **Hate Crime**

In addition to identifying the likely impacts for our diverse communities in respect of the proposals under consideration, this EqIAA is also clear on the impacts of any implementation of the proposals upon the ability of the council to deliver against any of the above Equality Priority Areas as set out in the Tackling Inequalities Plan.

Consultation feedback

NB. The consultation attracted relatively few responses from some groups. People from 'white other' and minority ethnic groups, LGBTQ+ communities and people with experience in the armed forces were under-represented in the survey sample and the low number of responses from these groups makes it very difficult to prove assumptions, differences and trends arising from the individual consultation with statistical confidence. However, a diverse cross section of residents have been engaged across a significant time period in a wide range of consultation and engagement activity and this EqIAA brings together evidence from the widest available sources (this includes national and regional evidence, local evidence, previous research, previous EqIAAs which are conducted on an ongoing basis, community conversations work and the wide variety of engagement work in which the council is involved). Taking this approach, which involves large numbers, provides a robust level of feedback from diverse communities which can be used in the analysis of impacts as set out in this EqIAA

The consultation asked respondents to tell us whether different aspects of council services have improved, stayed the same, or got worse over recent years.

The following table shows an analysis of the feedback received.

Note:

Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.

Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

Table to show consultation responses in respect of whether different aspects of council services have improved, stayed the same, or got worse over recent years

	Total (All Respondents)	Female	Male	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C,D,E	Council Tax Bands - F,G,H	No Dependants	Dependants aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Availability/accessibility of services																							
Better	10%	9%	10%	17%	10%	9%	10%	10%	15%	10%	9%	10%	10%	5%	10%	9%	10%	9%	14%	13%	9%	20%	9%
No change	56%	57%	58%	42%	56%	58%	53%	59%	55%	58%	65%	55%	45%	57%	54%	53%	55%	49%	49%	44%	55%	60%	53%
Worse	34%	34%	33%	41%	34%	33%	38%	31%	30%	33%	26%	36%	45%	38%	36%	38%	36%	42%	37%	43%	36%	20%	39%
Responsiveness to requests																							
Better	11%	11%	11%	15%	11%	11%	11%	11%	21%	11%	9%	11%	7%	9%	10%	11%	9%	13%	12%	10%	11%	12%	10%
No change	56%	56%	55%	58%	55%	54%	48%	59%	55%	55%	70%	55%	62%	52%	52%	58%	55%	57%	55%	48%	56%	61%	54%
Worse	33%	33%	34%	27%	34%	35%	41%	30%	24%	34%	22%	35%	31%	40%	37%	32%	36%	30%	34%	42%	33%	27%	36%
Cost of services																							
Better	5%	5%	4%	4%	4%	5%	5%	4%	9%	5%	4%	5%	10%	7%	5%	3%	5%	3%	6%	7%	5%	7%	5%
No change	32%	34%	34%	32%	28%	36%	28%	36%	19%	35%	30%	30%	24%	18%	27%	31%	29%	30%	24%	27%	29%	39%	27%
Worse	63%	60%	62%	63%	68%	60%	67%	59%	72%	61%	65%	66%	66%	75%	68%	66%	65%	68%	70%	66%	67%	55%	68%
Quality of services																							
Better	12%	12%	11%	17%	9%	12%	12%	12%	21%	12%	17%	13%	10%	12%	11%	12%	10%	13%	16%	12%	11%	19%	11%
No change	49%	47%	57%	40%	49%	51%	45%	52%	46%	51%	44%	47%	45%	48%	47%	47%	48%	47%	45%	42%	48%	50%	46%
Worse	40%	41%	33%	43%	43%	37%	43%	36%	33%	38%	39%	40%	45%	40%	42%	41%	42%	40%	40%	46%	41%	31%	43%

Note:

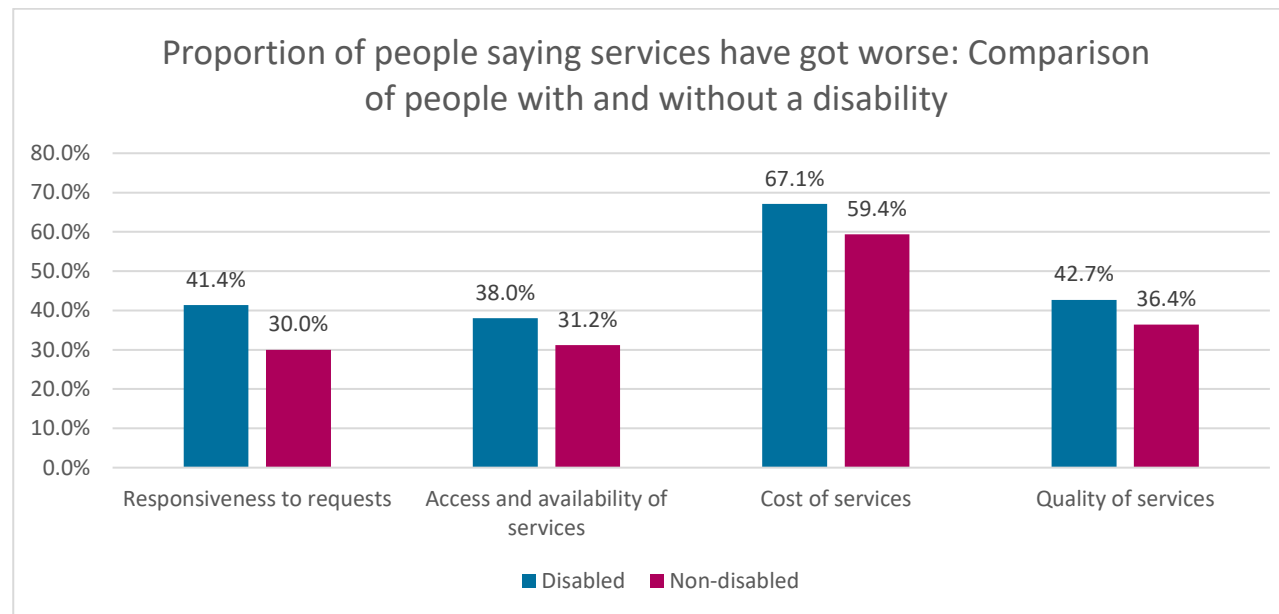
Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.

Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

For three of the four metrics, the majority view was that there had been no change, however, for all four of the measures, people were much more likely to report declining performance rather than improvements. The exception was cost of services. Over two thirds of survey respondents believed that the cost of services had got worse.

- People aged under 40, disabled people, LGBTQ+ people, people with dependents, carers and also people in both the lowest and highest council tax bands were more likely to report the availability/accessibility of services had got worse.
- People from minority ethnic groups, people in the lowest council tax bands and people with dependents over 18 were more likely to say that the cost of services had got worse.
- LGBTQ+ people and Carers were more likely to say that the quality of services had got worse.
- Men are much less positive than women about the quality of services. 41.2% of men felt this had declined over the last five years, compared with 32.6% of women.

Disabled people were much more likely to provide feedback that things have got worse, with notable differences in feedback about responsiveness to requests. This links to findings of this and previous EqlAAs noting that disabled people have faced disproportionately negative cumulative impacts of changes and cuts to services over recent years.



The consultation also asked respondents to tell us what the impact of any change to the different aspects of services has been over the past five years for them and their community. The following tables show an analysis of the feedback received:

Note:

Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.

Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

Table to show consultation responses in respect of what the impact of any change to the different aspects of services has been over the past five years for them and their community

	Total (All Respondents)	Male	Female	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C, D, E	Council Tax Bands - F, G, H	No Dependants	Dependants aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Levels of crime and anti-social behaviour																							
Better	5%	4%	6%	7%	6%	3%	4%	5%	4%	7%	16%	6%	7%	4%	5%	3%	3%	13%	9%	4%	5%	6%	5%
No change	32%	33%	35%	23%	30%	35%	31%	35%	34%	37%	39%	29%	30%	29%	31%	29%	29%	30%	21%	21%	29%	25%	28%
Worse	63%	64%	60%	70%	64%	61%	65%	60%	62%	56%	45%	66%	63%	68%	64%	68%	68%	57%	71%	75%	66%	69%	67%
Cleanliness of streets																							
Better	7%	6%	9%	11%	10%	6%	7%	8%	7%	11%	23%	9%	4%	16%	7%	9%	7%	13%	9%	8%	9%	19%	8%
No change	34%	33%	38%	34%	39%	32%	33%	35%	34%	33%	36%	30%	39%	22%	30%	38%	28%	40%	32%	23%	32%	19%	31%
Worse	58%	61%	53%	55%	52%	62%	60%	57%	59%	56%	42%	61%	57%	62%	63%	54%	65%	48%	58%	69%	59%	63%	61%
Community cohesion																							
Better	7%	6%	9%	10%	9%	6%	7%	7%	7%	17%	18%	9%	4%	2%	10%	4%	6%	14%	10%	7%	9%	7%	8%
No change	55%	55%	59%	39%	53%	59%	48%	59%	58%	29%	50%	51%	56%	44%	50%	56%	52%	45%	47%	42%	51%	67%	49%
Worse	38%	40%	31%	51%	39%	35%	45%	34%	36%	54%	32%	41%	40%	53%	40%	40%	42%	41%	43%	51%	40%	27%	43%

	Total (All Respondents)	Male	Female	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C, D, E	Council Tax Bands - F, G, H	No Dependants	Dependants aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Children's social care																							
Better	13%	12%	12%	8%	18%	10%	13%	13%	12%	27%	28%	14%	0%	17%	13%	18%	13%	15%	16%	13%	14%	26%	13%
No change	47%	49%	48%	31%	46%	50%	43%	52%	50%	27%	50%	52%	46%	44%	50%	57%	50%	43%	58%	45%	49%	58%	48%
Worse	40%	39%	40%	61%	36%	40%	44%	36%	38%	46%	22%	34%	54%	39%	38%	25%	38%	43%	27%	43%	37%	16%	40%
Teaching and education																							
Better	9%	9%	6%	9%	10%	7%	9%	8%	7%	11%	29%	9%	0%	10%	6%	10%	6%	10%	13%	7%	8%	22%	7%
No change	42%	44%	39%	32%	36%	46%	40%	44%	42%	37%	48%	44%	21%	52%	42%	41%	45%	38%	40%	33%	42%	44%	41%
Worse	50%	46%	55%	59%	54%	48%	51%	48%	51%	53%	24%	47%	79%	38%	52%	50%	49%	53%	47%	60%	50%	35%	52%
Social care for elderly																							
Better	11%	9%	14%	18%	15%	9%	13%	11%	11%	27%	17%	12%	6%	19%	12%	14%	10%	19%	15%	13%	12%	19%	12%
No change	35%	36%	31%	30%	37%	33%	22%	38%	34%	40%	44%	37%	31%	29%	36%	32%	34%	39%	36%	35%	35%	42%	33%
Worse	54%	55%	56%	53%	48%	58%	66%	51%	55%	33%	39%	50%	63%	52%	52%	54%	56%	43%	50%	52%	54%	39%	55%
Ease of getting around																							
Better	9%	10%	8%	15%	10%	8%	9%	10%	10%	7%	21%	10%	14%	7%	8%	13%	8%	14%	12%	10%	10%	13%	10%
No change	32%	34%	30%	28%	28%	34%	23%	35%	33%	19%	28%	29%	29%	26%	29%	27%	28%	21%	26%	24%	28%	41%	27%
Worse	59%	57%	61%	58%	62%	58%	68%	55%	58%	74%	52%	62%	57%	67%	63%	60%	64%	65%	62%	66%	62%	47%	64%
Improving poverty outcomes																							
Better	14%	12%	13%	11%	17%	11%	12%	12%	12%	15%	16%	14%	5%	21%	15%	21%	13%	18%	20%	13%	14%	47%	12%
No change	43%	44%	42%	36%	43%	44%	32%	48%	44%	39%	47%	48%	25%	31%	42%	58%	41%	41%	50%	46%	42%	42%	43%

	Total (All Respondents)	Male	Female	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C, D, E	Council Tax Bands - F, G, H	No Dependants	Dependants aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Worse	44%	43%	45%	53%	40%	45%	56%	40%	44%	46%	37%	39%	70%	48%	43%	21%	46%	41%	30%	41%	44%	11%	45%
Maintenance of parks and open spaces																							
Better	13%	11%	13%	16%	13%	11%	14%	12%	12%	16%	26%	15%	10%	15%	13%	8%	12%	21%	14%	15%	14%	19%	14%
No change	51%	52%	55%	54%	51%	52%	51%	54%	53%	68%	44%	49%	55%	45%	50%	55%	50%	48%	47%	41%	50%	52%	48%
Worse	36%	37%	31%	30%	36%	37%	36%	34%	36%	16%	30%	37%	35%	40%	37%	38%	39%	32%	40%	44%	36%	29%	38%
Effective planning of new development																							
Better	6%	7%	7%	9%	8%	5%	10%	6%	7%	9%	17%	8%	0%	9%	6%	6%	7%	8%	6%	12%	6%	10%	7%
No change	35%	33%	36%	26%	37%	33%	29%	36%	34%	55%	44%	33%	43%	34%	34%	23%	31%	30%	35%	26%	32%	52%	31%
Worse	59%	61%	57%	66%	54%	62%	61%	58%	59%	36%	39%	59%	57%	56%	60%	71%	63%	63%	59%	62%	62%	38%	63%
Efficient planning																							
Better	9%	9%	11%	15%	10%	7%	14%	8%	9%	25%	13%	9%	22%	9%	8%	3%	10%	13%	5%	15%	9%	21%	9%
No change	50%	47%	57%	47%	51%	50%	46%	53%	50%	63%	53%	51%	33%	57%	51%	59%	49%	50%	58%	30%	54%	47%	49%
Worse	42%	45%	33%	38%	39%	44%	41%	40%	41%	13%	33%	40%	44%	35%	40%	38%	41%	37%	38%	54%	37%	32%	42%
Condition of roads and paths																							
Better	5%	5%	6%	5%	7%	4%	8%	5%	5%	14%	16%	7%	0%	5%	6%	6%	4%	10%	7%	6%	6%	9%	6%
No change	8%	7%	7%	16%	9%	5%	6%	8%	7%	18%	26%	8%	18%	9%	7%	7%	7%	12%	7%	11%	7%	9%	8%
Worse	87%	88%	87%	79%	84%	90%	87%	87%	89%	68%	58%	86%	82%	86%	88%	87%	88%	79%	86%	84%	87%	82%	87

	Total (All Respondents)	Male	Female	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C, D, E	Council Tax Bands - F, G, H	No Dependants	Dependants aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Support for VCSE sector																							
Better	10%	9%	9%	13%	13%	7%	11%	9%	9%	7%	25%	9%	0%	10%	9%	8%	8%	11%	13%	5%	11%	13%	9%
No change	50%	50%	52%	33%	49%	52%	42%	54%	50%	64%	55%	50%	53%	50%	47%	49%	46%	51%	52%	43%	49%	65%	46%
Worse	41%	41%	40%	54%	38%	41%	47%	37%	41%	29%	20%	41%	47%	40%	44%	43%	46%	38%	36%	52%	41%	22%	44%
Support for most vulnerable																							
Better	12%	11%	12%	14%	13%	10%	12%	11%	12%	13%	15%	13%	10%	19%	11%	18%	10%	18%	24%	12%	13%	35%	11%
No change	45%	48%	41%	27%	43%	48%	37%	51%	46%	44%	45%	46%	25%	36%	48%	41%	45%	34%	37%	44%	43%	45%	43%
Worse	43%	41%	47%	59%	44%	41%	51%	39%	42%	44%	40%	41%	65%	45%	42%	41%	45%	48%	39%	44%	45%	20%	46%

NB. The consultation attracted relatively few responses from some groups. People from ‘white other’ and minority ethnic groups, LGBTQ+ communities and people with experience in the armed forces were under-represented in the survey sample and the low number of responses from these groups makes it very difficult to prove assumptions, differences and trends arising from the individual consultation with statistical confidence. However, the purpose of an EqlAA is to bring together evidence from the widest available sources (this includes national and regional evidence, local evidence, previous research, previous EqlAAs, community conversations work and the wide variety of engagement work which the council is involved in). It is important to note that this EqlAA brings together the last 12 years of evidence in this regard in providing an assessment of impacts.

‘No change’ attracted the highest proportion of responses for most aspects of local life. However, for each measure, there were far more people who think things have got worse than the number who reported improvements.

The following table shows groups more likely than average to say each service had got worse.

Service	Groups more likely to say ‘got worse’
<i>Teaching and Education</i>	Females People aged Under 40 LGBTQ+ people Carers
<i>Levels of crime and anti-social behaviour</i>	People aged Under 40 People with dependents aged over 18 Carers
<i>Community Cohesion</i>	People aged under 40 Disabled People People with an ethnicity of ‘White British’ People with no dependents People with dependents aged over 18 Carers
<i>Children’s social care</i>	People aged Under 40 Disabled people LGBTQ+ people People with an ethnicity of ‘White British’
<i>Improving poverty outcomes</i>	People aged Under 40 Disabled people LGBTQ+ people People living in Council Tax Bands A and B
<i>Effective planning of new development</i>	People aged Under 40
<i>Support for VCSE sector</i>	People aged Under 40 Disabled people LGBTQ+ people Carers
<i>Support for most vulnerable</i>	People aged Under 40 Disabled people LGBTQ+ people People with dependents aged under 18
<i>Ease of getting around</i>	Disabled people People with an ethnicity of ‘White British’ People living in Council Tax Bands A and B Carers
<i>Social Care for the elderly</i>	Disabled people LGBTQ+ people

Cleanliness of streets	People with no dependents Carers
Efficient planning	Carers
Maintenance of parks and open spaces	Carers

NB. The 'groups' highlighted are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents

In particular, and when taking account of our EqIAA work and community conversations work over time, disabled people, people aged under 40, LGBTQ+ people, people from minority ethnic groups and people on lower incomes stand out in bringing forward evidence of impacts of savings for them and their communities.

SECTION 3 – COST REDUCTION AND INCOME PROPOSALS

NB. The consultation attracted relatively few responses from some groups. People from 'white other' and minority ethnic groups, LGBTQ+ communities and people with experience in the armed forces were under-represented in the survey sample and the low number of responses from these groups makes it very difficult to prove assumptions, differences and trends arising from the individual consultation with statistical confidence

As mentioned in the introduction, the council has consulted on some proposals. These proposals are 'grouped' under the following headings:

- Approach 1: Reviewing internal costs
- Approach 2: Finding more efficient ways of working
- Approach 3: Managing responsibility for delivering and paying for services
- Approach 4: Outsourcing
- Approach 5: Generating additional income
- Approach 6: Stopping, cutting back and prioritising services and support

Each proposal is considered in turn on the following pages of this EqIAA document.

Approach 1: Reviewing internal costs

Our starting point as we face financial challenges is to consider what we are spending to ensure we are operating as efficiently as we can. Our mantra to our staff is that they should treat every penny they spend at work as if it were their own and we have already delivered savings of over £100m since 2010.

Ensuring we are securing best value for money from all our suppliers

We work hard to ensure we get the best value when we spend money on goods and services. Where it is prudent to do so, we sign longer term agreements with suppliers to achieve the best value for taxpayers, and on an ongoing basis we review contracts and costs to make sure we are continuing to secure the lowest prices.

Option under consideration

We are proposing a further review of all major contracts and purchasing, setting a new target to reduce spend on these big-ticket items by 2028/29.

Assessment

The consultation asked: “Are you in favour of us setting a new target saving across all major procurement and purchasing?”. Feedback results show the following.

Table to show consultation responses to the question “Are you in favour of us setting a new target saving across all major procurement and purchasing?”

	Total (All Respondents)	Female	Male	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C,D,E	Council Tax Bands - F,G,H	No Dependants	Dependants aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Support	83%	81%	86%	76%	85%	83%	78%	86%	84%	82%	79%	83%	74%	66%	84%	90%	81%	81%	82%	77%	82%	78%	81%
Neutral	14%	17%	11%	18%	11%	15%	20%	12%	13%	19%	15%	15%	7%	29%	12%	8%	16%	13%	16%	19%	15%	22%	15%
Opposed	3%	2%	3%	6%	4%	2%	3%	3%	3%	0%	6%	3%	19%	5%	4%	3%	3%	6%	2%	5%	3%	0%	4%

Note:

Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.

Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

This proposal was supported by 82.7% of respondents.

LGBTQ+ respondents and people living in council tax bands A and B were least likely to support this, however, the proposal was still supported by 66% and 74% of respondents in these groups respectively. The highest level of opposition came from LGBTQ+ respondents with 19% opposing the proposal.

Respondents put forward that in setting a target saving, up-front costs should not be the only criteria on which to choose suppliers. Quality is important and value for money should be the criteria on which suppliers and services are assessed. Social value was also another metric to consider. The council procures a wide range of goods and services which are designed and delivered in order to positively impact upon our diverse

communities and, in some instances, positively target particular communities, for example, LGBTQ+ communities and people living in financial hardship.

As such, any reduction in contracts and purchasing brings potential to negatively impact communities across all Protected Characteristics.

In response to this, any furtherance of the proposed review would be accompanied by a detailed EqIAA, which would be developed through working with those we contract with, as well as service users and residents, in order to closely understand impacts for our communities and identify any necessary mitigating actions. This would include the consideration of any impacts in respect of our Equality Priority Areas and objectives as set out in the Tackling Inequalities Plan 2024-28.

Complete a comprehensive property review to decide whether to use, rent or sell each asset

The council has a limited portfolio of land, buildings and other property assets. We continue to review options for property, ensuring we are making best use of these assets to generate income and reduce costs.

We have made substantial savings in this area in recent years. For example, we have significantly reduced the costs of our office estate. We are now a smaller organisation with more people able to perform part, or all, their roles from home, and so we have rented out some of our office space that we no longer need. In the last year, we have let out a large part of our main office building in Yate to a partner organisation. This delivers dual benefits in generating income and supporting better partnership working.

We are also purchasing property as an 'invest to save' measure to better support individuals with especially complex needs. One of the council's largest expenses is for residential placements; specialist facilities for young people with complex needs and care homes for older people and those who need social care support. For people with the most complex needs, residential placements can cost many hundreds of thousands of pounds per person per year. We want to investigate the cost/benefit analysis of securing dedicated housing for these small groups of people, so the council can deliver the ongoing support they need more cost-effectively.

We have demonstrated that this approach, providing wraparound care for groups of people with similar needs, delivers better outcomes as it typically means their care is provided much closer to home and wider support networks. And these better outcomes are achieved whilst substantially reducing the long-term costs to the taxpayer.

Options under consideration

We will continue to review the property we own and identify whether over the short, medium and long term we want or need to use it, rent it out or to sell it.

We propose to conduct cost benefit analysis to determine the business case for further investment in properties to be used for long-term accommodation for individuals with complex needs. Whilst this involves additional short-term investment, it should save us significant amounts of money over the longer term through reducing costs of expensive residential care.

Assessment

The consultation asked: “Do you support our approach of reducing the costs of our office estate?”. Feedback results show the following:

Table to show consultation responses to the question “Do you support our approach of reducing the costs of our office estate?”.

	Total (All Respondents)	Female	Male	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C,D,E	Council Tax Bands - F,G,H	No Dependants	Dependants aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Support	85%	87%	86%	88%	86%	85%	80%	88%	91%	86%	88%	83%	86%	82%	83%	89%	81%	82%	85%	84%	82%	89%	81%
Neutral	12%	10%	12%	8%	11%	13%	16%	10%	3%	12%	8%	14%	9%	16%	13%	11%	16%	12%	11%	13%	15%	11%	15%
Opposed	3%	3%	2%	4%	3%	2%	4%	2%	6%	2%	4%	3%	5%	2%	4%	0%	2%	6%	5%	4%	4%	0%	4%

Note:

Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.

Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

The proposal was widely supported and there were no clear differences across the Protected Characteristic groups.

In supporting the review, people expressed a clear preference for renting over selling property. Selling was seen as a short-term measure, which cut off rental income and meant there was no backup plan should the council need more space in the future.

Residents have consistently told us that ‘making more efficient use of council assets such as land and buildings’ is their most highly supported approach to balancing our budgets. The table below shows the percentage of consultation respondents who supported this approach last year and as an average over the last 11-year period.

Table to show the percentage of respondents supporting this approach to delivering the council savings plan in the longer term as elicited via the 2024/25 council budget consultation and over the 11-year period that this question has been asked as part of council budget setting consultations.

Approach	24/25 Budget percentage support	Average (11-year) percentage support	Key points emerging and trends
Making more efficient use of council assets such as land and buildings	90%	86%	<p>The majority of respondents (90%) supported this approach. Average support for this approach over the 11-year period is also 86%.</p> <p>Significant trends to note are that regardless of protected characteristics, the majority of respondents have consistently supported this approach over the 11-year period.</p>

See Appendix 1 for full data.

We know from feedback gathered in previous consultations that people are highly supportive of the council making best use of its property. The council has always considered such cost saving measures first because they allow us to reduce costs and/or generate income without harming service delivery and in the consultation background information, highlighted recent progress.

Any furtherance of the proposed review would be accompanied by a detailed EqIAA, which would be developed through working with those we support, as well residents, in order to closely understand impacts for our communities. This would include the consideration of any impacts in respect of our Equality Priority Areas and objectives as set out in the Tackling Inequalities Plan 2024-28.

Investing in additional properties to provide long-term local accommodation for people with complex needs

The consultation asked: “Do you support the proposal to improve outcomes and reduce costs by investing in additional properties to provide long-term local accommodation for people with complex needs?”. Feedback results show the following:

Table to show consultation responses to the question “Do you support the proposal to improve outcomes and reduce costs by investing in additional properties to provide long-term local accommodation for people with complex needs?”.

	Total (All Respondents)	Female	Male	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C,D,E	Council Tax Bands - F,G,H	No Dependents	Dependents aged under 18	Dependents aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Support	67%	71%	68%	69%	68%	69%	72%	69%	55%	70%	68%	69%	78%	64%	69%	68%	66%	74%	69%	54%	71%	71%	68%
Neutral	22%	22%	21%	21%	23%	21%	19%	21%	27%	21%	16%	22%	11%	32%	20%	21%	24%	14%	20%	35%	20%	19%	22%
Opposed	11%	7%	11%	10%	9%	10%	9%	10%	18%	9%	16%	9%	11%	4%	11%	11%	10%	12%	12%	11%	10%	10%	10%

Note:

Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.

Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

The approach was generally supported. People from LGBTQ+ communities were particularly supportive and people from minority ethnic groups and carers were less supportive.

The comments provided pointed to respondents being optimistic that having council staff delivering support would afford better care, with a stronger focus on achieving the best long-term outcomes for individuals. One of the benefits the council has identified for those receiving support is that it allows them to live closer to the places and people they know. Survey respondents pointed out wider benefits of this local provision in creating jobs.

Some respondents opposed the proposals on ideological grounds. Several people didn't think the taxpayer should be supporting people they deemed 'undeserving' and felt individuals or their families should pick up the bill for social care. Even if South Gloucestershire Council was to disregard the

moral justification for social care support, the Care Act places a legal obligation on the council to provide this support. Comments expressed in response to this proposal and throughout the survey show an incomplete understanding of the social care system as well as views that were sometimes discriminatory. For people fortunate enough not to need such support, it may be difficult to understand the extent of challenges - and the cost of the support. Education to improve understanding is a key point moving forwards.

Assessing property which can be used for residential care, has a clear potential to have positive impacts, especially in regard to the Protected Characteristics of Age and Disability.

It is also noted that this work is likely to bring clear potential to positively impact on the Priority Area of 'Adult Social Care' as set out in the Tackling Inequalities Plan, namely the objectives to:

- i. Ensure high satisfaction levels across all adult social care service users.*
- ii. Ensure excellent Care Homes in South Gloucestershire which meet the needs of all.*
- iii. Deliver excellent Home Care services for all.*
- iv. Assess our commissioning approach to Home Care to ensure it sufficiently reflects the changing needs arising from increasing diversity in our community.*
- v. Increase the proportion of older people (over 65yrs) who are still at home 91 days after discharge from hospital.*
- vi. Ensure excellent reablement services which meet the needs of all diverse service users.*
- vii. Increase independent living opportunities for people with Learning Disabilities.*

Adult Social Care continue to deliver an Equality, Diversity and Inclusion Plan, which focusses on delivering parity of experience, satisfaction and outcomes for all groups, particularly highlighting people from minority ethnic groups, LGBTQ+ communities and people with Learning Disabilities as disparities exist for these groups. As such, the delivery of extra care housing for older people, and for long-term accommodation for people with complex needs, brings clear potential to reduce disparities experienced by some groups.

The review of property we own is subject to ongoing EqIAA.

Approach 2: Finding more efficient ways of working

Local authorities have been asked to make significant savings over the past decade and South Gloucestershire Council has done this by ensuring we are working as efficiently as we can. However, we are constantly seeking out best practice from across the public sector and more broadly to find new, cheaper and more effective ways of delivering services.

Changing working practices

Technology has an important role to play. We are making increasing use of technology to improve access to services and make it cheaper and more efficient to deliver support. But we know there is an important balancing act to ensure we are not excluding people who either don't have access to or can't use technology.

Whilst some people will prefer to speak to a person, we know currently too many people who would find it quicker and easier to do things online are forced to call us or visit us in person because our online forms and wider technology doesn't work as well as it could. This is frustrating and inefficient, leading to longer waiting times for people who need to talk to us. And it is expensive for taxpayers.

We plan to invest in building better technology to reduce the requirement for people to call or visit us, making it quicker and easier delivering savings over the long term.

We believe we can also put technology to good use in automating some of the more administrative parts of our work. AI opens up further opportunities in this area, and over the coming months, we want to investigate how other organisations are realising these benefits and where appropriate, implement them at the council.

This may involve up-front investment, but we have already seen good case studies where it has proven beneficial in reducing costs without impacting quality of services.

Outside of this work, we have put the onus on our staff to challenge the 'way we've always done things', asking them to suggest and implement better ways of doing their jobs.

Many of these changes are small. Others are more significant, but the cost/benefit analysis is so clear that we don't need to ask you about them.

A good example of one such change, which we'll be implementing shortly, involves adjusting our waste processes, which will allow us to take waste directly from kerbside collections to waste treatment plants without having to visit the Sort It recycling centres for weighing and sorting. This saves us time and money and we know you'll appreciate not having to queue up behind one of our collection vehicles when you're visiting the tip.

Options under consideration

Invest in better technology to allow more people to contact us and complete straightforward processes online.

Continue investigations into new technology, seeking out opportunities to reduce administrative tasks.

Assessment

The consultation asked: “Do you support our proposal to improve our online reporting options to try to move more enquiries online?”. Feedback results show the following:

Table to show consultation responses to the question “Do you support our proposal to improve our online reporting options to try to move more enquiries online?”.

	Total (All Respondents)	Female	Male	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C,D,E	Council Tax Bands - F,G,H	No Dependants	Dependants aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Support	71%	73%	74%	82%	78%	70%	69%	75%	67%	73%	82%	74%	79%	60%	75%	80%	71%	77%	81%	60%	75%	65%	73%
Neutral	18%	17%	17%	11%	13%	20%	17%	16%	21%	17%	7%	18%	7%	23%	15%	19%	18%	12%	13%	24%	15%	26%	16%
Opposed	11%	10%	9%	7%	9%	11%	14%	9%	12%	10%	11%	8%	14%	18%	11%	1%	12%	11%	7%	15%	10%	10%	11%

Note:

Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.

Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

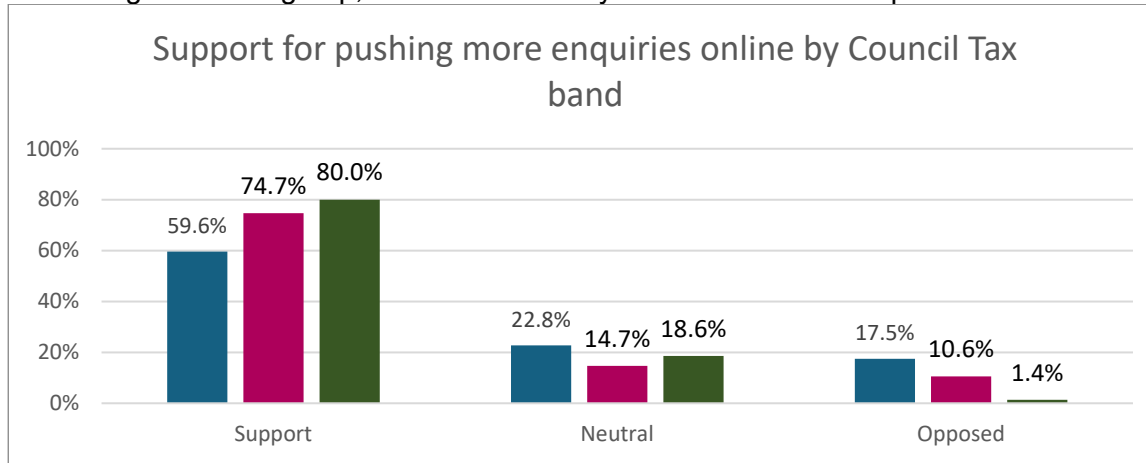
People in the younger age groups, people from ‘white other’ backgrounds, LGBTQ+ people and people in higher council tax bands were particularly supportive of this proposal.

Whilst positive about the overall principles, respondents were concerned that older people should not be digitally excluded from accessing support from the council. Additionally, people felt it was important to be able to speak to a person when trying to discuss complex enquiries.

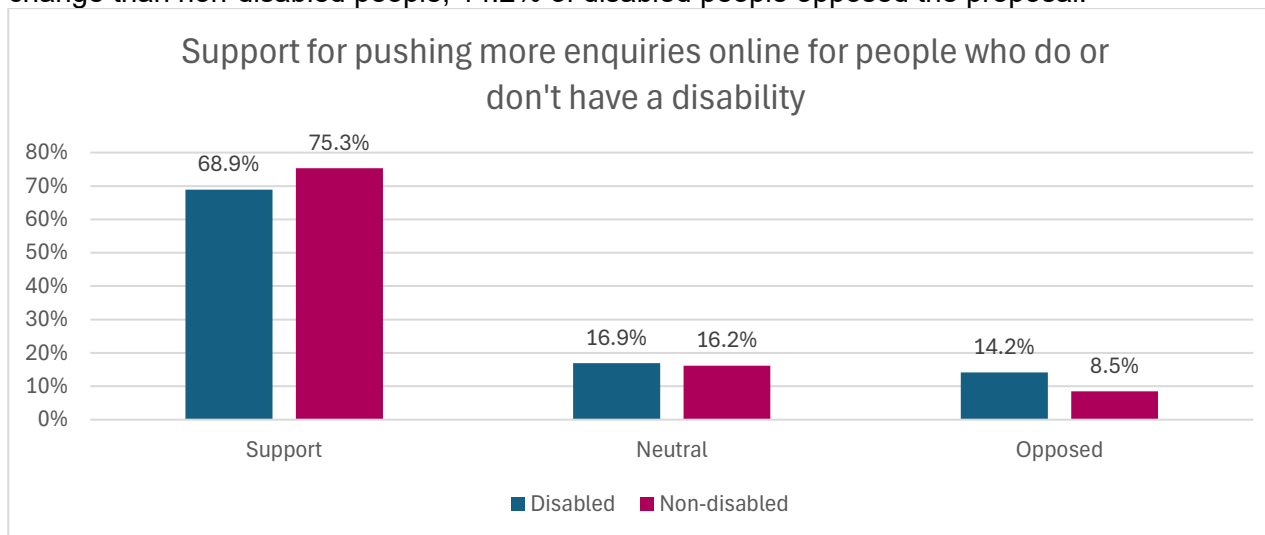
People aged over 60 were significantly less likely to support this change. 69.5% of this group supported the proposal, whilst the figure for people aged under 40 was 82.1% and 77.8% for those aged between 40 and 59. Older people were more likely to be neutral than oppose the change and it is noteworthy from the comments that respondents talk primarily about other people being digitally excluded rather than themselves.

The age groups who are least supportive are those aged older than 80 and those between 60 and 69.

The data suggests that affordability is an important factor. Respondents in the lowest council tax bands (A&B) were significantly more likely to oppose this change. For this group, online access may be an unaffordable option and therefore being able to talk directly to council officers is essential.



We know that accessibility concerns are also be an issue for disabled people. Disabled people continue to be significantly more likely to oppose this change than non-disabled people; 14.2% of disabled people opposed the proposal.



Other than issues surrounding affordability, the main area of concern was about the council becoming more remote and unresponsive. To counter this, people suggested holding drop-ins at libraries and other council buildings where members of the public could ask questions and report concerns. Recognising the digital exclusion issue, some respondents felt the council should play a bigger role in offering online training.

Resident views in relation to the approaches of ‘using digital technology more widely to support the delivery of services’, and ‘making more services available online’, have been the fourth and fifth most highly supported approaches by residents over recent years. The table below shows the percentage of consultation respondents who supported this approach last year as an average over the last 8-11 year period.

Table to show the percentage of respondents supporting these approaches to delivering the council savings plan in the longer term as elicited via the 2024/25 council budget consultation and over the 8 – 11 year period that this question has been asked as part of council budget setting consultations.

Approach	24/25 Budget percentage support	Average (11-year) percentage support	Key points emerging and trends
Using digital technology more widely to support the delivery of services	72%	66%	<p>The majority of respondents (72%) supported this approach. Average support for this approach over the eight-year period that this question has been asked is 66%. Trends to note are that people aged under 65 and particularly those aged under 45 are consistently more likely than average to support this approach. Disabled people and people aged 65+ are consistently less likely than average to support this approach with average support for this approach being 54% and 55% respectively across the eight-year period that this question has been asked. It is also noted that both of these protected characteristic groups have reported an increase in support for this approach over the eight-year period, with 46% of people aged 65+ supporting it at the beginning of the eight year period and 61% supporting this year. Similarly, 43% of disabled people supported this approach at the beginning of the eight-year period and 67% supported it this year.</p>
Making more services available online	70%	63%	<p>70% of respondents supported this approach this year. Average support for this approach over the 11-year period is 63%. Trends to note are that people aged under 45 are consistently more likely than average to support this approach. Disabled people and people aged 65+ are consistently less likely than average to support this approach with average support for this approach being 50% and 49% respectively across the 11-year period. It is also noted that both of these groups have reported an increase in support for this approach over the 11-year period, with 37% of people aged 65+ supporting at the beginning of the 11-year period and 59% supporting this year. Similarly, 41% of disabled people supported this approach at the beginning of the 11-year period and 65% supported it this year.</p>

See Appendix 1 for full data.

Our consultation and engagement work has shown that people aged under 65 have a high level of support for the use of digital technology and making services available online.

In contrast, it is clear that disabled people, older people and people on lower incomes are consistently less likely than average to support these approaches and we know that digital technologies and online services can often present barriers to people who are not digitally active.

There are two broad points to raise in respect of the utilisation of digital technologies:-

1. Supporting people to be digitally active.
2. Providing access to services in ways which are flexible and inclusive of those who are not digitally active.

The council provides a variety of support to enable people to be digitally active, such as free access to PCs and Wi-Fi in public libraries and One Stop Shops, and operating the Digital Champion Volunteer Scheme, which provides free one-to-one digital help and support. The council continues to work with internal services, partners and community organisations to address the digital divide in our communities.

In respect of the proposals, 'investment in better technology which allows more people to contact us and complete straightforward processes online' is an approach that links closely with the council's work to support digital activity amongst residents. It is also noted that the provision of a range of approaches which are inclusive and meet the needs of our diverse residents are enshrined in council policy.

In terms of continuing to investigate new technology in order to seek out opportunities to reduce administrative tasks, this brings potential to positively impact across all Protected Characteristics, given that this would ultimately release more time for staff to spend on direct work to meet resident needs.

Any technology proposed for adoption is subject to detailed EqIAAs in order to ensure no negative impacts as well as the identification of approaches which are inclusive and meet the diverse needs of our diverse residents.

Reducing demand for services

Rationing services targeted at the most vulnerable in society often leads to poor outcomes for individuals and costs us all more over the long term. However, we've seen from previous experience that we can reduce demand for many of our most expensive services - especially social care - if we concentrate support and resources on preventative measures.

Our pilot 'Mockingbird' scheme is one example of how this focus on prevention is delivering a win-win for all parties. Mockingbird involves giving additional support to our foster carers and connecting individual carers into local 'constellations', providing opportunities for families to meet up, to share expertise and experience and spread the load of caring for young people with complex and challenging needs.

Whilst it is early days, we've already seen benefits for young people, foster carers and for the council. Investing in and better supporting foster carers helps them do what they do, bringing greater stability for young people. This results in fewer family breakdowns and fewer young people being separated from the people and places they know and placed in expensive residential care.

This approach has been especially beneficial in better supporting young people with the most challenging needs, and so we are increasing investment in more groups of foster carers with a view to increasing stability for young people and delivering savings over the longer term.

Within adult social care, we are working with our colleagues in the NHS on initiatives which prevent and minimise the need for the most expensive care. An area where we want to put greater focus is in 'reablement' support. This means spending more time with older people after a stay in hospital, caring for them in a setting focused on ongoing care and physiotherapy and re-teaching skills to allow them to remain independent. Prioritising this type of support is shown to prevent accidents and reduce the number of people who require much more expensive hospital or social care support because they can no longer live independently after a stay in hospital.

Option under consideration

We plan to continue and expand on initiatives like Mockingbird and reablement, which have demonstrated opportunities to save money by reducing demand for our most expensive services, whilst delivering the same or better outcomes.

Assessment

Rapidly increasing demand for social care is one of the of the main reasons why councils up and down the country face financial difficulty. As well as reducing costs, the council is also considering steps to reduce the number of people needing the most expensive support. Through the consultation, we sought feedback on two of these: Mockingbird and Reablement.

Mockingbird involves giving additional support to foster carers and connecting individual carers into local 'constellations', providing opportunities for families to meet up, to share expertise and experience and spread the load of caring for young people with complex and challenging needs. We have so far established two groups and have seen benefits for young people, foster carers and for the council. The key benefit is greater stability for young people, which means fewer young people being separated from the people and places they know and placed in expensive residential care. There were only a few comments about this approach. Most comments were supportive, though a couple of respondents wanted confirmation that foster carers were getting the support, backup and the resources they need to help young people with the most challenging needs.

The pilot Mockingbird scheme has resulted in fewer family breakdowns, which means fewer young people being separated from the people and places they know and placed in expensive residential care.

Males from minority ethnic groups experience proportionately more placement moves than others in care – in other words, less stability. The Mockingbird scheme supports greater stability for families and young people and the council's 'Business As Usual' EqIAA process ensures that the impacts across Protected Characteristic groups is continuously monitored in order to ensure positive outcomes for all and this will continue. It is noted that the evidence to date shows that this proposal is likely to result in a positive impact for all Protected Characteristic groups, including for males from minority ethnic groups.

Reablement involves increasing support for older people following a stay in hospital. It often involves caring for them in a dedicated setting focused on ongoing care and physiotherapy and re-teaching skills to allow them to remain independent. Evidence suggests that this type of support helps prevent accidents and reduces the number of people who require much more expensive hospital or social care support because they can no longer live independently after a stay in hospital.

People who commented generally supported greater investment in reablement. It is important that this approach is adequately resourced; a couple of people reported less-positive experiences where the correct support wasn't in place. Other considerations and suggestions relating to reablement and adult social care included:

- Make use of community assets,
- Need to invest in staff training,
- Deliver in partnership health colleagues,
- Also consider the potential of Assistive Technology in improving independence.

Similarly to the Mockingbird scheme, Reablement is subject to our 'Business As Usual' EqIAA process in order to ensure that the impacts across Protected Characteristic groups is continuously monitored in order to ensure positive outcomes for all and this will continue. It is noted that the evidence to date shows that this proposal is likely to result in a positive impact for all Protected Characteristic groups.

Approach 3: Managing responsibility for paying for, and delivering services

We work closely and effectively with many public sector agencies, town and parish councils and the wider voluntary and community sector to improve the lives of local people. We share resources and join up services where it allows us to improve the support we can offer. However, in a world where resources are more constrained, we must consider what support is affordable and which group or organisation is best placed to deliver services. We must also ensure that each organisation is paying a reasonable share of the costs.

Ensuring a reasonable split of costs

Social care is particularly expensive. We must find a way to work with our partners in the health sector to reduce demand, reduce costs and manage funding and contributions.

Working with partners to understand the impact of withdrawing funding from discretionary community-based services

Due to the budget pressures, we are likely to have to withdraw funding from delivering discretionary services like maintenance of local facilities such as public conveniences, playing fields and other open spaces. However, we recognise the community and local value of these services and therefore over the next year we will open discussions with Town and Parish Councils and Voluntary and Community Sector Organisations to understand this impact and (where possible) find the best, most efficient way of delivering services going forwards. This will include understanding residents' priorities and how services could be paid for and provided. For some areas, it may make sense for Council teams to continue to complete some of these maintenance tasks. Other towns and villages already have individuals or teams – often supported by community groups – who do a fantastic job making sure your places are looking fantastic.

Options under consideration

Continue discussions with health partners to ensure we are working efficiently in partnership and agree how everyone can pay their fair share for the increasing costs of health and social care.

Talk to Town & Parish Councils and the wider voluntary sector to find the most efficient way to maintain local facilities like public conveniences, playing fields and other open spaces.

Assessment

Managing the costs of social care

There were relatively few comments received from the consultation in respect of the cost of social care which considered how these rapidly increasing costs could be best managed. The most frequently cited point raised was that funding for social care should not be cut.

Nine people agreed that the council should step up local discussions with health partners about costs in South Gloucestershire. Six people talked about the opportunities to deliver better support if there was closer alignment between health and social care by for example setting up data sharing agreements. Another ten said that what was required was a complete review of social care to be considered alongside wider NHS reform.

Some people felt the council was providing too much support or had set the bar too low to access support and that families should pick up more of the burden. Others were opposed to the self-funding model and believed the council should pick up care costs for everyone, even if families could afford to pay.

In respect of the overarching approach of working with our partners in the health sector to either reduce demand, reduce costs, or else ensure everyone is paying a fair amount towards achieving our joint priorities, there are no impacts identified at this stage. However, as specific approaches are identified, these will be subject to detailed EqIAAs.

Maintaining local facilities

Feedback in response to these proposals was wide-ranging. What came across strongly from feedback was how important these facilities are to local people.

An article in the local media focused on the prospect of public toilets being closed. This article prompted many comments about the importance of having toilets in public spaces for those with medical conditions. Almost 30 people felt that the way forward was not for the local authority and town and parish councils to agree a split of funding to maintain current public conveniences. People thought this model often resulted in the facilities being underfunded and left in a poor state of repair. Instead, they asked if a more efficient use of money was to open dialogues with pubs, cafes, libraries and other businesses and community buildings which already have well-maintained toilet facilities for their customers. People wondered if these businesses and public buildings could be subsidised to allow non-customers to use their facilities, therefore creating a network of local toilets which local government is not responsible for maintaining. It is noted that the South Gloucestershire Disability Equality Network runs a successful "[Can't Wait Scheme](#)", and there is potential to more widely promote this scheme.

Beyond public conveniences, there was broader recognition of the value of local facilities like open spaces and community buildings. People felt they help build a sense of community and pride in a place, providing spaces for people to come together, to enjoy nature and to exercise, bringing wellbeing benefits. Whoever and however it was paid for, for most people, the priority was that these should be invested in. Some respondents believed facilities in their towns and villages were already in a poor state of repair. This lack of investment was considered a false economy, creating vicious circles and negative consequences. including:

- Fewer people go out to walk/exercise *leading to* poorer health *leading to* higher spend on health and social care *leading to* less money to spend on community facilities.
- Less pride in the area *resulting in* higher levels of littering and vandalism and fewer volunteers and people getting involved in their community *leading to* even lower pride in place.

The proposal was to discuss with town and parish councils how maintenance costs should be shared. Those sceptical of the proposal felt that the intention was simply to shift the costs on to another level of government (town and parish councils) who can then raise their element of council tax to cover the costs and in effect local taxpayers would be paying twice. These respondents would only accept this change if adequate funding to deliver services was transferred with the responsibility.

Several people felt that this was only a temporary solution, and a more fundamental review of responsibilities and funding was needed. Some questioned the need for both local government and town/parish councils and felt it would be more transparent if the most local public bodies were abolished, so residents were clear where responsibilities lay and who they needed to contact for support.

Several alternative suggestions were made with regards to how local facilities could be delivered and paid for, and how costs could be reduced:

- Housing developers pay more through Section 106 funding (also South Gloucestershire Council must spend this money)
- Seek corporate funding
- Social value contributions as part of tender negotiations
- Sponsorship of facilities by local companies
- Facilities (particularly sports fields) paid for by groups who use them
- Involve environmental action groups in caring for local areas
- Considering income-generating opportunities for open spaces
- Reduce mowing frequency for open spaces to deliver biodiversity benefits

Arguments were made for and against responsibility being transferred to town and parish councils. Those supporting this change felt town councils understood their areas best and could better prioritise what was important to residents.

Others felt some local councils didn't have capacity to deliver maintenance themselves and this would end up with South Gloucestershire Council still delivering services with taxpayers paying more because of additional administration costs. People also thought transferring responsibility to more local levels would increase costs as smaller organisations wouldn't have the same economies of scale and more money would need to be spent on specialist equipment.

Another group of respondents took the standpoint that delivering local facilities is what local government is for. Several felt the council had set the wrong priorities (including spending too much on social care) and/or asked what their council tax was paying for.

Respondents considered the merits of volunteers or community groups playing a bigger role. Most thought a partnership approach with volunteers playing a greater role was positive. However, others felt volunteers may not have the time, expertise or access to equipment. The principle of local ownership was supported and a couple of people asked about allocating specific council staff responsibility for their own 'patch' of South Gloucestershire to maintain and / or to build connection with the community and better understand their priorities. A couple of people suggested the council could be doing more to leverage volunteer hours offered by some large employers.

Resident views in relation to the approach of transferring services to community groups, social enterprises and town and parish councils has received a slightly lower level of support from residents over recent years in comparison to other approaches. The table below shows the percentage of consultation respondents who supported this approach last year and as an average over the last 11-year period.

Table to show the percentage of respondents supporting this approach to delivering the council savings plan in the longer term as elicited via the 2024/25 council budget consultation and over the 11-year period that this question has been asked as part of council budget setting consultations.

Approach	24/25 Budget percentage support	Average (11-year) percentage support	Key points emerging and trends
Transferring services to community groups, social enterprises and town and parish councils	45%	45%	45% of respondents supported this approach. Average support for this approach over the 11-year period is 45%. There are no clear trends over the 11-year period relating to Protected Characteristic groups in respect of this approach.

See Appendix 1 for full data.

There are clear impacts in respect of the maintenance of local facilities, and these impacts particularly relate to those who have the highest usage rates. For example, in terms of parks, we know that younger people and families have the highest proportionate usage, and this includes disabled young people as a range of inclusive play equipment is available across many play areas.

Any proposals as a result of engagement with Town & Parish Council and the wider voluntary sector would be subject to EqlAAs which would be developed from the initial proposals development stage and as part of taking forward any changes.

Approach 4: Outsourcing

Transferring services to other organisations like commercial companies

In recent budget consultations, local people have indicated that they believe the council delivers services more efficiently and effectively than private companies could. However, in line with our approach of ensuring we are achieving best value from every penny we spend, we continue to review and compare costs and outcomes of outsourcing versus delivering services ourselves. For example, following an open market competition, we have recently agreed to sign a new contract with Suez who will continue to collect rubbish and recycling from kerbside, but we have taken in-house the operation of recycling centres.

Options under consideration

We are not proposing to outsource any additional major services at this time as there are no areas where the evidence is clear that a private sector organisation can deliver the service to the same standard more cost-effectively than the council can.

Assessment

No new measures were proposed in this area. The consultation asked: “*To what extent do you support our current approach of not outsourcing services unless there is a clear financial benefit to doing so?*”. Feedback results show the following:

Table to show consultation responses to the question “To what extent do you support our current approach of not outsourcing services unless there is a clear financial benefit to doing so?”.

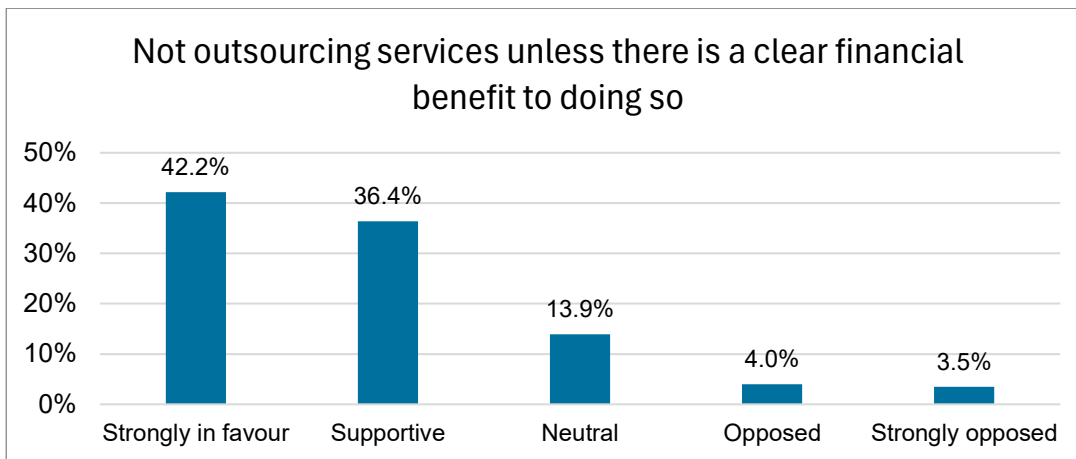
	Total (All Respondents)	Female	Male	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C,D,E	Council Tax Bands - F,G,H	No Dependants	Dependants aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Support	79%	84%	78%	76%	83%	78%	81%	80%	82%	81%	89%	81%	70%	80%	81%	76%	79%	81%	83%	80%	79%	75%	79%
Neutral	14%	11%	14%	17%	11%	14%	13%	13%	12%	13%	11%	13%	26%	18%	13%	14%	15%	11%	14%	13%	13%	19%	14%
Opposed	8%	5%	9%	7%	6%	8%	6%	7%	6%	7%	0%	7%	4%	2%	6%	10%	7%	8%	3%	7%	7%	6%	7%

Note:

Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.

Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

Feedback from local people showed strong support for this approach, with 78.6% in favour and only 7.5% preferring the council change tack. People from ‘White Other’ backgrounds were most likely to support this approach.



The overwhelming majority of people preferred services to be kept in house, feeling that outsourcing was more costly over the longer term because private companies need to deliver profits and returns to shareholders. Outsourcing was also considered more expensive as it meant two levels of management (outsourcer and council) monitoring performance and therefore attracting good calibre staff on competitive salaries was seen as the best way forward.

Other benefits of keeping services in-house which respondents raised included:

- Council can deliver services more reliably,
- Keeping things in-house provides greater control over services,
- Council staff care more about delivering a better service,
- Council delivering services provides local jobs and wider social benefits,
- Outsourcing can lead to lost knowledge.

Those who favoured outsourcing thought:

- The council is inefficient – private companies are better run,
- Outsourcing pushes risks onto private companies,
- Private companies are more accountable for results.

Several people asked what analysis was conducted to decide whether outsourcing was the right approach. Quality of service and value for money was considered a better measure than cost alone. People stressed the importance of considering all factors and costs; respondents with expertise in this area pointed out that often organisations did not factor in the internal costs of procurement and managing suppliers. Equally, those advocating external provision wanted reassurance that cost/benefit analysis considered the full costs of employing council staff, including pensions.

Guidance was offered in terms of which services were more appropriate for outsourcing – typically those requiring specialist expertise or equipment, rather than labour intensive processes. Respondents highlighted that they'd like to see lower spend on external consultants.

If services were outsourced, people felt local companies should be preferred and social value provision should be another consideration in choosing suppliers. The key concern though was that there should be clear, enforceable performance targets in place, with regular reviews throughout the term of the contract. The example of the strikes in 2023 by Suez staff providing bin collections was given as an example of what can go wrong without adequate controls in place.

Whilst advocating in-house provision, people thought the council could learn from outsourcing providers, who were considered lean, efficient and agile.

Resident views in relation to the approach of transferring services to other organisations like commercial companies has received a low level of support from residents over recent years. The table below shows the percentage of consultation respondents who supported this approach last year and as an average over the last 10-year period.

Table to show the percentage of respondents supporting this approach to delivering the council savings plan in the longer term as elicited via the 2024/25 council budget consultation and over the 10-year period that this question has been asked as part of council budget setting consultations.

Approach	24/25 Budget percentage support	Average (10-year) percentage support	Key points emerging and trends
Transferring services to other organisations like commercial companies	24%	23%	<p>This approach resulted in a low level of overall support (24%). Average support for this approach over the ten-year period that this question has been asked is 23%.</p> <p>Females, disabled people and LGBTQ+ people are consistently less likely than average to support this approach with average levels of support over the ten-year period being 21%, 20% and 23% respectively.</p>

See Appendix 1 for full data.

There are no proposals to outsource any additional major services at this time and as such, no equalities impacts are identified in respect of this element of the draft budget. It is confirmed that the council has in place a robust Equalities in Procurement Policy and Procedure, and this would be followed throughout any development of any proposals.

Approach 5: Generating additional income

The other side of the budget coin is to increase what we earn.

Increasing fees and charges for some services

Until the last few years, we have kept charges for discretionary services much lower than in other parts of the country – and far below the costs of delivering that support. And it has been an anomaly for people to not have to pay to use public car parks in South Gloucestershire.

However, as our finances have become more constrained, it has felt unfair to continue to subsidise the cost of services like collecting grass cuttings when not everyone has a garden, and to not charge people for parking to allow us to cover the cost of providing and maintaining car parks. We have therefore changed our approach to stop subsidising these services so we can prioritise funding towards essential support like social care for the vulnerable.

We plan to continue our recent approach, ensuring fees are set at a fair level, which keeps track with the cost of providing those services.

Options under consideration

Increasing the cost of the green waste subscription service to £70 per year for 2025/26. This increase, from the current annual fee of £60, allows us to continue to cover the escalating costs of providing the service. This fee would also bring us into line with what is charged by neighbouring councils.

Assessment

The following table shows the levels of support from consultation respondents for an increase in green bin charges.

Table to show consultation responses in respect of increasing the cost of the green waste subscription service to £70 per year for 2025/26.

	Total (All Respondents)	Female	Male	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C,D,E	Council Tax Bands - F,G,H	No Dependants	Dependants aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Support	38%	45%	39%	51%	39%	39%	33%	43%	42%	41%	38%	40%	25%	33%	42%	41%	39%	44%	32%	33%	40%	48%	36%
Neutral	18%	18%	18%	14%	19%	18%	19%	18%	23%	17%	25%	17%	10%	14%	15%	24%	17%	18%	22%	12%	18%	14%	17%
Opposed	45%	37%	44%	36%	43%	43%	49%	39%	35%	41%	38%	43%	65%	54%	43%	36%	45%	38%	46%	54%	42%	38%	47%

Note:

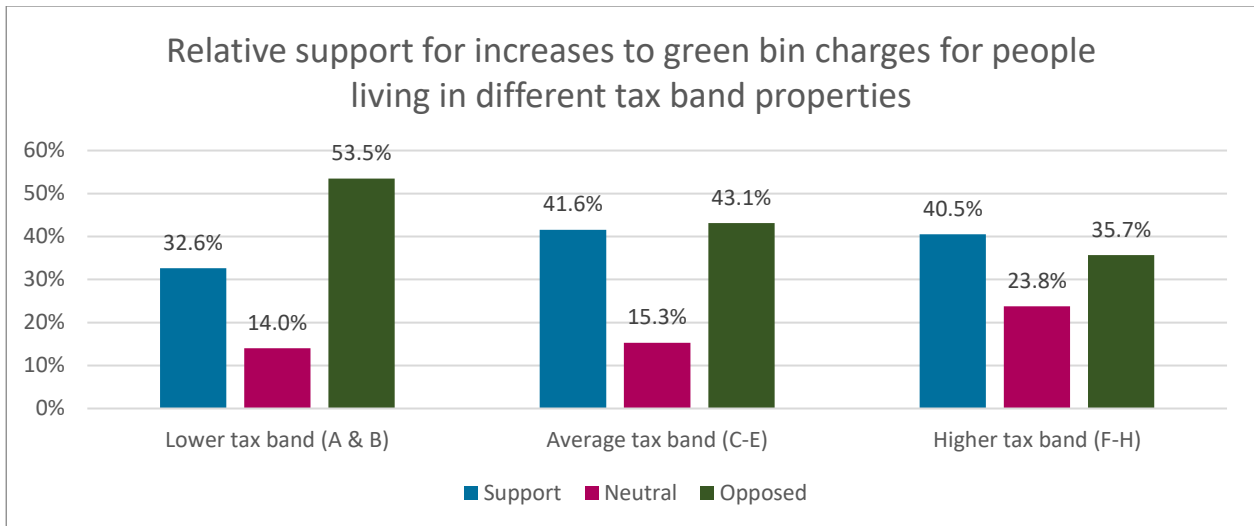
Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.

Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

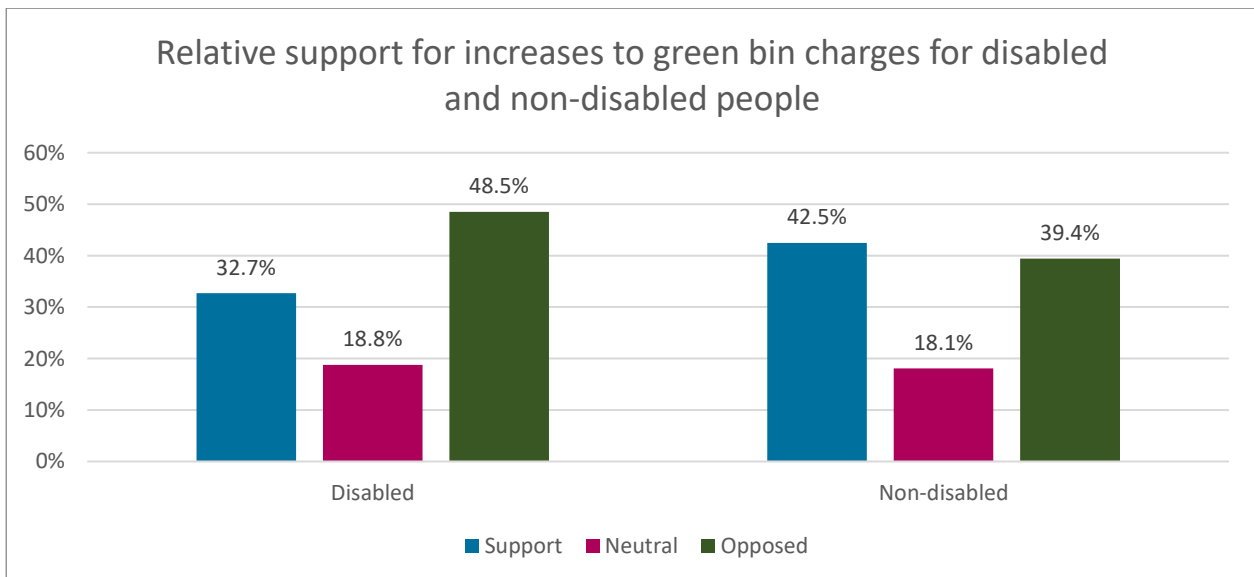
Overall, views on increases to green bin collections were split. Whilst over a third (38%) of people supported the increases, a slightly larger proportion (45%) were opposed.

Disabled people, LGBTQ+ respondents, people living in council tax bands A and B, Carers and people with dependents aged over 18 were least supportive of the proposals. These groups largely mirror those groups whom we know are disproportionately more likely to be living in poverty and financial hardship.

Analysis of the responses of people living in different council tax band properties shows:



There is a more statistically significant difference between the responses of disabled and non-disabled people. Net support for the increase is 3.1% for non-disabled people, with disabled people being more likely to be opposed – the comparative net figure for disabled people is minus 15.8%.



A small number of people asked that the council introduce subsidised collections for lower income households and disabled people. They pointed out that the collection service can be the only option some groups have to dispose of green waste responsibly with people in lower income groups being less likely to own a private vehicle and disabled people experiencing often significant challenges taking green waste to a Household Waste and Recycling Centre.

Some respondents suggested opportunities to reduce the costs of the service or raise additional funding from it, for example by:

- Reducing/stopping winter collections,
- Reducing frequency of collections to once every three weeks,
- Identifying people who have stopped paying but are still putting out waste for collection,
- Introducing a tiered service with higher charges for larger gardens and lower for those who need less frequent collections.
- Incentivising composting as an alternative – either home composting or community composting schemes,

- Introducing charges for collection of black bin waste to incentivise recycling, composting and more responsible ways of managing waste,
- Charging for visits to Household Waste and Recycling Centre

Resident views in relation to the broad approach of 'increasing fees and charges' for some services has received an increasing level of support from residents from 40% support 11-years ago to 54% support last year. The table below shows the percentage of consultation respondents who supported this approach last year and as an average over the last 11-year period.

Table to show the percentage of respondents supporting this approach to delivering the council savings plan in the longer term as elicited via the 2024/25 council budget consultation and over the 11-year period that this question has been asked as part of council budget setting consultations.

	Approach	24/25 Budget percentage support	Average (11-year) percentage support	Key points emerging and trends
8.	Increasing fees and charges for some services	54%	45%	54% of respondents supported this approach. Average support for this approach over the 11-year period is 45%. Trends to note are females, disabled people and people from minority ethnic groups are less likely than average to support this approach across the 11-year period. Linking to this is data demonstrating that people from these same groups are disproportionately more likely to be living in poverty/financial hardship in South Gloucestershire.

See Appendix 1 for full data.

Any increase in costs of services would particularly impact people with lower incomes. Service subscribers are those residents with gardens, who are proportionately more likely to be middle to higher income wage earners. However, this does not mean that 'low income' residents will not be affected and as such our data shows that the following 'groups' in South Gloucestershire are more likely than average to be living on lower incomes and be experiencing financial insecurity, and subscribers within these 'groups' would therefore be disproportionately negatively impacted by this proposal:

- Families with children
- Younger adults <45
- Women
- People from many Black, Asian and Minority Ethnic groups,
- People who are renting (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups)
- People who have been unemployed or experienced long-term sickness (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups and disabled people)
- Disabled people

In terms of mitigating the impacts relating to any implementation of this proposal, actions that the Council would take should this proposal be implemented are:

- A 50% cost reduction would continue to be applied to these annual charges for those in receipt of certain benefits (Income Support, Pension Credit Guarantee Credit, Income-based Job Seeker's Allowance, Income-based Employment and Support Allowance, Universal Credit and you are not working).
- Residents may choose to purchase single disposable sacks for use as required. Although there is no specific data concerning garden sizes and associated amounts of garden waste, it is considered that people with lower incomes may be proportionately more likely have smaller garden sizes and therefore, the opportunity for single sacks could contribute to helping to mitigate impacts.
- Communities can group together to pay the cost (e.g. 6 households each paying for collection of a single bin from a single address).
- Household Waste and Recycling Centres will continue to accept garden waste.

Overall, this proposal is likely to result in a negative impact, in particular for those more likely to have lower incomes as set out above. Mitigating actions are proposed as set out above, and in relation to these:- 1) the 50% cost reduction for people in receipt of certain benefits and the opportunity for grouping together to share a bin provides partial mitigation as the total cost would still increase and 2) the single disposable sacks option provides a good level of mitigation especially for those with smaller amounts of garden waste which could particularly include people on lower incomes, as there are no price increases proposed aside from annual inflationary increases from 2025/26.

Increasing Council Tax

Our main source of income is Council Tax. Whilst we recognise the financial pressures local people face, each percentage increase in council tax provides us with approximately £1.9m in additional income each year. This is a much bigger sum than we can raise or save from any other option we are considering through this consultation. In the calculations Central Government uses to allocate funding to Local Government, they assume Council Tax will increase by the maximum permitted percentage of 4.99%, so any alternative to increasing taxes by this amount would mean we need to make more substantive cuts to services.

In recent years, residents completing our budget consultation have recognised this dilemma and supported increasing Council Tax – last year, 83% of respondents were in favour of some kind of increase and of this group, the highest proportion preferred the maximum possible increase of 4.99%.

Currently, legislation requires us to hold a referendum if we want to increase the main rate of Council Tax by more than 4.99% (of which 2% is ringfenced to be spent on adult social care). In this section of the consultation, we are keen to understand your views on different levels of increases, including an option of increases of more than 4.99% should legislation be changed to allow higher increases.

Options under consideration

Our draft budget assumes that we will increase Council Tax by the maximum currently permitted percentage of 4.99%. However, we are seeking views through the consultation on different levels of increases and are looking to capture views on rises above this current cap, should this become an option.

Assessment

The consultation asked: "To what extent would you support an increase in Council Tax of: 3.99%, 4.49%, 4.99%?". Feedback results show the following.

Table to show consultation responses to the question "To what extent would you support an increase in Council Tax of: 3.99%, 4.49%, 4.99%?"

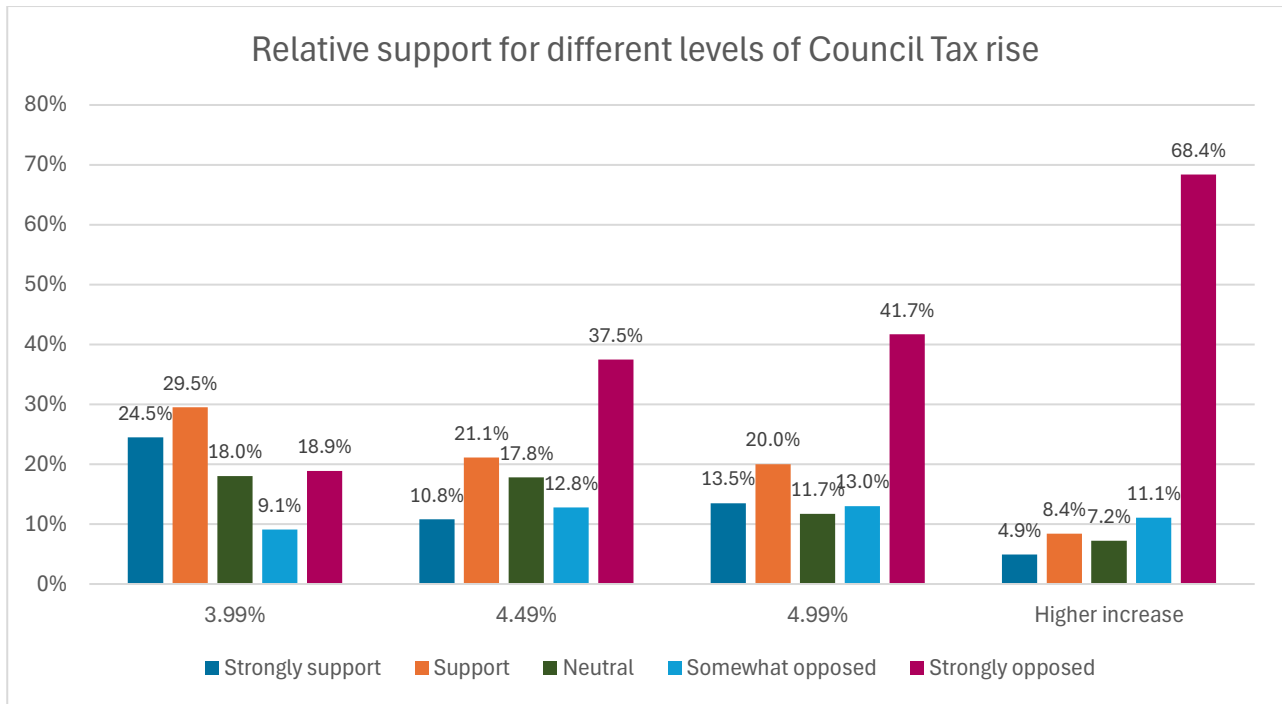
	Total (All Respondents)	Female	Male	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C,D,E	Council Tax Bands - F,G,H	No Dependants	Dependants aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Council Tax increase of 3.99%																							
Support	54%	55%	58%	56%	51%	59%	51%	59%	59%	48%	34%	56%	48%	42%	58%	52%	57%	44%	50%	51%	55%	58%	53%
Neutral	18%	20%	16%	15%	21%	17%	19%	17%	17%	19%	23%	19%	28%	26%	15%	26%	18%	24%	24%	19%	19%	27%	20%
Opposed	28%	24%	26%	29%	29%	24%	30%	24%	24%	33%	43%	26%	24%	32%	27%	22%	26%	32%	26%	30%	26%	15%	28%
Council Tax increase of 4.49%																							
Support	32%	32%	35%	39%	31%	34%	23%	38%	35%	36%	9%	34%	25%	29%	37%	37%	36%	31%	24%	29%	35%	31%	33%
Neutral	18%	20%	20%	15%	17%	21%	26%	18%	20%	8%	13%	18%	32%	18%	18%	14%	21%	12%	20%	22%	18%	27%	18%
Opposed	50%	48%	45%	46%	52%	45%	51%	45%	44%	56%	78%	48%	43%	53%	45%	50%	44%	58%	57%	49%	48%	42%	49%
Council Tax increase of 4.99%																							
Support	34%	36%	37%	26%	28%	42%	31%	39%	6%	39%	20%	37%	28%	26%	40%	37%	39%	30%	25%	26%	38%	21%	36%
Neutral	12%	12%	13%	12%	14%	12%	14%	11%	13%	12%	24%	11%	17%	19%	12%	10%	14%	6%	13%	19%	11%	11%	12%
Opposed	55%	52%	50%	62%	59%	46%	55%	49%	81%	49%	56%	51%	55%	55%	47%	53%	47%	64%	62%	56%	51%	68%	52%

Note:

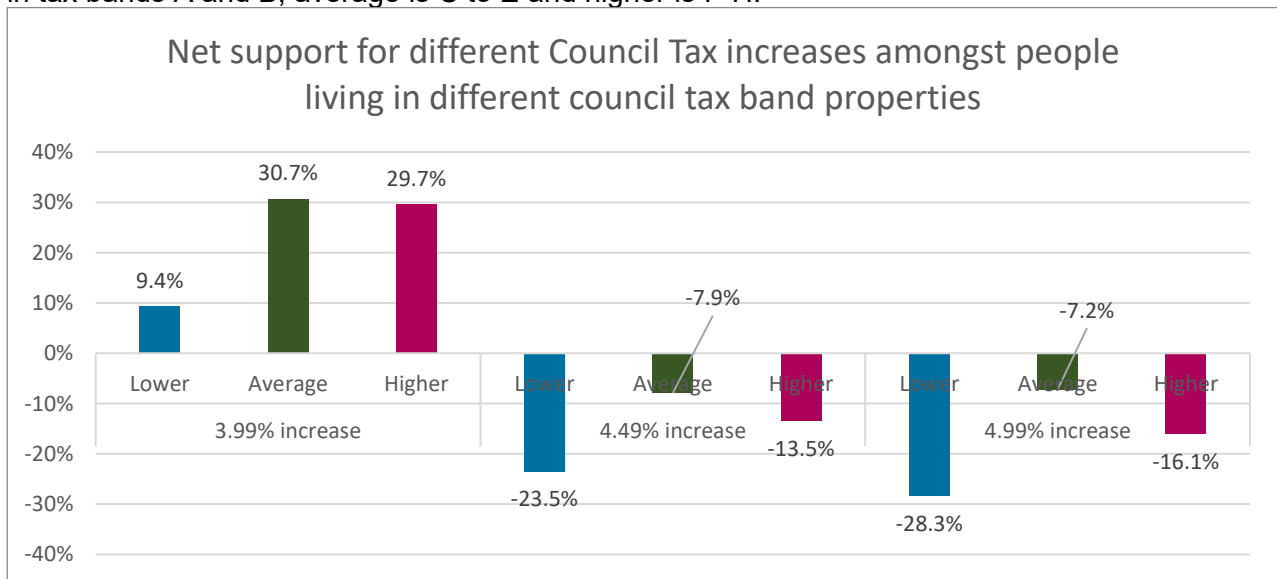
Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.

Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

The lowest increases were more popular/less unpopular with local people. The option for the lowest increase of 3.99% was supported by over half (54%) of respondents. The levels of support were similar for increases of 4.49% and 4.99%, which suggests that many respondents supported a 3.99% increase simply because it was the lowest option available. Whilst a third of people accepted the 4.99% increase that has been assumed in the council's financial modelling, 41.7% of respondents strongly opposed it. The consultation included an option for higher increases than the 4.99% cap currently permitted without a local referendum - this was the least popular of the suggested increases.



Data comparing the responses of people who live in houses with different council tax bands provides evidence that affordability is a concern. For this analysis, lower value properties are those in tax bands A and B, average is C to E and higher is F-H.



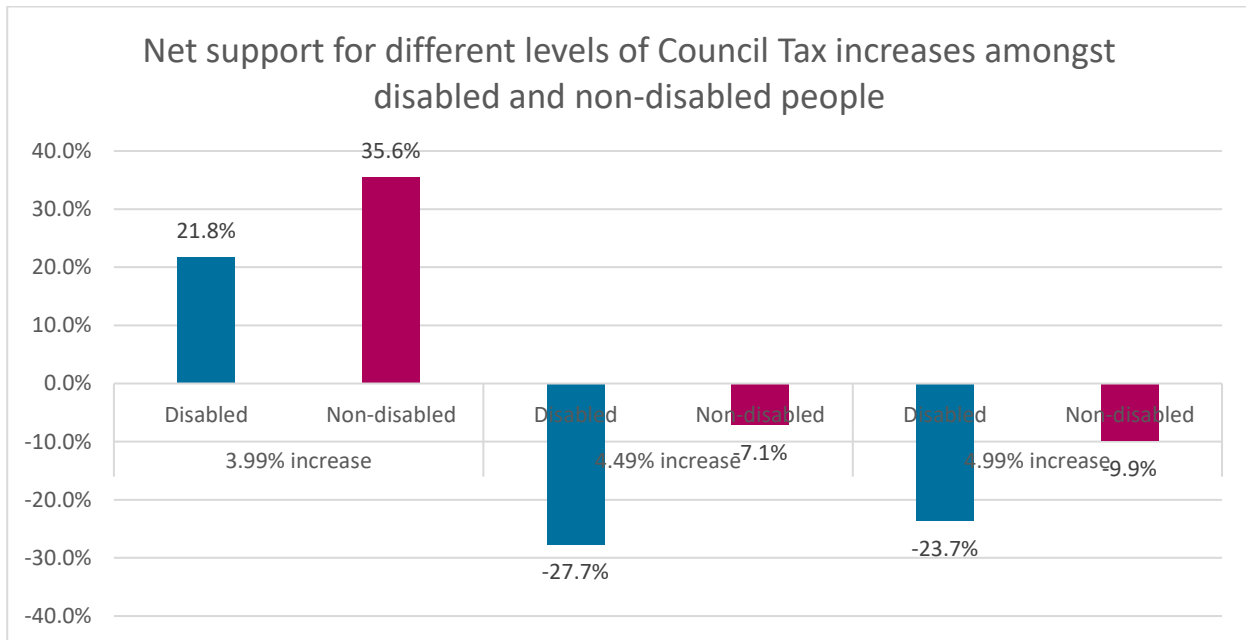
Looking at the responses of those living in lower council tax band properties, there is lower net support for each of the options for increases. Sentiment is more negative for the higher increases, with negative 28.3% net support for an increase of 4.99%.

The figures for people living in the highest council tax bands show that these respondents are much less likely than the average council taxpayer to support higher increases. This group strongly favours the lowest level of increase.

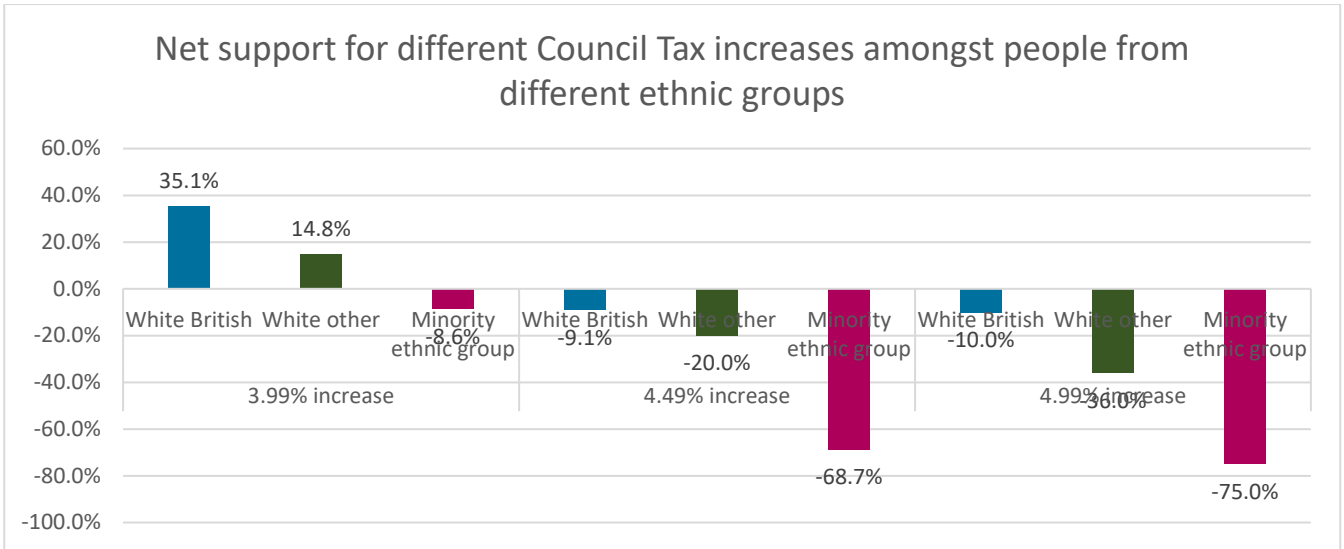
There are also differences in the responses of people with different employment statuses. Retired people are more likely than working people to support the increase. There is a clear-cut trend with people in the 'other' employment status group, which includes the long-term sick and disabled people, students, unemployed people and those looking after their home or family. This group are significantly less likely to support the increases, and it is likely that affordability is the key factor.

Finally, people with experience in the armed forces are less likely to support the 4.99% increase, though respondent numbers are too low to prove this with any level of confidence.

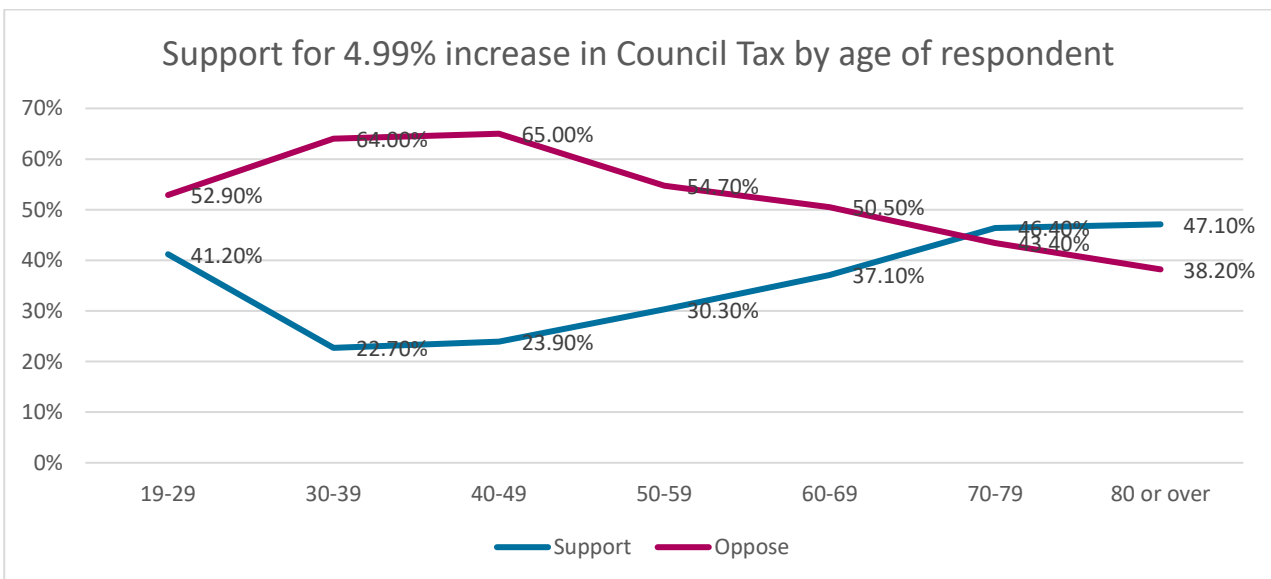
Disabled people are statistically significantly less likely to support increases in council tax. The difference in the responses between disabled people and non-disabled people are most pronounced (and statistically significant) for increases of 4.49% and 4.99%. This is likely linked to affordability issues as disabled people are significantly more likely to be living in poverty and financial hardship.



People from minority ethnic groups are also less likely to support increases in Council Tax. (It should be noted that relatively few people from minority ethnic groups responded to the survey, so these trends cannot be proven with a high level of confidence this year, however, this response reflects year-on-year responses to consultations concerning council tax increases).



In terms of the characteristic of Age, there are very few respondents aged 19-29, so we have low confidence in these data points. However, for the age groups where we received more comprehensive data, there is a clear and statistically significant pattern whereby the older a respondent is, the more likely they are to support for the increase in Council Tax.



Our research, insights and consultation work, tell us that the people least likely to want to see higher levels of increases to Council Tax include:

- Families with children
- Younger adults <45
- Women
- People from many Black, Asian and Minority Ethnic groups,
- People who are renting (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups)
- People who have been unemployed or experienced long-term sickness (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups and disabled people)
- Disabled people

It is clear that an increase of 4.99% would impact more greatly for people with lower incomes, as noted above, however, at the same time, a higher increase helps in mitigating further cuts to services which would disproportionately impact residents with lower incomes.

Ensuring we are collecting all that we are owed

We believe there are opportunities to reduce costs and increase our income by collecting the money that is owed to us in a timelier manner. Our staff responsible for debt collection do a good job, but we can work in more efficient ways to help ensure we are bringing money in when it is due.

Options under consideration

Introduce best practices and new efficiencies within our debt collection function.

Assessment

This element of the proposals elicited few comments from respondents; however the feedback raised the clear point of an expectation that this is an approach that should be firmly in place.

This option would clearly impact most greatly for those people who are living on lower incomes and experiencing financial insecurity as follows:

- Families with children
- Younger adults <45
- Women
- People from many Black, Asian and Minority Ethnic groups,
- People who are renting (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups)
- People who have been unemployed or experienced long-term sickness (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups and disabled people)
- Disabled people

However, the council delivers a programme of work to support residents who may be experiencing financial difficulties, and this would be continued. It is also noted that debts are owed regardless of Protected Characteristics.

The approaches taken to debt collection are subject to detailed EqIAA in order to ensure that vulnerable residents are supported in their awareness of processes taken and wider support available.

Approach 6: Stopping, cutting back and prioritising services and support

Through our budget-setting process, the council has been at pains to prioritise changes which do not impact our ability to deliver services. We are in a relatively financial stable position now, so can minimise cuts in the short term. But this has only been possible because we have taken difficult decisions early. Therefore, given the cost pressures and uncertainties around our future funding, we think we will need to continue this approach of planning ahead and make some cuts over coming months and years.

Cuts to council delivered services

Because the financial pressures we face are not immediate, we are not proposing any further cuts to the services delivered directly by the council through this consultation process.

But given uncertainties around our future funding, we think we will need to make some cuts over the coming months and years. We are investigating some measures right now. But we need to do more work to evaluate potential impacts, so we'll bring them forward and consult on them separately as appropriate.

Local people have supported the approach we have taken in recent years to prioritise support on the most vulnerable, for example, children who have had a very difficult start to life, and older people and disabled people who need to rely on the council for social care support. We will need to prioritise in this way to a greater extent going forward. This means both halting non-core services which are currently subsidised by taxpayers and scaling back or stopping some discretionary services so we can protect essential services supporting those in greatest need.

Reviewing our funding to other organisations

Our approach is to ensure every penny we spend is used in the most effective and targeted way to deliver local people's priorities. This includes what we give to voluntary sector organisations through grants and commissioning. We are proposing to review this area of spend, which could mean changes to funding for some organisations. In making decisions, we will consider the alignment of work with our priorities and the potential impacts of any changes to funding on what support can be delivered. Over the next year we will work with our voluntary sector partners to review opportunities to maximise the value of spend; considering how our combined resources can be used to best effect.

Options under consideration

Open discussions with partner organisations who we currently support through direct funding to ensure the most effective way of delivering priorities.

Assessment

No direct cuts to services were put forward for public consultation at this time. However, it was proposed to open discussions with partner organisations regarding the funding the council currently provides for them to work towards joint priorities.

Most people responding to this question recognised the important work that voluntary, charity and community sector (VCSE) organisations do, specifically highlighting the work they do to support vulnerable groups. At the same time, there were concerns from some respondents that these organisations tend to focus on minority interests and that money would be better spent supporting the widest demographic of people.

Feedback from the South Gloucestershire Equalities Voice partnership spoke of the extra value that VCSE organisations can provide in leveraging additional funds to support joint priorities. Conversely, some survey respondents felt that keeping budgets in-house affords better control over spend and that delivering services in-house supports better outcomes.

Of the people who commented, most supported an approach whereby the council conducted individual cost/benefit analysis for each partner arrangement to ensure funding was being used effectively.

Across a few questions in the survey, people commented that it was difficult to provide informed feedback without further detail. This was especially the case for this proposal. The next steps would be to discuss any changes with individual organisations and, where appropriate, running separate engagement/consultation, all of which would be accompanied by separate Equality Impact Assessment and Analysis (EqIAA).

Resident views in relation to the approach of scaling back or stopping some services has received a low level of support with support levels broadly decreasing over the last 11-year period. The table below shows the percentage of consultation respondents who supported these approaches last year and as an average over the last 11-year period.

Table to show the percentage of respondents supporting this approach to delivering the council savings plan in the longer term as elicited via the 2024/25 council budget consultation and over the 11-year period that this question has been asked as part of council budget setting consultations.

Approach	24/25 Budget percentage support	Average (11-year) percentage support	Key points emerging and trends
Scaling back or stopping some services	19%	23%	19% of respondents supported this approach. Average support for this approach over the 11-year period is 23%. Females and disabled people are consistently less likely than average to support this approach with an average of 19% and 18% respectively reporting support for this approach over the 11-year period.

See Appendix 1 for full data.

Reducing spend through reductions to voluntary sector organisations in receipt of direct funding brings clear potential for negative impacts. In particular, voluntary sector organisations deliver a range of equality-focussed work which directly supports residents from diverse communities. This proposal includes work to ensure alignment with our priorities and these are clearly set out in our Tackling Inequalities Plan 2024-28. As such, any work to review the direct funding we give to voluntary sector organisations would involve clear assessment and consideration of impacts in respect of contribution to the delivery of the objectives set out in the Tackling Inequalities Plan. This would form part of a detailed EqlAA should this work be taken forward.

Cumulative analysis of impacts in respect of the proposals

The following table shows an overarching summary of the cumulative/combined impacts of the proposals.

Key:

✓ = Positive Impact identified	✗ = Negative Impact identified	Blank = Neutral impact identified
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Option proposed	Female	Male	Children & Young People	People of younger ages (<45)	46 to 65	Over 65's	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Hetrosexual	Religion	No religion	Lower income	UK armed forces	Not UK armed forces	Care Leavers	Tackling Inequalities Plan Impact?
Further review of all major contracts and purchasing, setting a new target to reduce spend.	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	Potential Negative
Continue to review the property we own and identifying whether in the short, medium or long term we want or need to use it, rent it out or to sell it.																			
Conduct cost benefit analysis to determine the business case for further investment in properties to be used for long-term accommodation for individuals with complex needs. Whilst this involves additional short-term investment, it should save us significant amounts of money over the longer term through reducing costs of expensive residential care.						✓	✓												Potential positive for 'Adult Social Care' priority

Option proposed	Female	Male	Children & Young People	People of younger ages (<45)	46 to 65	Over 65's	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Hetrosexual	Religion	No religion	Lower income	UK armed forces	Not UK armed forces	Care Leavers	Tackling Inequalities Plan Impact?
Invest in better technology to allow more people to contact us and complete straightforward processes online.																			-
Continue investigations into new technology, seeking out opportunities to reduce administrative tasks.																			-
Continue and expand on initiatives like Mockingbird and reablement, which have demonstrated opportunities to save money by reducing demand for our most expensive services, whilst delivering the same or better outcomes.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Potential positive for 'Children's Social Care' and 'Adult Social Care' priority
Continue discussions with health partners to ensure we are working efficiently in partnership and agree how everyone can pay their fair share for the increasing costs of health and social care.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Potential for positive impact in in the Priority Areas of 'Adult Social Care' and 'Health & Wellbeing'
Talk to Town & Parish Councils and the wider voluntary sector to find the most efficient way to maintain local facilities like public conveniences, playing fields and other open spaces.			✗			✗	✗								✗				Potential negative for 'Accessibility' priority

Option proposed	Female	Male	Children & Young People	People of younger ages (<45)	46 to 65	Over 65's	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Hetrosexual	Religion	No religion	Lower income	UK armed forces	Not UK armed forces	Care Leavers	Tackling Inequalities Plan Impact?	
We are not proposing to outsource any additional major services at this time as there are no areas where the evidence is clear that a private sector organisation can deliver the service to the same standard more cost-effectively than the council can.																				
Increasing the cost of the green waste subscription service.	x		x	x			x			x					x					Potential negative for 'Poverty and Financial Hardship' priority
Increase Council Tax by the maximum currently permitted percentage of 4.99%.	x		x	x			x			x					x					Potential negative for 'Poverty and Financial Hardship' priority
Introduce best practices and new efficiencies within our debt collection function.																				
Reviewing our funding to other organisations.	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	Potential Negative

Impacts in respect of the Tackling Inequalities Plan Priority Areas

The following table provides an overview of the cumulative/combined impacts of the proposals in respect of the Tackling Inequalities Plan Priority Areas.

Priority Area	Impacts	Mitigating actions identified?
Accessibility, especially in terms of transport, the built and natural environment, and access to the wider economy	1 Negative	Yes
Poverty and Financial Hardship	2 Negative	Yes
Adult Social Care	3 Positive	-
Children's Social Care	1 Positive	-
Health and Wellbeing	1 Positive	-

Cumulative/combined impacts of the proposals

The following table provides an overview of the cumulative/combined impacts of the 2025/26 proposals.

Impacts	Female	Male	Children and Young People	People of younger ages (<45)	46 to 65	Over 65's	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Hetrosexual	Religion	No religion	Lower income	UK armed forces	Not UK armed forces	Care Leavers
Negative	4	2	5	4	2	3	5	2	2	4	2	2	2	2	5	2	2	2
Positive	2	2	2	3	2	3	3	2	2	2	2	2	2	2	2	2	2	2

Cumulative impacts over time

The current Council Savings Programme commenced for the 2022/23 budget year. Since this time, numerous proposals have been identified (with associated EqIAAs), and as a result, numerous proposals have been taken forward and implemented (with associated EqIAAs).

A ‘cumulative analysis’ has been undertaken which assesses all proposals since the 2022/23 budget year (whether proposals have been implemented, are in the process of being implemented, or have not yet been commenced).

The following table shows the results of the cumulative assessment:

Table to show the number of positive and negative impacts likely to be experienced across the savings programme to 2025/26 according to characteristics.

	Female	Male	Children and Young People	People of younger ages (<45)	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No religion	Lower income	UK Armed Forces	Not UK Armed Forces
Positive	3	3	6	4	3	12	13	3	3	3	3	3	3	3	3	3	3
Negative	20	5	13	4	5	13	27	3	3	21	11	3	5	3	22	3	2

The table shows that Disabled People have experienced the most negative impacts in respect of the savings programme. People from minority ethnic groups, people on lower incomes and women have also experienced a significant number of negative impacts. Younger adults, LGBTQ+ people and children & young people, have also experienced a significant number of negative impacts.

It is important that this information is factored into decision making in respect of the 2025/26 budget setting process and continues to be monitored closely.

SECTION 4 - EqIAA OUTCOMES

The Resource Planning process has been robust in taking account of equalities impacts from the outset. Equalities impacts identified throughout the process have been considered and have influenced decision-making in relation to the proposals taken forward.

The consultation process has allowed for information to be gathered in respect of the proposals (however, the consultation attracted relatively few responses from some groups - people from 'white other' and minority ethnic groups, LGBTQ+ communities and people with experience in the armed forces were under-represented in the survey sample and the low number of responses from these groups makes it very difficult to prove assumptions, differences and trends arising from the individual consultation with statistical confidence). However, this EqIAA brings together evidence from the widest available sources (this includes consultation feedback, national and regional evidence, local evidence, previous research, previous budget-setting EqIAAs, previous EqIAAs which are conducted on an ongoing basis, community conversations work and the wide variety of engagement work which the council is involved in) and this information has been analysed in respect of 'Protected Characteristics' and used to inform the budget setting process.

The council has a defined set of Equality Priority Areas and the consultation information as well as work conducted throughout the year continues to evidence that these Priority Areas are robust and align to the overarching Council Plan aim of reducing the inequality gap. The proposed budget provides clarity of information in respect of the resourcing of work to tackle inequalities across all 10 of the defined Equality Priority Areas.

In respect of the proposals under consideration, the process undertaken has had clear influence in minimising equalities impacts. Negative impacts have been identified, however, mitigating actions have been identified in respect of these impacts and will be implemented as integral to work moving forwards.

This EqIAA is clear on cumulative impacts and forms part of the Council Revenue and Capital Budget reports in order that Members have sufficient information to discharge the Public Sector Equality Duty. Members have received equalities training which specifically covered details of and responsibilities under the Equality Act 2010 including the Public Sector Equality Duty.

Implementation of savings projects will continue to be monitored in respect of their EqIAA progress.

SECTION 5 – EqIAA EVIDENCE

The evidence which has been used as part of the systematic approach to the consideration of equality impact includes:

- South Gloucestershire Council Budget 2014-15 Consultation Report, January 2014
- South Gloucestershire Council Savings Plan and Budget Report, January 2015
- South Gloucestershire Council Savings Plan and Budget Report, January 2016
- South Gloucestershire Council Savings Plan and Budget Report, January 2017
- South Gloucestershire Council Savings Plan and Budget Report, January 2018
- South Gloucestershire Council Budget and Council Savings Plan Consultation Output Report, January 2019
- South Gloucestershire Council Budget and Council Savings Plan Consultation Output Report, January 2020
- South Gloucestershire Council Budget and Council Savings Plan Consultation Output Report, January 2021
- South Gloucestershire Council Budget and Council Savings Plan Consultation Output Report, January 2022
- South Gloucestershire Council Budget and Council Savings Plan Consultation Output Report, January 2023
- South Gloucestershire Council Budget and Council Savings Plan Consultation Output Report, January 2024
- South Gloucestershire Council Budget and Council Savings Plan Consultation Report, January 2025
- [South Gloucestershire Annual Equalities Reports](#) (2011-12, 2012-13, 2013-14, 2014 –15, 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24)
- [South Gloucestershire Council Equality Impact Assessment and Analysis](#) (EqIAA) documents and [reports](#)
- “*How Fair is Britain?*”, the Equality and Human Rights Commission (EHRC), 2010
- “*Is Britain Fairer?*”, the Equality and Human Rights Commission (EHRC), 2015
- “*Is Britain Fairer? (2018)*”, the Equality and Human Rights Commission (EHRC), 2018
- Race Disparity Audit, October 2017

APPENDIX 1 – PREVIOUS CONSULTATION FEEDBACK

What residents have told us about Council approaches to delivering its savings plan in the longer term.

The following table shows information regarding consultation feedback received between 2013 and 2024 (an 11 year period) and is disaggregated according to 'group'.

The table below shows the percentage of residents supporting the range of approaches that could be taken to make services more affordable to run. The data shown covers percentages of respondents who stated **agreement** with each approach to making services more affordable to run.

The approaches are listed in order of most highly supported to least supported according to the 2024/24 Budget consultation results.

The table also shows the average support level over the eleven-year period.

It is noted that this eleven-year analysis also places the approaches in order of most highly supported to least supported order according to the 2024/24 Budget consultation results, except that '*Targeting resources on the most vulnerable and people most in need*' gains slightly more support over the period than '*Making more services available online*', however the difference in levels of support is small.

Importantly, the table provides information regarding trends according to Protected Characteristic and this allows for this information to be considered as part of decision making.

	Approach	24/25 Budget percentage support	Average (11-year) percentage support	Key points emerging and trends
1.	Making more efficient use of council assets such as land and buildings	90%	86%	The majority of respondents (90%) supported this approach. Average support for this approach over the 11-year period is also 86%. Significant trends to note are that regardless of protected characteristics, the majority of respondents have consistently supported this approach over the 11-year period.
2.	Changing working practices to make better use of technology and more efficient ways of working	86%	83%	The majority of respondents (86%) supported this approach. Average support for this approach over the ten year period that this question has been asked is 83%. Significant trends to note are that regardless of Protected Characteristics, the majority of respondents have consistently supported this approach (average support over the ten year period that this question has been asked is 83%).

	Approach	24/25 Budget percentage support	Average (11-year) percentage support	Key points emerging and trends
3.	Working in partnership and sharing services with other councils and public sector agencies	81%	80%	<p>The majority of respondents (81%) supported this approach. Average support for this approach over the ten year period that this question has been asked is 80%.</p> <p>Significant trends to note are that regardless of Protected Characteristics, the majority of respondents have consistently supported this approach (average support over the ten year period is 80%).</p>
4.	Using digital technology more widely to support the delivery of services	72%	66%	<p>The majority of respondents (72%) supported this approach. Average support for this approach over the eight year period that this question has been asked is 66%.</p> <p>Trends to note are that people aged under 65 and particularly those aged under 45 are consistently more likely than average to support this approach.</p> <p>Disabled people and people aged 65+ are consistently less likely than average to support this approach with average support for this approach being 54% and 55% respectively across the eight year period that this question has been asked. It is also noted that both of these protected characteristic groups have reported an increase in support for this approach over the eight year period, with 46% of people aged 65+ supporting it at the beginning of the eight year period and 61% supporting this year. Similarly, 43% of disabled people supported this approach at the beginning of the eight year period and 67% supported it this year.</p>
5.	Making more services available online	70%	63%	<p>70% of respondents supported this approach this year. Average support for this approach over the 11-year period is 63%.</p> <p>Trends to note are that people aged under 45 are consistently more likely than average to support this approach.</p> <p>Disabled people and people aged 65+ are consistently less likely than average to support this approach with average support for this approach being 50% and 49% respectively across the 11-year period. It is also noted that both of these groups have reported an increase in support for this approach over the 11-year period, with 37% of people aged 65+ supporting at the beginning of the 11-year period and 59% supporting this year. Similarly, 41% of disabled people supported this approach at the beginning of the 11-year period and 65% supported it this year.</p>

	Approach	24/25 Budget percentage support	Average (11-year) percentage support	Key points emerging and trends
6.	Targeting resources on the most vulnerable and people most in need	64%	66%	The majority of respondents (64%) supported this approach. Significant trends to note are that regardless of Protected Characteristic, the majority of respondents have consistently supported this approach over the last ten years (average support over the 11-year period is 66%)
7.	Encouraging more people to volunteer their time to become involved in the delivery of services	54%	53%	54% of respondents supported this approach. Average support for this approach over the 11-year period is 53%. There are no clear trends over the 11-year period relating to Protected Characteristic groups in respect of this approach.
8.	Increasing fees and charges for some services	54%	45%	54% of respondents supported this approach. Average support for this approach over the 11-year period is 45%. Trends to note are females, disabled people and people from minority ethnic groups are less likely than average to support this approach across the 11-year period. Linking to this is data demonstrating that people from these same groups are disproportionately more likely to be living in poverty/financial hardship in South Gloucestershire.
9.	Transferring services to community groups, social enterprises and town and parish councils	45%	45%	45% of respondents supported this approach. Average support for this approach over the 11-year period is 45%. There are no clear trends over the 11-year period relating to Protected Characteristic groups in respect of this approach.
10.	Stopping provision of some discretionary services to protect services to older people and the vulnerable	35%	36%	35% of respondents supported this approach. Average support for this approach over the 11-year period is 36%. People from minority ethnic groups show a trend for lower than average levels of support for this approach, with 32% supporting this year and an average of 29% supporting over the 11-year period.
11.	Transferring services to other organisations like commercial companies	24%	23%	This approach resulted in a low level of overall support (24%). Average support for this approach over the ten year period that this question has been asked is 23%.

	Approach	24/25 Budget percentage support	Average (11-year) percentage support	Key points emerging and trends
				Females, disabled people and LGBTQ+ people are consistently less likely than average to support this approach with average levels of support over the ten year period being 21%, 20% and 23% respectively.
12.	Scaling back or stopping some services	19%	23%	19% of respondents supported this approach. Average support for this approach over the 11-year period is 23%. Females and disabled people are consistently less likely than average to support this approach with an average of 19% and 18% respectively reporting support for this approach over the 11-year period.
13.	Reducing the quality of services provided	16%	19%	This approach resulted in the lowest level of overall support (16%). Trends to note are that regardless of Protected Characteristics, respondents have consistently not supported this approach over the last ten years (average support over the 11-year period is 19%). In particular, females, people aged under 45 and disabled people show a trend of lower support for this approach than average with low support levels this year of 12%, 13% and 14% respectively. It is also noted that people from minority ethnic groups had the lowest level of support for this approach (9%) and Carers and LGBTQ+ people reported lower levels of agreement with this approach (12% and 13% respectively).

The tables below show the percentage of each 'group' supporting the range of approaches that could be taken to make services more affordable to run.

Note:

Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.

Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

Targeting resources on the most vulnerable and people most in need

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces		
2014/15	51%	54%	48%	54%	54%	47%	50%	51%	52%	59%																					
2015/16	67%	65%	68%	65%	67%	66%	69%	67%	68%	55%																					
2016/17	68%	70%	65%	70%	68%	61%	61%	70%	69%	64%																					
2017/18	64%	68%	61%	60%	68%	63%	65%	64%	65%	58%																					
2018/19	69%	70%	67%	61%	64%	72%	73%	68%	70%	50%																					
2019/20	68%	68%	68%	75%	67%	66%	68%	68%	69%	57%	71%	57%	40%	48%	70%	69%	70%	67%	66%	100%	67%	50%	100%	71%	72%						
2020/21	68%	66%	69%	71%	69%	66%	67%	68%	68%	57%	71%	73%	50%	67%	50%	67%	68%	60%	67%	56%	100%	40%	-	46%	69%						
2021/22	70%	71%	70%	77%	68%	71%	71%	71%	70%	71%	75%				50%	71%	71%	80%	69%	100%	100%	33%	0%	63%	73%						
2022/23	70%	75%	67%	61%	70%	71%	73%	70%	71%	69%	80%				-	72%	72%	100%	73%	-	100%	0%	-	50%	70%						
2023/24	72%	70%	75%	76%	72%	72%	80%	71%	74%	64%	73%								72%									73%	71%	69%	72%
2024/25	64%	65%	65%	61%	69%	61%	69%	65%	66%	50%	74%								67%									66%	68%	67%	67%

Reducing the quality of services provided

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	25%	19%	29%	17%	25%	24%	19%	23%	22%	37%																				
2015/16	20%	21%	18%	19%	20%	20%	20%	20%	19%	23%																				
2016/17	23%	20%	26%	24%	23%	21%	15%	24%	23%	28%																				
2017/18	20%	16%	23%	17%	21%	19%	16%	20%	20%	18%																				
2018/19	23%	25%	23%	25%	24%	23%	24%	24%	24%	21%																				
2019/20	16%	12%	21%	16%	18%	15%	20%	16%	17%	12%	20%	41%	10%	22%	80%	16%	16%	33%	15%	25%	0%	67%	0%	12%	18%					
2020/21	15%	16%	13%	11%	17%	13%	14%	15%	14%	10%	21%	36%	0%	14%	0%	15%	15%	0%	15%	11%	25%	0%	-	0%	16%					
2021/22	18%	14%	22%	16%	17%	19%	16%	19%	18%	22%	20%			50%	18%	18%	40%	20%	0%	0%	0%	0%	0%	11%	16%					
2022/23	14%	12%	16%	7%	17%	16%	11%	15%	13%	24%	15%			-	13%	13%	0%	13%	-	0%	67%	-	21%	15%						
2023/24	19%	13%	25%	13%	19%	24%	15%	20%	20%	16%	15%					19%											15%	20%	24%	18%
2024/25	16%	12%	19%	13%	16%	16%	14%	16%	16%	9%	13%					15%											12%	15%	15%	15%

Increasing fees and charges for some services

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	40%	37%	44%	30%	44%	39%	35%	42%	41%	29%																				
2015/16	41%	43%	39%	38%	44%	40%	37%	42%	41%	39%																				
2016/17	46%	45%	47%	44%	48%	41%	38%	47%	47%	42%																				
2017/18	43%	39%	48%	36%	46%	44%	37%	44%	44%	34%																				
2018/19	46%	45%	48%	43%	46%	47%	47%	47%	48%	33%																				
2019/20	43%	41%	47%	45%	45%	40%	36%	45%	43%	62%	40%	62%	30%	33%	80%	43%	44%	33%	40%	50%	33%	67%	0%	41%	48%					
2020/21	45%	44%	47%	51%	48%	41%	37%	47%	45%	37%	46%	55%	17%	48%	0%	45%	46%	0%	44%	44%	75%	0%	-	46%	50%					
2021/22	43%	42%	45%	37%	46%	42%	41%	45%	43%	35%	39%				100%	43%	44%	40%	43%	33%	100%	33%	0%	32%	46%					
2022/23	36%	34%	39%	25%	39%	39%	30%	38%	36%	37%	34%				-	37%	39%	25%	37%	-	100%	33%	-	29%	38%					
2023/24	54%	53%	56%	49%	60%	55%	50%	56%	57%	36%	56%					54%											57%	53%	56%	54%
2024/25	54%	48%	61%	52%	53%	55%	46%	57%	55%	48%	55%					52%											52%	52%	51%	52%

Making more services available online

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	61%	60%	64%	89%	69%	37%	41%	63%	61%	74%																				
2015/16	62%	63%	62%	80%	67%	44%	51%	64%	62%	61%																				
2016/17	64%	62%	68%	85%	57%	45%	46%	67%	66%	62%																				
2017/18	56%	53%	60%	81%	66%	42%	42%	58%	55%	64%																				
2018/19	56%	54%	60%	86%	67%	47%	41%	60%	57%	56%																				
2019/20	68%	69%	70%	98%	65%	46%	55%	72%	69%	77%	86%	76%	70%	52%	90%	69%	70%	67%	59%	100%	33%	100%	0%	65%	80%					
2020/21	60%	58%	63%	89%	67%	46%	46%	64%	60%	62%	71%	73%	83%	48%	100%	61%	61%	20%	56%	67%	50%	60%	-	62%	70%					
2021/22	64%	60%	68%	83%	74%	51%	49%	67%	64%	66%	62%				100%	65%	66%	80%	60%	100%	100%	67%	0%	53%	73%					
2022/23	59%	52%	66%	72%	75%	59%	46%	63%	59%	76%	72%				-	60%	60%	50%	55%	-	0%	100%	-	64%	70%					
2023/24	72%	70%	77%	78%	76%	67%	73%	73%	75%	67%	68%					78%											69%	74%	78%	73%
2024/25	70%	67%	72%	87%	75%	59%	65%	71%	69%	80%	84%					74%											67%	74%	72%	73%

Using digital technology more widely to support the delivery of services

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces		
2017/18	58%	55%	63%	80%	68%	46%	43%	61%	58%	64%																					
2018/19	57%	54%	62%	87%	64%	49%	44%	61%	57%	60%																					
2019/20	70%	68%	73%	97%	67%	50%	59%	72%	70%	83%	86%	78%	80%	56%	90%	70%	71%	67%	60%	100%	33%	83%	0%	53%	81%						
2020/21	62%	59%	66%	86%	69%	50%	49%	66%	62%	63%	67%	73%	67%	43%	100%	62%	64%	20%	57%	67%	50%	80%	-	77%	72%						
2021/22	67%	63%	71%	84%	76%	55%	50%	70%	67%	67%	64%				50%	68%	69%	60%	61%	100%	100%	67%	0%	53%	79%						
2022/23	63%	56%	70%	80%	81%	63%	50%	68%	63%	80%	72%				-	64%	65%	50%	59%	-	100%	100%	-	71%	75%						
2023/24	75%	72%	79%	78%	80%	68%	73%	76%	77%	69%	68%						78%											71%	75%	81%	75%
2024/25	72%	68%	76%	86%	76%	61%	67%	74%	71%	82%	77%				76%													72%	76%	75%	75%

Making more efficient use of council assets such as land and buildings

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	84%	82%	86%	91%	86%	75%	85%	84%	84%	82%																			
2015/16	86%	86%	86%	89%	87%	82%	81%	87%	86%	81%																			
2016/17	86%	85%	87%	89%	88%	77%	77%	88%	87%	77%																			
2017/18	85%	86%	86%	87%	90%	82%	80%	86%	86%	91%																			
2018/19	87%	86%	89%	91%	92%	85%	86%	88%	88%	79%																			
2019/20	87%	86%	88%	100%	85%	86%	83%	87%	87%	90%	94%	100%	60%	63%	90%	88%	88%	67%	86%	100%	67%	100%	100%	76%	89%				
2020/21	87%	86%	89%	95%	88%	85%	85%	88%	87%	85%	96%	91%	83%	81%	50%	88%	89%	80%	88%	89%	75%	100%	-	54%	88%				
2021/22	85%	85%	86%	87%	88%	82%	80%	88%	86%	86%	81%	87%	100%	88%	87%	60%	85%	33%	100%	67%	0%	89%	89%						
2022/23	86%	85%	87%	89%	90%	87%	81%	88%	86%	87%	87%	89%	-	86%	87%	75%	86%	-	100%	100%	-	79%	89%						
2023/24	86%	84%	89%	84%	89%	85%	88%	86%	88%	88%	78%	80%	90%													92%	83%	86%	86%
2024/25	90%	90%	92%	87%	91%	91%	90%	92%	91%	93%	94%	90%													90%	89%	89%	90%	

Scaling back or stopping some services

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	30%	21%	39%	20%	32%	29%	26%	30%	29%	44%																			
2015/16	27%	31%	23%	29%	28%	23%	22%	27%	27%	19%																			
2016/17	28%	24%	33%	31%	29%	21%	22%	29%	28%	28%																			
2017/18	25%	21%	29%	22%	28%	23%	19%	26%	25%	25%																			
2018/19	24%	22%	27%	30%	23%	24%	22%	25%	25%	19%																			
2019/20	19%	14%	23%	17%	21%	17%	13%	19%	19%	14%	37%	46%	0%	15%	80%	18%	18%	0%	20%	13%	0%	67%	0%	12%	18%				
2020/21	17%	15%	19%	8%	19%	17%	13%	18%	16%	16%	13%	18%	0%	10%	0%	17%	17%	0%	16%	0%	0%	40%	-	8%	18%				
2021/22	22%	17%	26%	26%	21%	21%	22%	22%	22%	22%	13%				50%	22%	22%	20%	22%	0%	0%	33%	0%	16%	23%				
2022/23	17%	11%	21%	18%	18%	18%	11%	18%	16%	19%	20%				-	16%	16%	0%	17%	-	0%	0%	-	36%	17%				
2023/24	27%	16%	36%	20%	30%	30%	17%	30%	27%	24%	27%					26%													
2024/25	19%	13%	22%	15%	19%	19%	16%	19%	18%	11%	16%					17%													

Stopping provision of some discretionary services to protect services to older people and the vulnerable

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	21%	18%	23%	18%	22%	18%	20%	19%	20%	15%																				
2015/16	37%	39%	35%	34%	39%	37%	41%	36%	37%	26%																				
2016/17	36%	31%	40%	33%	38%	36%	31%	37%	36%	34%																				
2017/18	38%	37%	40%	36%	40%	38%	35%	38%	39%	38%																				
2018/19	40%	38%	42%	32%	32%	44%	43%	40%	41%	25%																				
2019/20	38%	34%	43%	35%	39%	44%	40%	38%	39%	26%	43%	30%	50%	33%	80%	39%	40%	33%	38%	25%	100%	33%	100%	47%	40%					
2020/21	36%	36%	37%	23%	35%	41%	32%	38%	36%	34%	42%	9%	17%	43%	0%	37%	37%	0%	37%	56%	50%	20%	-	31%	36%					
2021/22	37%	35%	39%	38%	35%	38%	43%	37%	38%	30%	26%				50%	38%	38%	0%	38%	100%	0%	33%	0%	16%	39%					
2022/23	33%	32%	34%	31%	29%	36%	33%	34%	34%	30%	31%				-	34%	34%	0%	34%	-	100%	0%	-	57%	35%					
2023/24	40%	36%	45%	40%	40%	44%	34%	43%	43%	31%	37%					40%											41%	43%	51%	41%
2024/25	35%	32%	39%	24%	35%	40%	32%	36%	36%	32%	16%					33%											32%	34%	32%	33%

Changing working practices to make better use of technology and more efficient ways of working

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2015/16	86%	87%	84%	85%	88%	84%	85%	86%	86%	97%																				
2016/17	85%	84%	86%	91%	85%	73%	72%	88%	87%	70%																				
2017/18	80%	77%	82%	86%	84%	75%	66%	82%	80%	92%																				
2018/19	79%	77%	82%	90%	77%	77%	64%	81%	79%	73%																				
2019/20	84%	83%	86%	100%	82%	78%	75%	86%	84%	89%	97%	78%	70%	63%	90%	85%	86%	67%	81%	88%	100%	100%	0%	94%	88%					
2020/21	82%	80%	83%	91%	83%	79%	74%	85%	82%	84%	79%	82%	67%	67%	100%	83%	84%	60%	81%	89%	75%	60%	-	62%	87%					
2021/22	84%	81%	86%	95%	85%	79%	75%	86%	84%	85%	89%				100%	84%	85%	100%	82%	100%	100%	33%	0%	84%	89%					
2022/23	80%	78%	84%	84%	87%	82%	72%	84%	80%	80%	82%				-	81%	83%	100%	80%	-	100%	100%	-	79%	85%					
2023/24	85%	82%	89%	86%	85%	86%	90%	85%	87%	79%	78%					88%											83%	84%	89%	84%
2024/25	86%	84%	90%	88%	85%	86%	80%	88%	87%	91%	94%					86%											80%	86%	85%	85%

Working in partnership and sharing services with other councils and public sector agencies

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces		
2015/16	82%	83%	82%	83%	84%	81%	82%	83%	83%	77%																					
2016/17	82%	81%	83%	84%	84%	69%	66%	84%	84%	72%																					
2017/18	79%	77%	80%	84%	79%	77%	69%	80%	79%	84%																					
2018/19	80%	79%	82%	85%	80%	79%	70%	82%	80%	71%																					
2019/20	79%	80%	79%	93%	77%	77%	77%	80%	80%	64%	89%	78%	60%	67%	90%	80%	82%	33%	78%	88%	67%	100%	0%	82%	83%						
2020/21	81%	79%	84%	84%	81%	81%	76%	83%	81%	85%	88%	91%	50%	81%	100%	81%	82%	80%	81%	89%	75%	40%	-	62%	83%						
2021/22	80%	79%	82%	86%	83%	77%	67%	83%	80%	76%	75%				100%	81%	81%	60%	80%	100%	100%	33%	0%	74%	84%						
2022/23	79%	78%	81%	78%	83%	82%	72%	82%	80%	80%	79%				-	80%	82%	75%	80%	-	100%	100%	-	71%	81%						
2023/24	79%	75%	83%	77%	83%	78%	76%	79%	82%	67%	76%						82%											78%	81%	82%	79%
2024/25	81%	82%	82%	80%	81%	82%	79%	83%	81%	91%	87%						80%											77%	80%	80%	81%

Transferring services to other organisations like commercial companies

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	28%	26%	32%	23%	30%	27%	26%	28%	29%	30%																				
2015/16	27%	28%	25%	27%	28%	24%	21%	27%	27%	26%																				
2016/17	27%	22%	32%	28%	28%	21%	23%	28%	28%	22%																				
2017/18	25%	22%	29%	24%	26%	25%	20%	26%	25%	22%																				
2018/19	22%	20%	24%	20%	22%	22%	16%	23%	22%	27%																				
2019/20	21%	19%	23%	25%	22%	17%	17%	22%	21%	23%	34%	22%	10%	19%	80%	20%	20%	0%	19%	13%	0%	67%	0%	35%	21%					
2020/21	19%	17%	22%	15%	20%	19%	16%	20%	19%	22%	29%	9%	0%	33%	0%	19%	19%	0%	21%	22%	25%	0%	-	23%	17%					
2021/22	22%	18%	26%	19%	23%	23%	20%	23%	23%	18%	15%				50%	23%	23%	20%	24%	67%	0%	67%	0%	11%	22%					
2022/23	21%	16%	26%	23%	21%	23%	17%	23%	22%	9%	15%				-	22%	22%	0%	22%	-	100%	33%	-	36%	19%					
2023/24	22%	17%	26%	13%	26%	26%	19%	22%	22%	19%	24%					23%											18%	23%	35%	21%
2024/25	24%	22%	26%	20%	25%	24%	23%	24%	24%	25%	19%					24%											26%	24%	25%	25%

Transferring services to community groups, social enterprises and town and parish councils

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	46%	49%	45%	54%	49%	43%	52%	47%	47%	49%																			
2015/16	51%	52%	51%	50%	52%	51%	51%	52%	51%	58%																			
2016/17	49%	50%	49%	56%	47%	44%	39%	51%	51%	37%																			
2017/18	46%	44%	50%	48%	46%	47%	40%	48%	48%	40%																			
2018/19	46%	46%	47%	55%	42%	46%	43%	47%	46%	48%																			
2019/20	45%	44%	47%	52%	45%	40%	49%	45%	45%	54%	49%	51%	30%	44%	80%	46%	47%	33%	46%	50%	33%	83%	0%	71%	46%				
2020/21	43%	42%	44%	30%	43%	43%	41%	44%	44%	44%	67%	36%	0%	62%	50%	44%	44%	40%	44%	67%	25%	40%	-	54%	43%				
2021/22	46%	45%	48%	44%	49%	44%	43%	47%	46%	49%	39%			50%	47%	46%	40%	48%	67%	0%	33%	0%	47%	45%					
2022/23	43%	43%	43%	38%	47%	44%	40%	44%	43%	54%	49%			-	44%	44%	75%	44%	-	100%	67%	-	64%	44%					
2023/24	39%	34%	43%	35%	40%	42%	33%	41%	40%	37%	44%				42%										35%	42%	39%	39%	
2024/25	45%	44%	48%	50%	44%	44%	45%	47%	46%	46%	52%				47%										42%	46%	47%	47%	

Encouraging more people to volunteer their time to become involved in the delivery of services

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces		
2014/15	54%	56%	54%	60%	53%	58%	50%	55%	57%	52%																					
2015/16	56%	55%	57%	51%	51%	65%	60%	55%	56%	55%																					
2016/17	53%	52%	54%	48%	55%	57%	49%	53%	55%	45%																					
2017/18	54%	54%	55%	52%	49%	60%	49%	55%	55%	49%																					
2018/19	56%	57%	57%	57%	49%	59%	60%	57%	57%	44%																					
2019/20	53%	54%	52%	58%	48%	57%	50%	54%	53%	63%	51%	54%	80%	59%	80%	53%	54%	33%	55%	88%	33%	83%	100%	59%	51%						
2020/21	54%	55%	53%	49%	50%	58%	48%	55%	53%	62%	63%	55%	83%	62%	50%	55%	55%	60%	58%	67%	75%	60%	-	23%	50%						
2021/22	54%	53%	57%	52%	53%	57%	57%	54%	55%	54%	56%				50%	56%	55%	40%	58%	100%	100%	33%	0%	42%	52%						
2022/23	53%	55%	52%	48%	57%	54%	51%	54%	53%	72%	54%				-	54%	55%	75%	55%	-	100%	100%	-	50%	52%						
2023/24	47%	44%	51%	45%	45%	55%	34%	51%	49%	39%	46%						48%											44%	49%	54%	47%
2024/25	54%	54%	56%	50%	49%	59%	58%	55%	54%	70%	74%					54%											52%	53%	53%	53%	

The Local Area and the Council

The following table shows information regarding consultation feedback received between 2013 and 2024 (an 11 year period) and is disaggregated according to 'group'.

Importantly, the table provides information regarding trends according to Protected Characteristic and this allows for this information to be considered as part of decision making.

What residents have told us about the local area and the Council

Consultation Topic	Feedback
Over the past two years, do you feel that South Gloucestershire has become a better place to live, is the same or is worse?	<p>Just 4% of respondents stated that they felt the area had become better as a place to live over the last two years.</p> <p>43% of respondents stated that they felt the area had become worse as a place to live over the last two years and this is the highest level over the ten year period that this question has been asked.</p> <p>In particular, LGBTQ+ people and carers were more likely to say the area has become worse – 48% and 53% respectively.</p> <p>People in the age group 46 – 65 years have shown a greater likelihood to say that the area has become worse over the last ten year period that this question has been asked.</p>
Satisfaction with the local area as a place to live	<p>The majority of respondents (65%) stated that they were satisfied with the area as a place to live. Average satisfaction over the 11-year period is 76%.</p> <p>In respect of Protected Characteristics, LGBTQ+ people, disabled people, carers and people aged under 45 reported the lowest levels of satisfaction with the local area this year.</p>
Satisfaction with the way South Gloucestershire Council runs things	<p>34% of respondents stated satisfaction with the way the council runs things. Average satisfaction over the 11-year period is 56%.</p> <p>The data shows a decline in satisfaction with 60% satisfied at the beginning of the 11-year period and 34% satisfied this year.</p> <p>In respect of Protected Characteristics, people from minority ethnic groups have been most likely to have lower levels of satisfaction with the way the Council runs things; across the 11-year period, there has been an average satisfaction level of 38%.</p>
The council keeps me informed about services	<p>64% of respondents agreed that the council keeps them informed about the services it provides. Average agreement over the 11-year period is 50%.</p> <p>People aged under 45 have the lowest level of agreement over the 11-year period with an average agreement level of 44%.</p>
The council keeps me informed about proposals for change	<p>52% of respondents agreed that the Council keeps them informed about proposals for change. Average agreement over the ten year period that this question has been asked is 47%.</p>

Consultation Topic	Feedback
	Over the ten year period disabled people are less likely to agree.
I can influence decisions affecting my local area	<p>Just 14% of respondents felt that they could influence decisions in their local area. Average agreement over the ten year period that this question has been asked is 21%.</p> <p>Over the ten year period, disabled people have reported lower levels of agreement with an average agreement level of 19% across the period.</p>
The council acts on the concerns of local residents	<p>26% of respondents felt that the Council acts on the concerns of local residents. Average satisfaction over the 11-year period is 31%.</p> <p>People aged under 45 have reported a lower level of agreement across the 11-year period with an average agreement level of 27%.</p>
The council can be relied on to consistently deliver services	<p>This question has been asked for the past 2 years.</p> <p>30% of respondents felt that the Council can be relied on to consistently deliver services. This is a reduction of 11% over the previous year.</p> <p>People aged under 45, disabled people and LGBTQ+ people have reported a lower than average satisfaction level for both of the 2 years.</p> <p>People aged 65+ have reported a higher than average satisfaction level for both of the 2 years.</p>
The council is clear and honest about what it does and why	<p>This question has been asked for the past 2 years.</p> <p>30% of respondents felt that the Council is clear and honest about what it does and why. This is a reduction of 8% over the previous year.</p> <p>All groups reported a lower level of agreement than the previous year.</p>
The council contributes towards improving the local area and residents' wellbeing	<p>This question has been asked for the past 2 years.</p> <p>30% of respondents felt that the Council contributes towards improving the local area and residents' wellbeing. This is a reduction of 5% over the previous year.</p>
The council has the public's best interests at heart	<p>This question has been asked for the past 2 years.</p> <p>28% of respondents felt that the Council contributes towards improving the local area and residents' wellbeing. This is a reduction of 8% over the previous year.</p> <p>Disabled people, Carers, LGBTQ+ people, people from minority ethnic groups and the armed forces community have reported a lower than average satisfaction level for both of the 2 years.</p>
The council works collaboratively with other organisations and the public	<p>This question has been asked for the past 2 years.</p>

Consultation Topic	Feedback
	<p>22% of respondents felt that the Council contributes towards improving the local area and residents' wellbeing. This is a reduction of 7% over the previous year.</p> <p>Females have reported a higher than average satisfaction level for both of the 2 years.</p>

The local area and the council

The tables below show what residents have told us about the local area and the Council between 2013 and 2024.

Note:

Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.

Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

Over the past 2 years, do you feel that South Gloucestershire has become a better place to live, is the same or is worse?

Feedback	Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
BETTER	15/16	61%	56%	65%	61%	60%	60%	49%	62%	61%	52%																				
	16/17	11%	9%	12%	9%	12%	11%	9%	11%	11%	16%																				
	17/18	9%	9%	9%	10%	7%	10%	9%	9%	9%	10%																				
	18/19	8%	8%	8%	7%	7%	8%	11%	7%	8%	10%																				
	19/20	8%	8%	9%	11%	7%	7%	4%	9%	9%	8%	29%	24%	30%	7%	70%	9%	9%	0%	7%	13%	0%	17%	0%	18%	11%					
	20/21	7%	7%	6%	7%	6%	7%	7%	6%	6%	10%	8%	18%	17%	14%	0%	7%	7%	0%	8%	22%	25%	0%		8%	6%					
	21/22	7%	8%	7%	11%	6%	8%	6%	8%	7%	5%	11%				50%	7%	7%	0%	8%	33%	0%	0%	0%	16%	7%					
	22/23	6%	5%	6%	8%	6%	5%	7%	5%	5%	11%	8%				-	6%	6%	0%	6%	-	0%	0%	-	0%	5%					
	23/24	5%	5%	5%	6%	4%	6%	3%	5%	5%	7%	15%					5%											5%	5%	7%	5%
	24/25	4%	3%	4%	7%	4%	3%	4%	4%	3%	9%	3%					4%											3%	3%	3%	3%
WORSE	15/16	25%	27%	22%	21%	29%	23%	24%	26%	27%	24%																				
	16/17	23%	18%	27%	22%	24%	22%	29%	22%	22%	14%																				
	17/18	27%	25%	28%	24%	33%	23%	26%	27%	26%	31%																				
	18/19	26%	24%	28%	19%	30%	26%	21%	26%	25%	17%																				
	19/20	29%	29%	29%	35%	35%	25%	32%	29%	29%	25%	14%	14%	40%	44%	30%	28%	28%	0%	26%	38%	67%	67%	0%	29%	28%					
	20/21	30%	31%	28%	23%	34%	27%	33%	29%	30%	16%	25%	0%	0%	29%	50%	28%	28%	40%	27%	0%	50%	40%		15%	30%					
	21/22	31%	25%	33%	24%	35%	27%	33%	30%	30%	38%	25%				50%	28%	30%	20%	26%	0%	100%	33%	0%	42%	32%					
	22/23	35%	31%	36%	41%	30%	34%	39%	34%	34%	30%	30%				-	33%	31%	25%	32%	-	0%	0%	-	43%	32%					
	23/24	41%	42%	38%	36%	43%	38%	52%	37%	38%	49%	32%					38%											51%	39%	38%	41%
	24/25	43%	40%	42%	41%	46%	41%	46%	41%	42%	30%	48%					44%											53%	43%	45%	45%

Overall, how satisfied are you with your local area as a place to live?

Budget year	Total	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
14/15	81%	80%	82%	80%	82%	80%	82%	81%	82%	74%																			
15/16	63%	69%	60%	66%	65%	63%	50%	65%	60%																				
16/17	81%	84%	81%	83%	81%	81%	71%	83%	84%	78%																			
17/18	81%	84%	78%	83%	81%	81%	79%	82%	82%	74%																			
18/19	81%	85%	79%	83%	74%	84%	84%	82%	83%	77%																			
19/20	81%	83%	80%	87%	79%	84%	81%	82%	83%	68%	71%	92%	90%	74%	90%	83%	84%	67%	85%	63%	67%	33%	100%	76%	82%				
20/21	79%	80%	78%	75%	78%	80%	80%	79%	80%	62%	58%	100%	100%	90%	50%	80%	81%	60%	83%	56%	25%	40%		85%	77%				
21/22	79%	83%	79%	85%	77%	81%	80%	80%	80%	68%	84%				50%	81%	80%	100%	82%	100%	100%	100%	0%	74%	80%				
22/23	77%	80%	75%	70%	78%	79%	74%	79%	78%	78%	85%				-	79%	81%	75%	82%	-	100%	33%	-	64%	78%				
23/24	70%	72%	71%	72%	71%	71%	61%	73%	74%	56%	78%						73%								71%	71%	68%	72%	
24/25	65%	69%	67%	56%	66%	70%	56%	69%	68%	66%	52%						63%								57%	65%	62%	62%	

Satisfaction with the way the council runs things

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	60%	57%	63%	60%	55%	66%	62%	60%	61%	48%																				
2015/16	47%	50%	46%	47%	46%	51%	35%	49%	49%	37%																				
2016/17	62%	68%	58%	59%	64%	64%	56%	63%	64%	66%																				
2017/18	60%	65%	56%	56%	55%	67%	57%	61%	62%	55%																				
2018/19	58%	61%	54%	50%	57%	60%	57%	58%	60%	44%																				
2019/20	61%	63%	60%	60%	59%	68%	56%	62%	62%	60%	80%	57%	70%	59%	80%	63%	64%	33%	67%	63%	0%	33%	100%	65%	60%					
2020/21	65%	68%	62%	61%	63%	69%	61%	66%	66%	57%	63%	82%	67%	71%	50%	67%	68%	20%	70%	44%	25%	40%	-	46%	67%					
2021/22	62%	69%	59%	56%	56%	69%	57%	64%	65%	37%	61%				50%	65%	63%	40%	69%	100%	100%	33%	0%	53%	59%					
2022/23	56%	63%	51%	43%	53%	59%	55%	56%	57%	52%	62%				-	58%	59%	100%	62%	-	0%	33%	-	50%	54%					
2023/24	49%	53%	48%	49%	50%	51%	41%	52%	53%	37%	44%					53%											45%	51%	49%	51%
2024/25	34%	38%	37%	25%	31%	41%	29%	38%	38%	32%	29%					28%											21%	28%	26%	26%

Agreement that the council keeps me informed about services

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	53%	55%	52%	45%	53%	59%	57%	53%	55%	55%																				
2015/16	45%	46%	43%	38%	43%	51%	44%	45%	45%	42%																				
2016/17	48%	49%	49%	45%	52%	42%	41%	50%	48%	59%																				
2017/18	43%	43%	44%	35%	43%	48%	39%	44%	45%	35%																				
2018/19	43%	43%	44%	38%	39%	46%	37%	44%	44%	44%																				
2019/20	41%	38%	45%	40%	44%	43%	45%	42%	42%	54%	49%	30%	30%	37%	80%	42%	43%	33%	43%	25%	33%	33%	100%	76%	41%					
2020/21	47%	47%	47%	45%	50%	45%	40%	48%	47%	44%	50%	64%	0%	52%	50%	49%	49%	20%	48%	33%	25%	60%	-	31%	50%					
2021/22	59%	63%	58%	58%	63%	58%	54%	61%	61%	47%	52%				50%	60%	60%	60%	60%	100%	100%	67%	0%	58%	63%					
2022/23	50%	49%	51%	40%	52%	52%	48%	51%	51%	50%	49%				-	52%	53%	75%	54%	-	0%	33%	-	36%	51%					
2023/24	64%	66%	64%	69%	64%	63%	62%	64%	67%	60%	59%					66%											58%	66%	74%	65%
2024/25	52%	53%	57%	34%	54%	57%	53%	55%	56%	50%	48%					48%											47%	47%	48%	47%

Agreement that the council keeps me informed about proposals for change

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2015/16	46%	47%	47%	47%	46%	46%	22%	49%	45%	52%																				
2016/17	43%	43%	45%	39%	45%	44%	43%	44%	44%	52%																				
2017/18	41%	40%	42%	41%	39%	43%	36%	42%	41%	38%																				
2018/19	41%	43%	39%	39%	38%	43%	33%	42%	42%	40%																				
2019/20	42%	42%	44%	43%	44%	44%	41%	44%	43%	51%	66%	32%	60%	41%	90%	44%	44%	33%	44%	25%	67%	67%	100%	59%	44%					
2020/21	47%	47%	47%	51%	47%	46%	41%	48%	47%	43%	54%	73%	0%	57%	50%	49%	50%	40%	50%	33%	25%	40%	-	31%	49%					
2021/22	53%	56%	52%	54%	56%	53%	41%	56%	54%	46%	46%				100%	55%	54%	20%	55%	100%	100%	67%	0%	26%	56%					
2022/23	49%	51%	49%	38%	51%	50%	50%	50%	50%	50%	59%				-	51%	52%	75%	52%	-	0%	33%	-	43%	52%					
2023/24	58%	58%	60%	61%	63%	55%	53%	61%	63%	36%	49%					60%											58%	60%	67%	60%
2024/25	52%	52%	57%	38%	54%	56%	53%	56%	56%	57%	58%					48%											50%	47%	49%	48%

I can influence decisions affecting the local area

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	18%	17%	19%	17%	15%	21%	22%	17%	19%	6%																				
2015/16	52%	48%	57%	54%	56%	45%	41%	54%	53%	52%																				
2016/17	21%	23%	20%	21%	21%	21%	22%	21%	21%	28%																				
2017/18	17%	19%	16%	12%	18%	19%	17%	17%	19%	13%																				
2018/19	21%	23%	19%	22%	20%	21%	21%	21%	21%	27%																				
2019/20	18%	18%	19%	23%	17%	16%	16%	19%	18%	37%	49%	3%	20%	26%	70%	19%	18%	0%	19%	0%	0%	33%	100%	41%	19%					
2020/21	17%	18%	16%	26%	17%	16%	14%	18%	17%	15%	25%	27%	0%	14%	0%	18%	18%	20%	18%	11%	25%	0%	-	15%	20%					
2021/22	15%	17%	14%	16%	15%	15%	12%	16%	15%	9%	20%			50%	16%	15%	0%	15%	0%	0%	0%	0%	21%	16%						
2022/23	13%	15%	11%	6%	16%	12%	11%	13%	13%	17%	16%			-	14%	15%	0%	14%	-	0%	0%	-	21%	14%						
2023/24	15%	16%	16%	17%	17%	15%	13%	17%	17%	13%	22%					15%											11%	18%	17%	16%
2024/25	14%	16%	14%	10%	15%	14%	12%	16%	16%	16%	10%					13%											8%	14%	13%	13%

Agreement that the council acts on the concerns of residents

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	38%	37%	38%	36%	31%	45%	38%	38%	38%	42%																				
2015/16	18%	22%	17%	26%	18%	17%	19%	19%	18%	26%																				
2016/17	39%	43%	38%	34%	42%	44%	46%	39%	41%	40%																				
2017/18	37%	39%	35%	36%	31%	42%	36%	37%	39%	30%																				
2018/19	5%	5%	4%	4%	4%	5%	5%	5%	5%	37%																				
2019/20	33%	31%	35%	31%	30%	42%	29%	34%	33%	40%	57%	43%	50%	41%	70%	34%	34%	33%	37%	13%	0%	17%	0%	65%	29%					
2020/21	39%	40%	38%	34%	33%	46%	37%	38%	38%	35%	46%	36%	0%	57%	50%	41%	42%	60%	45%	44%	50%	40%	0%	38%	35%					
2021/22	41%	43%	41%	33%	37%	48%	36%	43%	42%	30%	44%			0%	44%	42%	0%	47%	100%	0%	33%	0%	47%	39%						
2022/23	36%	40%	34%	22%	35%	37%	36%	37%	37%	33%	48%			-	38%	38%	50%	41%	-	0%	0%	-	43%	34%						
2023/24	31%	31%	33%	26%	34%	37%	26%	33%	33%	30%	27%					37%											31%	31%	29%	32%
2024/25	26%	28%	28%	19%	25%	30%	23%	29%	29%	21%	26%					23%											19%	23%	22%	22%

Further questions

In addition to the above questions, the following questions were asked as part of the Council Budget consultation for 2 years in 2023 and 2024. The following tables display the results.

Note:
Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.
Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

The council can be relied on to consistently deliver services

Budget Year	Total (all respondents)	Female	Male	18 to 44	45 to 64	65+	Disabled	Non-disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2023/24	41%	39%	43%	35%	43%	45%	31%	44%	43%	30%	27%	45%	41%	42%	44%	41%
2024/25	30%	32%	33%	19%	29%	35%	27%	33%	33%	36%	23%	27%	24%	27%	25%	25%

The council is clear and honest about what it does and why

Budget Year	Total (all respondents)	Female	Male	18 to 44	45 to 64	65+	Disabled	Non-disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2023/24	38%	39%	40%	41%	38%	40%	33%	41%	41%	34%	37%	40%	32%	42%	40%	40%
2024/25	30%	32%	33%	22%	30%	33%	25%	34%	33%	32%	19%	26%	20%	26%	25%	25%

The council contributes towards improving the local area and residents' wellbeing

Budget Year	Total (all respondents)	Female	Male	18 to 44	45 to 64	65+	Disabled	Non-disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2023/24	35%	36%	35%	35%	38%	36%	28%	38%	38%	29%	44%	39%	38%	35%	33%	36%
2024/25	30%	32%	32%	23%	30%	32%	25%	33%	33%	34%	23%	28%	20%	27%	27%	26%

The council has the public's best interests at heart

Question	Total (all respondents)	Female	Male	18 to 44	45 to 64	65+	Disabled	Non-disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2023/24	36%	36%	38%	36%	39%	36%	28%	39%	39%	29%	39%	39%	32%	38%	26%	38%
2024/25	28%	30%	31%	20%	28%	32%	21%	32%	31%	25%	19%	26%	19%	25%	24%	24%

The council works collaboratively with other organisations and the public

Budget Year	Total (all respondents)	Female	Male	18 to 44	45 to 64	65+	Disabled	Non-disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2023/24	29%	33%	27%	35%	31%	24%	20%	31%	31%	23%	27%	30%	29%	30%	17%	31%
2024/25	22%	26%	23%	16%	23%	24%	22%	24%	24%	34%	23%	22%	21%	21%	21%	21%

Satisfaction with Services

The following information summarises the key trends emerging as a result of South Gloucestershire Council budget setting consultations conducted between 2013 and 2024

This approach is significant as for the majority of areas and issues consulted upon, the Council has 11-years of data. In turn, this allows for an understanding of both trends and cumulative impacts in respect of Protected Characteristic groups to continue to mature and influence decisions and actions.

What residents have told us about their satisfaction levels with Council services

Service Area	Trends
Care for Older People	<p>33% of respondents stated satisfaction with care for older people. Across the 11-year period, there has been an average satisfaction level of 21%.</p> <p>People aged 65+ and disabled people have tended to be more satisfied than average with both groups reporting an average 26% satisfaction level over the eleven year period.</p> <p>Disabled people, carers and people from minority ethnic groups have shown a positive increase in satisfaction levels this year.</p>
Care for physically disabled and those with learning difficulties	<p>27% of respondents stated satisfaction with care for physically disabled people and people with learning difficulties. Across the 11-year period, there has been an average satisfaction level of 18%.</p> <p>People aged 65+ and disabled people have tended to be more satisfied than average, reporting a 21% and 28% satisfaction level across the 11-year period respectively.</p> <p>Disabled people, carers and people from minority ethnic groups have shown a positive increase in satisfaction levels this year.</p>
Children's Social Services	<p>18% of respondents stated satisfaction with children's social services. Across the 11-year period, there has been an average satisfaction level of 12%.</p> <p>Younger people have tended to be more satisfied than average, reporting an average 19% satisfaction level across the 11-year period.</p> <p>There are no groups for whom levels of satisfaction have been consistently lower than average across the 11-year period.</p>
Customer services	<p>47% of respondents stated satisfaction with customer services. Across the nine year period that this question has been asked, there has been an average satisfaction level of 35%.</p> <p>There are no groups for whom a particular trend is showing across the nine year period.</p>
Environmental health and trading standards	<p>27% of respondents stated satisfaction with environmental health and trading standards. Across the 11-year period, there has been an average satisfaction level of 25%.</p> <p>There are no groups for whom a particular trend is showing across the 11-year period.</p>

Service Area	Trends
Housing advice services	<p>16% of respondents stated satisfaction with housing advice services. Across the 11-year period, there has been an average satisfaction level of 13%.</p> <p>People aged under 45 years and disabled people have tended to be more satisfied than average, reporting an average 19% and 15% satisfaction level across the 11-year period respectively.</p>
Highways and Roads	<p>18% of respondents stated satisfaction with highways and roads. Across the 11-year period, there has been an average satisfaction level of 28%.</p> <p>People aged under 45 years have tended to be more satisfied than average, reporting an average 35% satisfaction level across the 11-year period.</p> <p>Disabled people have tended to be less satisfied across the 11-year period with an average satisfaction level of 23% across the period and a 15% satisfaction level this year.</p>
Free Car parking	<p>83% of respondents stated satisfaction with free car parking. Across the six year period that this question has been asked, there has been an average satisfaction level of 65%.</p> <p>Disabled people have tended to be less satisfied than average across the period with an average satisfaction level of 58% across the period.</p>
Libraries	<p>76% of respondents stated satisfaction with libraries - the second highest level of satisfaction this year across all services. Across the 11-year period, there has been an average satisfaction level of 58%.</p> <p>People aged under 45 years have tended to report higher levels of satisfaction than average with libraries with an average satisfaction level of 66% across the period.</p>
Local Bus Services	<p>39% of respondents stated satisfaction with local bus services. Across the 11-year period, there has been an average satisfaction level of 42%.</p> <p>People aged over 65 years have tended to be more satisfied than average, reporting an average 49% satisfaction level across the 11-year period.</p> <p>People aged under 65 years and disabled people (37%) have tended to be less satisfied than average across the 11-year period.</p>
Parks and open spaces	<p>77% of respondents stated satisfaction with parks and open spaces – the highest level of satisfaction this year across all services. Across the ten year period that this question has been asked, there has been an average satisfaction level of 69%.</p> <p>Disabled people and people from minority ethnic groups have tended to have a slightly lower than average satisfaction level across the period at 59% and 63% respectively.</p>
Planning	<p>21% of respondents stated satisfaction with planning. Across the 11-year period, there has been an average satisfaction level of 17%.</p>

Service Area	Trends
	<p>People aged under 45 years have tended to be more satisfied than average across the 11-year period.</p> <p>Disabled people are less satisfied than average with an average satisfaction level of 13% across the 11-year period.</p>
Public Health	<p>35% of respondents stated satisfaction with Public Health. Across the 11-year period, there has been an average satisfaction level of 25%.</p> <p>There appears to be no particular trends in either higher or lower than average levels of satisfaction for any particular groups across the 11-year period.</p>
Schools	<p>47% of respondents stated satisfaction with schools. Across the 11-year period, there has been an average satisfaction level of 35%.</p> <p>People under the age of 45 and females have tended to be more satisfied than average, reporting an average 50% and 47% satisfaction level respectively across the 11-year period.</p> <p>People over 65 and disabled people are consistently less satisfied than average with schools reporting average satisfaction levels across the 11-year period of 27% and 28% respectively.</p>
Sport and leisure facilities	<p>64% of respondents stated satisfaction with sport and leisure facilities. Across the 11-year period, there has been an average satisfaction level of 51%.</p> <p>Disabled people consistently have the lowest levels of satisfaction with an average satisfaction level of 40% across the period.</p>
Waste and recycling services	<p>67% of respondents stated satisfaction with waste and recycling services – this is the third highest level of satisfaction this year across all services.</p> <p>Across the 11-year period, there has been an average satisfaction level of 72%. This is the highest average satisfaction level across the time period for all services.</p>
Welfare benefits and council tax reduction for which the council is responsible	<p>34% of respondents stated satisfaction with welfare benefits and council tax reduction. Across the 11-year period, there has been an average satisfaction level of 24%.</p> <p>Females, people aged over 65 years and disabled people have tended to be more satisfied than average, reporting an average satisfaction level across the 11-year period of 28%, 29% and 33% respectively.</p> <p>People aged under 45 and people from minority ethnic groups tend to be less satisfied than average reporting an average satisfaction level across the 11-year period of 20% and 17% respectively.</p>

Satisfaction with Services

The following tables show the percentage of respondents stating satisfaction with each service.

Note:
 Areas highlighted **GREEN** are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.
 Areas highlighted **RED** are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

Care for older people

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	31%	32%	32%	22%	26%	39%	26%	32%	32%	43%																				
2015/16	9%	11%	8%	5%	7%	15%	19%	8%	9%	14%																				
2016/17	9%	10%	7%	4%	10%	13%	15%	7%	8%	10%																				
2017/18	9%	8%	10%	4%	5%	14%	20%	8%	9%	7%																				
2018/19	12%	11%	11%	7%	9%	14%	22%	10%	12%	10%																				
2019/20	7%	6%	8%	17%	8%	12%	11%	6%	7%	6%	11%	3%	0%	11%	0%	7%	7%	0%	11%	13%	0%	0%	0%	18%	4%					
2020/21	34%	39%	30%	31%	24%	42%	49%	29%	35%	31%	25%	0%	0%	55%	0%	34%	37%	0%	45%	0%	0%	0%		33%	21%					
2021/22	35%	36%	36%	13%	32%	42%	37%	34%	37%	18%	55%			0%	36%	35%	100%	42%	0%	0%	0%	0%	50%	25%						
2022/23	28%	30%	28%	17%	23%	32%	35%	26%	29%	26%	29%			-	29%	27%	0%	33%	-	100%	0%	-	25%	21%						
2023/24	28%	31%	26%	30%	26%	31%	15%	35%	34%	0%	0%					31%											33%	30%	29%	30%
2024/25	33%	37%	34%	33%	32%	35%	40%	34%	36%	56%	33%					31%											45%	23%	31%	31%

Care for physically disabled and those with learning difficulties

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	31%	31%	31%	28%	29%	35%	29%	31%	34%	14%																				
2015/16	7%	8%	6%	5%	6%	10%	16%	6%	7%	3%																				
2016/17	6%	7%	5%	3%	7%	5%	18%	4%	5%	9%																				
2017/18	7%	6%	7%	4%	4%	9%	18%	5%	6%	8%																				
2018/19	8%	6%	8%	9%	7%	7%	17%	6%	8%	8%																				
2019/20	6%	5%	6%	18%	5%	7%	16%	4%	6%	5%	3%	0%	0%	15%	0%	5%	6%	0%	7%	13%	0%	0%	0%	12%	5%					
2020/21	25%	30%	21%	30%	21%	29%	48%	18%	26%	19%	25%	0%	33%	38%	0%	27%	28%	0%	34%	0%	33%	0%		0%	20%					
2021/22	27%	29%	27%	19%	27%	31%	38%	27%	27%	18%	45%				0%	29%	28%	0%	33%	0%	0%	0%	0%	75%	22%					
2022/23	22%	20%	21%	21%	17%	24%	35%	17%	21%	14%	18%				-	22%	22%	0%	26%	-	100%	0%	-	0%	18%					
2023/24	27%	20%	35%	24%	28%	37%	28%	30%	34%	13%	40%					31%											37%	26%	21%	29%
2024/25	27%	27%	32%	23%	26%	32%	40%	27%	31%	40%	14%					26%											46%	17%	28%	28%

Children's social services

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	31%	37%	22%	32%	28%	34%	15%	34%	33%	33%																				
2015/16	4%	4%	4%	5%	4%	3%	5%	4%	4%	9%																				
2016/17	3%	4%	3%	2%	4%	4%	3%	3%	5%	3%																				
2017/18	3%	3%	3%	4%	2%	3%	6%	2%	2%	5%																				
2018/19	4%	3%	4%	5%	6%	10%	9%	3%	4%	2%																				
2019/20	5%	5%	5%	19%	3%	4%	11%	4%	4%	15%	3%	0%	0%	4%	0%	4%	4%	0%	6%	25%	0%	0%	0%	6%	3%					
2020/21	13%	11%	15%	32%	13%	12%	17%	12%	11%	21%	13%	14%	33%	0%	0%	14%	13%	0%	11%	0%	0%	0%		0%	17%					
2021/22	14%	16%	14%	27%	17%	9%	13%	15%	15%	6%	14%				0%	15%	15%	0%	16%	0%	0%	0%	0%	33%	13%					
2022/23	16%	11%	17%	19%	17%	15%	21%	14%	15%	26%	6%				-	16%	15%	0%	19%	-	100%	100%	-	0%	11%					
2023/24	26%	31%	26%	32%	25%	31%	21%	31%	34%	8%	43%					29%											23%	30%	42%	27%
2024/25	18%	15%	22%	30%	14%	15%	22%	18%	19%	33%	0%					18%											24%	15%	17%	18%

Customer Services

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2016/17	16%	17%	16%	12%	17%	21%	22%	15%	16%	24%																				
2017/18	17%	17%	16%	14%	12%	21%	23%	16%	17%	18%																				
2018/19	18%	19%	16%	16%	13%	19%	28%	17%	18%	21%																				
2019/20	27%	28%	27%	40%	22%	28%	29%	27%	27%	38%	40%	22%	30%	15%	70%	28%	28%	0%	31%	25%	67%	0%	0%	29%	25%					
2020/21	54%	56%	52%	63%	46%	59%	52%	54%	55%	50%	56%	57%	50%	62%	0%	56%	57%	0%	62%	50%	50%	0%		33%	51%					
2021/22	47%	56%	41%	40%	44%	53%	49%	48%	49%	31%	51%				0%	50%	48%	0%	52%	0%	100%	0%	0%	50%	45%					
2022/23	45%	50%	41%	43%	41%	45%	44%	45%	46%	40%	58%				-	47%	47%	33%	49%	-	100%	0%	-	75%	43%					
2023/24	48%	51%	48%	46%	48%	53%	47%	51%	52%	35%	54%					51%											45%	49%	36%	51%
2024/25	47%	46%	49%	45%	48%	47%	46%	48%	47%	69%	38%					44%											37%	46%	43%	43%

Environmental health and trading standards

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	53%	50%	56%	58%	55%	48%	29%	58%	55%	69%																				
2015/16	9%	10%	8%	8%	8%	10%	12%	9%	9%	20%																				
2016/17	8%	7%	8%	5%	9%	11%	12%	7%	7%	13%																				
2017/18	8%	8%	8%	10%	6%	10%	11%	8%	8%	10%																				
2018/19	9%	9%	9%	8%	7%	10%	15%	9%	9%	13%																				
2019/20	14%	15%	14%	28%	10%	15%	18%	14%	14%	20%	51%	27%	20%	4%	70%	14%	13%	0%	17%	13%	0%	0%	0%	12%	11%					
2020/21	40%	40%	40%	50%	37%	41%	38%	41%	40%	37%	47%	50%	25%	33%	0%	41%	42%	25%	43%	0%	0%	0%	-	63%	40%					
2021/22	37%	41%	36%	29%	32%	44%	45%	39%	38%	25%	46%				0%	40%	39%	0%	40%	100%	0%	0%	-	46%	37%					
2022/23	34%	34%	33%	33%	31%	37%	36%	33%	35%	24%	35%				-	35%	36%	33%	39%	-	100%	33%	-	40%	28%					
2023/24	33%	41%	27%	28%	35%	36%	34%	32%	34%	33%	20%					40%											40%	30%	15%	35%
2024/25	27%	28%	27%	25%	29%	24%	21%	28%	27%	47%	0%					28%											37%	23%	27%	27%

Housing advice services

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	33%	34%	31%	38%	31%	28%	18%	34%	33%	50%																				
2015/16	3%	4%	3%	3%	3%	4%	8%	3%	4%	3%																				
2016/17	4%	4%	3%	2%	3%	6%	11%	3%	3%	7%																				
2017/18	3%	3%	3%	3%	3%	3%	6%	3%	3%	3%																				
2018/19	5%	5%	5%	7%	6%	4%	12%	4%	5%	6%																				
2019/20	5%	6%	4%	18%	5%	4%	6%	5%	5%	6%	23%	0%	0%	4%	70%	5%	5%	0%	5%	13%	0%	0%	0%	12%	5%					
2020/21	17%	17%	18%	20%	16%	17%	27%	13%	17%	29%	10%	14%	33%	29%	0%	17%	16%	0%	16%	0%	0%	0%	-	25%	16%					
2021/22	15%	19%	14%	17%	17%	14%	15%	17%	16%	13%	35%				100%	16%	16%	0%	18%	100%	0%	0%	-	20%	10%					
2022/23	18%	19%	14%	33%	18%	14%	21%	16%	16%	26%	12%				-	18%	19%	0%	20%	-	100%	0%	-	25%	14%					
2023/24	26%	28%	28%	43%	25%	21%	25%	29%	30%	30%	60%					29%											30%	28%	15%	29%
2024/25	16%	16%	19%	22%	17%	14%	19%	17%	17%	40%	13%					16%											17%	12%	15%	14%

Highways and roads

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	23%	25%	23%	35%	24%	19%	10%	25%	23%	27%																				
2015/16	25%	24%	26%	32%	21%	24%	26%	25%	25%	29%																				
2016/17	31%	33%	30%	36%	29%	28%	18%	33%	31%	40%																				
2017/18	27%	28%	25%	31%	25%	27%	23%	27%	28%	18%																				
2018/19	27%	32%	23%	43%	26%	25%	25%	28%	28%	29%																				
2019/20	27%	32%	23%	35%	23%	25%	29%	27%	28%	31%	46%	8%	20%	22%	70%	27%	29%	33%	27%	13%	0%	33%	0%	35%	29%					
2020/21	33%	38%	29%	42%	32%	32%	31%	35%	34%	35%	27%	36%	33%	24%	0%	35%	36%	20%	33%	29%	50%	60%	-	54%	36%					
2021/22	33%	36%	32%	43%	32%	33%	25%	34%	34%	24%	48%				50%	35%	33%	100%	34%	100%	100%	0%	-	47%	35%					
2022/23	29%	33%	26%	26%	32%	27%	26%	30%	29%	37%	31%				-	30%	31%	67%	31%	-	0%	0%	-	38%	30%					
2023/24	31%	36%	29%	44%	26%	28%	21%	34%	33%	34%	40%					33%											20%	35%	29%	33%
2024/25	18%	21%	16%	21%	17%	16%	15%	19%	18%	20%	22%					20%											15%	21%	18%	18%

Free car parking

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2019/20	50%	50%	50%	55%	49%	55%	47%	51%	52%	31%	66%	49%	50%	41%	70%	51%	51%	33%	51%	25%	67%	67%	0%	47%	52%				
2020/21	63%	63%	64%	67%	60%	65%	60%	64%	64%	56%	65%	40%	83%	43%	100%	64%	65%	80%	67%	40%	75%	50%	-	55%	60%				
2021/22	65%	69%	64%	69%	61%	69%	59%	67%	66%	60%	73%			0%	67%	66%	75%	69%	0%	0%	100%	-	53%	64%					
2022/23	59%	61%	58%	54%	58%	60%	48%	62%	59%	43%	53%			-	60%	61%	75%	62%	-	100%	33%	-	70%	57%					
2023/24	67%	71%	64%	71%	64%	68%	54%	70%	68%	63%	76%						65%							52%	70%	58%	68%		
2024/25	83%	86%	82%	82%	83%	84%	79%	84%	83%	86%	86%						85%							88%	85%	85%	85%		

Libraries

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	78%	79%	77%	82%	76%	80%	76%	80%	78%	86%																				
2015/16	48%	45%	51%	57%	40%	52%	49%	48%	49%	57%																				
2016/17	45%	50%	39%	50%	41%	46%	49%	44%	44%	52%																				
2017/18	41%	46%	36%	53%	34%	43%	38%	42%	43%	31%																				
2018/19	37%	42%	31%	49%	29%	36%	34%	38%	36%	44%																				
2019/20	38%	46%	30%	53%	33%	38%	40%	38%	38%	37%	60%	8%	40%	33%	80%	38%	39%	33%	40%	38%	0%	50%	100%	41%	34%					
2020/21	68%	73%	63%	77%	62%	69%	68%	68%	68%	71%	60%	29%	75%	75%	0%	69%	71%	40%	71%	40%	67%	100%	-	43%	71%					
2021/22	60%	63%	59%	72%	55%	63%	60%	63%	62%	47%	58%				100%	63%	62%	100%	63%	100%	0%	0%	-	40%	64%					
2022/23	66%	69%	63%	69%	63%	66%	67%	66%	67%	51%	65%				-	67%	68%	100%	68%	-	100%	50%	-	29%	68%					
2023/24	79%	82%	76%	81%	79%	77%	69%	81%	82%	47%	80%					80%											82%	78%	77%	79%
2024/25	76%	82%	73%	80%	76%	76%	70%	79%	77%	81%	86%					77%											81%	75%	77%	77%

Local bus services

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	52%	52%	56%	50%	47%	65%	41%	54%	55%	39%																				
2015/16	36%	38%	36%	25%	33%	49%	42%	36%	36%	34%																				
2016/17	35%	36%	36%	28%	40%	36%	26%	36%	37%	35%																				
2017/18	36%	37%	35%	25%	25%	47%	38%	36%	37%	30%																				
2018/19	38%	37%	39%	36%	29%	42%	30%	40%	39%	42%																				
2019/20	34%	32%	35%	37%	28%	47%	29%	35%	34%	39%	69%	30%	40%	70%	-	34%	33%	67%	38%	25%	33%	17%	0%	35%	30%					
2020/21	57%	59%	57%	47%	47%	67%	56%	58%	57%	58%	65%	55%	100%	0%	-	58%	59%	75%	63%	71%	75%	75%	-	45%	52%					
2021/22	56%	60%	53%	52%	47%	63%	55%	56%	58%	40%	55%				50%	58%	56%	100%	60%	100%	100%	0%	-	45%	54%					
2022/23	50%	50%	50%	42%	48%	49%	39%	52%	49%	59%	61%				-	51%	51%	75%	56%	-	0%	33%	-	25%	46%					
2023/24	28%	29%	29%	35%	21%	32%	19%	32%	30%	24%	28%					31%											24%	28%	27%	29%
2024/25	39%	38%	43%	33%	37%	42%	28%	43%	41%	33%	23%					37%											36%	35%	36%	37%

Parks and open spaces

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2015/16	59%	59%	60%	69%	57%	56%	51%	61%	60%	66%																				
2016/17	57%	60%	54%	67%	55%	41%	34%	59%	58%	60%																				
2017/18	61%	66%	58%	79%	62%	56%	51%	64%	62%	58%																				
2018/19	57%	60%	53%	70%	56%	54%	41%	60%	57%	58%																				
2019/20	67%	68%	67%	82%	61%	63%	59%	70%	69%	56%	80%	86%	80%	52%	80%	69%	69%	67%	69%	88%	33%	33%	0%	59%	69%					
2020/21	79%	78%	80%	84%	76%	80%	71%	80%	80%	66%	71%	91%	100%	81%	50%	80%	80%	100%	80%	75%	75%	20%	-	75%	80%					
2021/22	79%	82%	77%	75%	76%	84%	73%	80%	81%	64%	78%			100%	80%	79%	100%	82%	100%	0%	33%	-	65%	79%						
2022/23	79%	80%	78%	71%	80%	81%	73%	81%	80%	65%	77%			-	81%	82%	75%	81%	-	0%	0%	-	77%	81%						
2023/24	78%	79%	79%	79%	80%	79%	71%	81%	82%	58%	86%					80%											80%	78%	77%	80%
2024/25	77%	80%	78%	80%	76%	77%	67%	80%	78%	81%	81%					78%											77%	78%	77%	77%

Planning

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	32%	30%	35%	35%	33%	30%	12%	36%	35%	17%																				
2015/16	9%	10%	8%	9%	9%	9%	10%	9%	9%	3%																				
2016/17	9%	8%	11%	11%	9%	9%	7%	9%	9%	6%																				
2017/18	7%	6%	8%	11%	7%	6%	5%	8%	7%	7%																				
2018/19	7%	6%	8%	9%	10%	6%	6%	7%	7%	6%																				
2019/20	12%	12%	13%	22%	12%	11%	9%	13%	12%	10%	31%	24%	0%	7%	70%	13%	12%	0%	14%	13%	0%	50%	0%	6%	12%					
2020/21	24%	24%	24%	34%	26%	20%	22%	25%	24%	31%	31%	22%	25%	10%	0%	24%	25%	67%	25%	0%	33%	0%	-	38%	25%					
2021/22	20%	19%	22%	24%	19%	21%	16%	22%	21%	18%	19%				0%	22%	21%	0%	20%	67%	0%	0%	-	18%	24%					
2022/23	18%	17%	18%	24%	23%	17%	14%	19%	18%	21%	10%				-	19%	20%	0%	18%	-	0%	0%	-	14%	21%					
2023/24	27%	33%	24%	38%	24%	23%	24%	29%	29%	19%	40%					27%											32%	25%	24%	28%
2024/25	21%	23%	21%	27%	22%	18%	19%	22%	22%	45%	8%					23%											23%	22%	24%	24%

Public Health (not including NHS services)

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	50%	51%	49%	47%	43%	64%	42%	52%	53%	31%																				
2015/16	5%	6%	5%	5%	6%	5%	6%	5%	5%	11%																				
2016/17	5%	5%	4%	5%	5%	4%	5%	4%	4%	3%																				
2017/18	6%	5%	7%	5%	4%	8%	8%	5%	6%	3%																				
2018/19	6%	6%	7%	8%	5%	6%	8%	6%	7%	8%																				
2019/20	14%	12%	15%	24%	12%	17%	15%	14%	14%	23%	31%	27%	10%	70%	-	13%	14%	0%	17%	25%	0%	17%	0%	12%	11%					
2020/21	35%	34%	36%	43%	32%	36%	36%	36%	36%	34%	33%	38%	25%	0%	-	36%	37%	67%	40%	0%	0%	33%	-	50%	31%					
2021/22	42%	43%	44%	37%	42%	45%	41%	44%	45%	13%	40%				0%	45%	42%	0%	45%	0%	0%	0%	-	36%	46%					
2022/23	37%	40%	33%	48%	34%	36%	38%	37%	37%	35%	48%				-	38%	38%	0%	42%	-	100%	50%	-	60%	33%					
2023/24	37%	39%	36%	38%	34%	42%	35%	37%	40%	23%	46%					40%											31%	34%	19%	39%
2024/25	35%	38%	38%	37%	38%	33%	27%	41%	38%	39%	42%					37%											25%	40%	36%	36%

Schools

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	62%	62%	61%	64%	63%	54%	44%	63%	61%	57%																				
2015/16	18%	17%	21%	39%	16%	7%	12%	20%	18%	31%																				
2016/17	16%	19%	15%	35%	7%	9%	8%	17%	17%	19%																				
2017/18	17%	21%	15%	43%	18%	9%	15%	18%	18%	17%																				
2018/19	13%	15%	11%	30%	20%	6%	9%	14%	12%	19%																				
2019/20	19%	21%	17%	35%	18%	12%	21%	19%	19%	32%	46%	0%	20%	11%	80%	19%	19%	0%	19%	25%	0%	0%	0%	18%	20%					
2020/21	46%	50%	42%	71%	43%	38%	47%	47%	46%	48%	40%	14%	33%	56%	0%	48%	49%	50%	47%	40%	0%	0%	-	29%	49%					
2021/22	45%	52%	41%	65%	44%	39%	35%	48%	46%	31%	41%				0%	47%	46%	100%	44%	100%	0%	0%	-	71%	49%					
2022/23	44%	48%	42%	56%	52%	36%	37%	45%	44%	61%	40%				-	46%	46%	0%	46%	-	100%	0%	-	60%	46%					
2023/24	57%	53%	63%	63%	60%	43%	42%	63%	66%	27%	55%					59%											65%	60%	29%	59%
2024/25	47%	53%	49%	54%	48%	40%	36%	52%	47%	77%	46%					49%											46%	50%	47%	47%

Sport and leisure facilities

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	68%	72%	64%	81%	69%	59%	42%	71%	69%	67%																				
2015/16	34%	33%	37%	52%	32%	26%	32%	35%	35%	49%																				
2016/17	31%	36%	26%	44%	25%	22%	25%	32%	31%	36%																				
2017/18	34%	38%	29%	60%	35%	24%	22%	35%	34%	31%																				
2018/19	31%	35%	27%	49%	41%	24%	25%	32%	31%	33%																				
2019/20	45%	50%	41%	63%	42%	34%	30%	49%	46%	45%	66%	46%	70%	30%	80%	46%	47%	33%	46%	63%	67%	67%	0%	24%	48%					
2020/21	68%	67%	68%	81%	68%	64%	58%	71%	69%	63%	62%	43%	60%	67%	0%	69%	70%	75%	68%	67%	67%	67%	-	50%	71%					
2021/22	58%	65%	54%	71%	57%	56%	59%	61%	59%	50%	70%				0%	61%	60%	100%	62%	100%	0%	0%	-	63%	59%					
2022/23	59%	62%	56%	63%	60%	57%	54%	59%	59%	50%	52%				-	60%	62%	67%	63%	-	0%	50%	-	67%	57%					
2023/24	65%	66%	63%	63%	67%	65%	47%	70%	70%	34%	82%					71%											76%	61%	61%	66%
2024/25	64%	74%	61%	66%	64%	63%	50%	69%	67%	71%	68%					66%											62%	68%	66%	66%

Waste and recycling services

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces		
2014/15	70%	73%	69%	67%	70%	76%	52%	73%	72%	59%																					
2015/16	64%	62%	66%	62%	60%	71%	59%	66%	65%	63%																					
2016/17	69%	72%	67%	63%	72%	72%	68%	69%	71%	66%																					
2017/18	69%	73%	67%	69%	68%	72%	61%	71%	71%	70%																					
2018/19	70%	75%	66%	65%	65%	73%	64%	72%	72%	65%																					
2019/20	71%	74%	69%	76%	67%	79%	70%	72%	72%	63%	83%	73%	90%	56%	90%	73%	73%	67%	73%	63%	33%	50%	0%	82%	73%						
2020/21	77%	80%	76%	78%	74%	81%	74%	79%	78%	80%	71%	64%	67%	86%	50%	79%	79%	60%	81%	78%	50%	80%	-	67%	77%						
2021/22	80%	85%	76%	75%	75%	86%	79%	80%	81%	62%	82%				100%	81%	79%	80%	82%	100%	100%	67%	-	67%	78%						
2022/23	77%	81%	75%	72%	72%	78%	76%	78%	78%	65%	79%				-	78%	79%	100%	80%	-	0%	67%	-	83%	76%						
2023/24	77%	77%	78%	70%	77%	86%	69%	79%	81%	51%	82%						80%											76%	77%	78%	78%
2024/25	67%	70%	67%	49%	66%	75%	63%	69%	69%	60%	55%						65%											69%	63%	63%	63%

Welfare benefits and council tax reduction

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces	
2014/15	34%	42%	25%	33%	32%	40%	22%	36%	36%	18%																				
2015/16	12%	11%	13%	9%	10%	16%	23%	10%	12%	17%																				
2016/17	9%	11%	8%	4%	10%	17%	22%	8%	9%	12%																				
2017/18	11%	13%	10%	9%	9%	15%	22%	10%	12%	9%																				
2018/19	15%	18%	12%	9%	10%	17%	34%	12%	15%	17%																				
2019/20	13%	14%	12%	19%	11%	22%	25%	11%	13%	8%	29%	5%	40%	26%	70%	13%	12%	0%	17%	25%	0%	0%	0%	35%	10%					
2020/21	34%	35%	34%	34%	27%	40%	47%	29%	35%	15%	38%	25%	100%	38%	0%	34%	33%	33%	39%	0%	50%	50%	-	20%	29%					
2021/22	35%	43%	30%	34%	30%	40%	50%	32%	35%	24%	41%				0%	36%	34%	0%	41%	100%	0%	50%	-	50%	29%					
2022/23	31%	39%	25%	21%	19%	32%	44%	27%	33%	28%	41%				-	34%	34%	0%	39%	-	100%	0%	-	0%	24%					
2023/24	34%	35%	34%	25%	34%	41%	39%	32%	39%	15%	50%					37%											43%	33%	20%	35%
2024/25	34%	43%	32%	27%	31%	42%	35%	38%	39%	24%	47%					34%											38%	36%	36%	36%

CHARACTERISTICS OF CONSULTATION RESPONDENTS

Consultation Respondents (The following table shows the numbers of respondents to the Budget consultation in each of the last 12 years):

Budget year	Total	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
14/15	681	315	314	83	357	200	46	576	584	27																			
15/16	1426	682	716	349	563	491	185	1203	1275	35																			
16/17	1127	508	568	361	561	170	102	949	931	86																			
17/18	1270	595	616	188	432	591	171	1039	1051	88																			
18/19	1045	480	519	138	218	667	107	843	928	52																			
19/20	1753	841	853	669	559	453	212	1435	1537	84	35	37	#	27	10	1542	1352	#	815	#	#	#	#	17	691				
20/21	1342	661	647	162	511	625	200	1068	1187	68	24	11	#	21	#	1165	1050	#	708	#	#	#	#	13	414				
21/22	1398	586	734	180	466	673	203	1083	1220	108	61			#	1192	1186	#	730	#	#	#	#	19	431					
22/23	1475	612	783	88	361	624	239	1155	1290	54	61			#	1259	1118	#	829	#	#	#	#	14	390					
23/24	1159	462	608	301	448	318	181	897	917	115	41					588	#	#	#	#	#	#	#	#	157	671	72	1010	
24/25	1541	588	731	261	538	657	173	1126	1194	44	31					705	#	#	#	#	#	#	#	#	145	584	668	694	
25/26	1869	483	778	98*	364*	824*	268	931	1119	67	33					564								110	578	35	686		

Note: where numbers are 10 or less, the # symbol is used in order to ensure confidentiality.

* Age boundaries changed for 25/26 data. Groups used are under 40, 40-59 and 60 and older

Project	Brief Description	2022/23	2023/24	2024/25	2025/26	2026/27	Characteristics																	
		Target	Target	Target	Target	Target	Female	Male	Children and Young People	People of younger ages (<45)	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No religion	Lower income	UK Armed Forces	Not UK Armed Forces	
	development of platform and its use.																							
Fostering Innovations	increase number of in house placements, implement families together team and create a higher band of in house fostering households	£282,000	£1,128,000	£1,783,000	£2,398,000	£2,398,000																		
Increasing Local Placement (Children's Residential)	Establish therapeutic foster care pathway to support young children with complex needs	£590,000	£1,010,000	£1,010,000	£1,010,000	£1,010,000																		
Review of Preparing for Adulthood service	We will undertake a review of the Preparing for Adulthood service, which provides a range of support to young people with disabilities, to ensure that it is supporting those with greatest need. From this review we will develop key performance indicators so that we can be sure that the work of the team is not being duplicated elsewhere, supports young people to live independent lives (as opposed to having to utilise residential provision as adults) and aligns with the needs identified within individual EHCPs. This review will determine the future size and scope of the team.	£0	£137,000	£273,000	£410,000	£410,000			x				x											

Project	Brief Description	2022/23	2023/24	2024/25	2025/26	2026/27	Characteristics																	
		Target	Target	Target	Target	Target	Female	Male	Children and Young People	People of younger ages (<45)	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No religion	Lower income	UK Armed Forces	Not UK Armed Forces	
Early Years Income Generation	review charging policy and explore opportunities to generate more income from sector re training subscription services	£25,000	£30,000	£65,000	£80,000	£80,000																		
HtST	Review all remaining elements of non-statutory home to school transport provision. Full review of provision	£0	£0	£200,000	£450,000	£768,000			✗				✗								✗			
School Improvement Income Generation	reduce level of subsidy for school improvement service & charging in part for some training	£12,000	£27,000	£36,000	£60,000	£60,000																		
SEND	Offer Educational Psychology services to schools outside of South Glos	£0	£0	£27,000	£53,000	£53,000																		
Increasing Resource in the Children's and Young Peoples Commissioning Team	Increase capacity of the CYP Commissioning Team to enable them to build closer relationships with providers to reduce number of children having to be moved away from their local area	£100,000	£100,000	£150,000	£150,000	£150,000			✓															
Alexandra Way Care Home occupancy and charges	Maximise the occupancy of Alexandra Way Care Home and review charges	£0	£0	£96,720	£96,720	£96,720						✓												

Project	Brief Description	2022/23	2023/24	2024/25	2025/26	2026/27	Characteristics																	
		Target	Target	Target	Target	Target	Female	Male	Children and Young People	People of younger ages (<45)	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No religion	Lower income	UK Armed Forces	Not UK Armed Forces	
Cambrian Green Day Centre repurpose	explore feasibility of repurposing centre to enable support for people with LD and cognitive impairment	£0	£0	£240,000	£240,000	£240,000						✓	✓											
Review of blended day care	Review of blended day care, which would include access to community based day activities alongside building based day care	£0	£24,980	£49,960	£99,920	£100,000							✓											
Sustaining the impact of Assistive Technology inc AT Provider Pilot	Utilise Technology enabled care	£1,200,000	£2,080,000	£2,080,000	£2,080,000	£2,080,000						✓	✓											
The carers grant	The carers grant is available to carers to help meet their needs in providing care. The proposal is to amend the grant to a one-off fixed payment of £200 per carer per cared-for person, and continues the council's shift from universal provision to person centred support. We will continue to support Carers following an assessment and eligibility decision, either through services directly for the Carer or through services for the person they care for. This saving has been deferred in 2023/24.	£0	£0	£52,000	£52,000	£52,000																		

Project	Brief Description	2022/23	2023/24	2024/25	2025/26	2026/27	Characteristics																	
		Target	Target	Target	Target	Target	Female	Male	Children and Young People	People of younger ages (<45)	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No religion	Lower income	UK Armed Forces	Not UK Armed Forces	
Transforming outcomes for clients with Learning Difficulties - rephrasing of targets	Improve outcomes for service users with LD	£199,000	£617,000	£782,000	£782,000	£782,000							✓											
Fair & Sustainable Price for Care for residential placements	Price of care for all residential care homes in South Gloucestershire and ad-hoc negotiated prices with out of county care homes	£465,000	£1,061,000	£1,199,000	£1,338,000	£1,338,000						✓	✓											
Improved options for supporting people at home (Commissioning)	Options to transform our market offer to make best use of resource	£726,000	£988,000	£988,000	£988,000	£988,000																		
Microenterprise and DP Development	Improve availability of cost-effective support and personalisation by developing policy practise process and resources in relation to the use of personal budgets through DPs and Individual Service Funds.	£0	£150,000	£250,000	£350,000	£350,000						✓	✓											
Quality assurance for care homes	Approaches to quality assurance for care homes will be considered, to maximise efficiency and outcomes.	£0	£0	£45,000	£46,000	£47,000																		
Reablement	review of the reablement service, domiciliary care, Home to Decide (temporary funded internal team) and the development of an improved model of reablement.	£1,027,000	£2,883,000	£2,883,000	£2,883,000	£2,883,000						✓	✓											

Project	Brief Description	2022/23	2023/24	2024/25	2025/26	2026/27	Characteristics																	
		Target	Target	Target	Target	Target	Female	Male	Children and Young People	People of younger ages (<45)	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No religion	Lower income	UK Armed Forces	Not UK Armed Forces	
Reshape housing advice and Homelessness service	Review existing Housing Related Support services and over 18 “mentoring” schemes, and identify opportunities to extend/develop the offer using that budget envelope. Release post	£0	£0	£36,620	£37,360	£38,100	✗			✗			✗			✗	✗					✗		
Review of Extra Care Housing	To make the most effective use of our current ECH schemes and ensure they are viable, fit for purpose and sustainable; to understand the issues ECH are facing and identify an action plan to resolve identified issues, working with partners to achieve this.	£0	£80,000	£300,000	£400,000	£400,000						✓	✓											
Review of Housing Related Support services commissioned (Enabling Services)	Develop “Enabling” service/s for people who may not yet have the right skills to live independently, or may have lost skills or confidence due to cognitive or emotional challenges	£0	£100,000	£100,000	£150,000	£150,000						✓	✓											
Review of South Glos Homes	South Glos Homes is the in-house social lettings agency designed to forge links with the private rented sector to bring on properties for temporary accommodation and for homelessness prevention and relief. We will review this service to reduce its cost either through reduced use of temporary	£0	£0	£40,000	£41,000	£42,000	✗			✗			✗			✗	✗					✗		

Project	Brief Description	2022/23	2023/24	2024/25	2025/26	2026/27	Characteristics																	
		Target	Target	Target	Target	Target	Female	Male	Children and Young People	People of younger ages (<45)	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No religion	Lower income	UK Armed Forces	Not UK Armed Forces	
	accommodation or a reduction in resource.																							
Software and technology upgrades	Engage technology to optimise staff process & customer interactions	£0	£0	£101,000	£101,000	£101,000																		
Adult Social Care contribution to VCSE	We will review the contribution made by Adult Social Care to the VCSE and our staff resourcing for commissioning and engagement activities, working across the authority in partnership with the VCSE to agree priorities for the remaining funds working to develop and address sustainability across the sector.	£0	£0	£138,000	£241,000	£241,000	x			x	x	x	x			x	x					x		
Support for voluntary organisations on applying for funds	Voluntary and community sector organisations in need of financial support would be able to get support from CVS South Gloucestershire on how to apply to other funding bodies and we would like more organisations to develop fundraising capacities so that that they do not rely on Member Award Funding and Area Wide Grants with £1k per member funding retained for	£0	£0	£192,000	£253,000	£253,000	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

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	2024/25. This saving has been deferred until 2024/25.																						
Bending the Curve	Reduction over time to capture wider benefit of method and service level investments on future price & demand	£0	£804,000	£1,942,000	£3,354,000	£3,354,000																	
Public Health Savings Programme		£380,000	£630,000	£880,000	£1,130,000	£1,130,000																	
Public Health contributions for vulnerable adults and carers	Reduction in public health contribution to funding for services delivered through the voluntary sector for vulnerable adults and carers. Officers will work across the authority in partnership with our valued VCSE to identify impact on specific funding streams, contracts and grants. Together we will seek to agree priorities for remaining funds, and work to develop and address sustainability across the sector.	£0	£0	£62,000	£62,000	£62,000	✘					✘	✘			✘	✘					✘	
Review of the Integrated healthy lifestyle and wellbeing service (SLO 11)	We will undertake a full review and options analysis of commissioning of the wellbeing element of integrated healthy lifestyles and wellbeing services and related Council led community engagement work to promote healthy	£0	£0	£296,000	£296,000	£296,000	✘	✘					✘			✘	✘					✘	

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	lifestyles and improve mental health and wellbeing.																							
Review of school admission fees	Review of admission fees for academy and maintained schools	£0	£40,000	£70,000	£70,000	£70,000																		
Reduce Project Budget - Young Ambassadors	Work with a smaller group of YA to provide more targeted support for children in care and care leavers	£0	£39,210	£62,220	£63,110	£64,210			✗															
Different ways of working	Review of non-staffing budgets and move to a more efficient use of resources.	£0	£55,000	£55,000	£55,000	£55,000																		
Children's Agency Social Work	Reduce turnover rate to the England average improving retention	£100,000	£203,000	£203,000	£203,000	£203,000																		
Implementation of the Mockingbird programme	Support delivery of sustainable foster care	£0	£0	£0	£20,000	£20,000			✓															
Review of management for adult, community and learning services	Review arrangements for management & leadership of adult and community learning services	£0	£11,410	£19,560	£19,560	£19,560																		
Review of management for Early Years	Review arrangements for management & leadership of early years services	£0	£50,000	£50,000	£50,000	£50,000																		
Budget Reduction (Public Health)		£0	£131,000	£273,000	£412,000	£412,000																		
Cessation of GP support contract for specialist advice		£0	£24,000	£24,000	£24,000	£24,000																		
Reduction of council funding for Partnership Boards		£0	£20,000	£20,000	£20,000	£20,000																		

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Release of Public Health Vacant post		£0	£20,820	£21,450	£21,870	£22,310																		
Business Support Budgets	Budget reduction	£0	£18,000	£18,000	£18,000	£18,000																		
Convert vacant H10 Posts	Covert posts to apprenticeships	£0	£51,000	£51,000	£51,000	£51,000																		
Non-staffing costs - Business Support People	Non staff cost budget reduction	£0	£7,240	£7,240	£7,240	£7,240																		
Care Leavers	Delivery of Woodleaze care leavers accommodation , range of 1 bed flats reducing the spend on out of area placements	£150,000	£250,000	£250,000	£250,000	£250,000			✓															
Children's Pooled Budget	Increase funding from CCG allowing SGC to reduce their contribution	£120,000	£120,000	£120,000	£120,000	£120,000																		
Childrens Social Care - Change of post	Change post to social work assistant	£0	£4,390	£4,390	£4,390	£4,390																		
Children's Social Work University review	These options included working with the Social Work Dept of a local University so they can review and assess our work against good practice guidance/new models of working and a programme supporting fathers to take an active role in caring for their children. It covers a range of areas and is proven to make a difference to both fathers and their children. We believe these are important aspects to our work and we will explore whether we might be able to	£0	£90,000	£0	£185,000	£185,000		✗	✗															

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	progress these without resource.																							
Recovery Curriculum programme	Phase 1 of the Recovery Curriculum programme, representing investment into education recovery post-Covid, has been very successful, with strong collaborative working and good educational outcomes. Strong leadership in our schools means that we can begin Phase 2 earlier than originally planned, embedding the work within mainstream school activity.	£0	£130,000	£280,000	£450,000	£580,000																		
External Floating Support	A review of contracts and specifications is needed to determine the requirement for the services and their contribution to homelessness prevention and relief.	£144,000	£144,000	£144,000	£144,000	£144,000																		
Housing Prevention Grant	Charge staffing costs against the housing prevention grant	£0	£74,040	£74,040	£74,040	£74,040																		
Release of Housing Services Investment		£0	£100,000	£200,000	£200,000	£200,000																		
Review HRS/floating support arrangements	Review contracts and specifications	£0	£80,000	£80,000	£80,000	£80,000																		
Review of the Homelessness Reserve commitments	Budget review	£455,000	£0	£0	£0	£0																		
Reduce Cleaning service	Reduce Cleaning service across the estate - toilets every day, general clean 1	£0	£50,000	£100,000	£100,000	£100,000																		

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	per week, staff responsible for desks																							
Reduce total R&M Spend	Reduce corporate estate repairs and maintenance costs informed by refreshed stock condition surveys.	0	0	0	£100,000	£200,000																		
BMR Rental	BMR rental - TBC: subject to commercial deliberations and assessment of confidence levels	0	£170,000	£170,000	£170,000	£170,000																		
Rationalisation of assets used in community to generate additional capital receipts and reduce ongoing running costs linked with the forthcoming Asset Management Plan	Rationalisation of assets used in community to generate additional capital receipts and reduce ongoing running costs linked with the forthcoming Asset Management Plan	0	0	0	£500,000	£500,000																		
Reduce mail van collection	Reduce mail van run collection to once a week.	0	0	£8,000	£8,000	£8,000																		
Property Management System	Efficiencies identified from increasing self service following implementation of property management system.	0	0	0	£52,000	£53,000																		
Review of Property Services administration support through use of system automations and streamlining processes	Review of Property Services administration support through use of system automations and streamlining processes	£21,000	£41,000	£41,000	£41,000	£41,000																		
Identify savings for mail and print	Identify savings for mail and print facility attributed to																							

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facility attributed to move to digitisation of leaflets and reduction of printed materials	move to digitisation of leaflets and reduction of printed materials																							
Currently paying to firms to manage our asset with proper property management system this could be undertaken in house and considerable less cost. Should a property management system be established we can sell the service to schools and occupiers.	Currently paying to firms to manage our asset with proper property management system this could be undertaken in house and considerable less cost. Should a property management system be established we can sell the service to schools and occupiers.	0.00	£20,000	£40,000	£172,000	£202,000																		
To review the current usage of meeting rooms and proactively manage lettings in line with BBSP approach.	To review the current usage of meeting rooms and proactively manage lettings in line with BBSP approach.	£0	£12,000	£12,000	£12,000	£12,000																		
Amalgamate OT delivery (People), handymen (Property Services) and Handy Van (Place) services, reducing admin tasks and	Amalgamate OT delivery (People), handymen (Property Services) and Handy Van (Place) services, reducing admin tasks and increase potential income streams.	£0	£0	£20,000	£30,000	£30,000																		

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increase potential income streams.																								
Borrow to install solar panels across the estate to offset anticipated future costs and potential savings (links to cross cutting method change)	Borrow to install solar panels across the estate to offset anticipated future costs and potential savings (links to cross cutting method change)	£0	£100,000	£0	£0	£0																		
Review of Council buildings usage and offer space to let to individuals / organisations.	Review of Council buildings usage and offer space to let to individuals / organisations.	£0	£0	£25,000	£25,000	£25,000																		
Increasing the Bristol & Bath Science Park (BBSP) service charge to recover full cost of services.	Increasing the BBSP service charge to recover full cost of services.	£0	£38,000	£181,000	£181,000	£181,000																		
Introduction of a standard turnover target across council alongside permanent wellbeing and recruitment support for staff and managers	Introduction of a standard turnover target across council alongside permanent wellbeing and recruitment support for staff and managers	£269,000	£269,000	£269,000	£269,000	£269,000																		
Reduce insurance premiums by increasing "self insurance"	Reduce insurance premiums by increasing "self insurance"	£16,300	£16,300	£16,300	£16,300	£16,300																		
Review of council-wide travel &	Review of council-wide travel & mileage budgets following	£44,000	£44,000	£44,000	£44,000	£44,000																		

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mileage budgets following changes in behaviour following pandemic and through New Ways of Working in longer term	changes in behaviour following pandemic and through New Ways of Working in longer term																							
Reduction over time to capture wider benefit of method and service level investments on future price & demand	Reduction over time to capture wider benefit of method and service level investments on future price & demand	£0	£393,000	£963,000	£1,785,000	£1,785,000																		
Change to budgeting approach - all budgets will be presented to the nearest £100, rounded down.	Change to budgeting approach - all budgets will be presented to the nearest £100, rounded down.	£0	£20,000	£20,000	£20,000	£20,000																		
Further review of previous years travel budgets method change against future demand and additional pool cars usage across the district	Further review of previous years travel budgets method change against future demand and additional pool cars usage across the district	£0	£34,000	£34,000	£34,000	£34,000																		
Increased Vacancy Management Target from 5% to 8%	Increased Vacancy Management Target from 5% to 8%	£0	£197,000	£203,000	£207,000	£210,000																		
Review of previous method change to reduce insurance	Review of previous method change to reduce insurance premiums by increasing 'self insurance' has resulted in	0	£61,000	£61,000	£61,000	£61,000																		

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premiums by increasing 'self insurance' has resulted in identifying further opportunities	identifying further opportunities.																							
We will review the contribution made by Adult Social Care to the VCSE and our staff resourcing for commissioning and engagement activities, working across the authority in partnership with the VCSE to agree priorities for the remaining funds working to develop and address sustainability across the sector.		0	£138,000	£241,000	£241,000	£241,000	✘					✘	✘			✘	✘							
Review of anti-social behaviour	We will review how we address reports of Anti-Social Behaviour to support the police's responsibilities by providing support, guidance and signposting to residents.		£31,000	£31,000	£32,000	£32,000	✘						✘			✘	✘		✘					
Heritage funding	Explore opportunities for funding through alternative sources		£43,000	£44,000	£44,000	£44,000						✘												
Victim support unit	No longer fund the specialist victim support service		£33,000	£33,000	£33,000	£33,000	✘						✘			✘	✘		✘					

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Review of CC & OSS opening hours	Opening hours to be reviewed to meet times of peak customer demand		£76,000	£77,000	£79,000	£79,000						✗	✗								✗		
Library opening hrs & use of technology	review opening hrs, maximise use of open access technology whilst protecting access to services such as the summer reading challenge		£337,000	£461,000	£473,000	£473,000	✗		✗			✗	✗			✗					✗		
Street Lighting	reduction of street lighting by 25% after 11pm & LED replacement programme		£627,000	£627,000	£627,000	£627,000																	
Cycle Safety Training	charge small fee for cycle safety training so service covers its costs		£164,000	£169,000	£174,000	£174,000	✗		✗				✗			✗					✗		
Council Tax Reduction Scheme	Review scheme and develop options for reducing overall spend			£400,000	£400,000	£400,000	✗			✗			✗			✗					✗		
Welfare Grant Scheme	fund scheme through community resilience fund for 2 years after which consider options to phase out		£130,000	£166,000	£166,000	£166,000															✗		

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Waste service charges	Waste (Green Bin) charges	0	0	£900,000			✗			✗			✗			✗						✗		
Land Charges	Land search fees	0	0	£200,000	£200,000	£200,000	✗			✗			✗			✗						✗		
Charging reablement post 6 weeks and self funders	Intermediate care (including reablement and rehabilitation) should be free for up to 6 weeks following a hospital discharge or period of illness. This method change explores the potential income that could be generated if charging were to be rigorously applied.				£36,000	£36,000																		
Enabling services	The Enabling Services project has achieved initial savings targets, but there has not been capacity to progress the work to develop an improved "short term offer" that could help offset increased pressures in adult care in 4/5 years' time by improving independence.				£100,000	£200,000																		
Reducing the requirement for specialist housing provision for people with Mental Health needs through provision of community support.	Our Bristol, North Somerset and South Gloucestershire (BNSSG) Integrated Care System (ICS) has recently introduced a Community Mental Health Framework delivered in partnership with our mental health provider Avon and Wiltshire NHS Partnership Trust (AWP). The framework aims to provide a more holistic service				£59,800	£59,800	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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	for people with mental health needs to reduce the risk of fragmented care and increase the opportunity for preventative approaches. These changes will support people – wherever they live and whatever their background – to quickly access high-quality and personalised care, closer to home. The ICS has identified improvement of and investment in mental health services as a priority in 2024 – 2025. AWP are also adopting a person centered, strength based approach to working with people with mental health needs. It is hoped that the combination of these approaches enables people to remain in their own homes and supported in their community. This may lead to a reduction in people requiring specialist supported living options.																							
Increased Income from School buy-back for Schools Finance Team	By expanding the service offer provided by the Schools' Finance Team targeting academies and enhanced support for maintained schools there is scope for greater income generation. The Schools Finance Team has great expertise and local knowledge of SG schools and has a good				£50,000	£75,000																		

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	reputation with schools. The team was close to winning the finance support function for the Mosaic Academy Trust and secured some finance systems training income from the MAT but was not ready with a bigger Academy specific offer. The Team is now working on that and should be ready to start winning back Academy schools and selling more packages to maintained schools. Other opportunities include bidding for financial administration of the SEND Cluster funds and Trade Union Facilities Time fund																							
Social Value Portal	For each of the financial years 2024/5, 2025/6 and 2026/7 £20k was allocated to support the procurement of the social value portal. Through the procurement process it was possible to Commission the full three years for 24,000. Whilst a small overspend in year one this enables the £20k in the following two financial years to be reallocated.				£20,000	£20,000																		
Residential Homes for Children	An existing project to purchase 3 residential properties and run these as residential homes for children is currently progressing. So far, no				£200,000	£400,000																		

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	<p>savings have been captured into the MTFP and care must be taken to distinguish between cost reduction and savings. However, there could be scope for savings over the life of the seven-year contract and would be realised by cost reductions from not purchasing from the open market at a higher rate. In addition, although not easily quantifiable, savings will be made in terms of social worker time and travelling costs. In addition, savings have been achieved in the past by introducing additional support for care leavers in flats, allowing registered providers to give temporary and then long-term tenancies to care leavers, avoiding high-cost independent placements. This approach is currently being costed and verified and will then be considered as part of future planning. The Finance team have developed the approach to track and verify the savings.</p>																							
Reduction to Care Leavers and UASC housing costs	There is scope to reduce housing support costs for this cohort of young people. By supporting care leavers 18-25 who				£50,000	£150,000																		

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	are placed in semi-independent provisions to move into shared accommodations provided by private landlords this could reduce costs pressures within the service																							
Insurance	<p>Risk Management & Insurance - 4.5 FTE (including RM&I Team Manager)</p> <p>Procuring & monitoring best value insurance programme to cover extensive remit of the council and its schools.</p> <p>Determining extent of risks and balance between self-cover & external cover.</p> <p>Monitoring adequacy of self-insurance, reserves/provisions. Providing claims handling services, liaising with insurers and legal advisers where necessary ensuring all claims are settled effectively and efficiently in the best interests of the council.</p> <p>Leading on council's risk management processes & maintaining risk management strategy; appropriate to the risk, liaising with insurers and legal advisers as required.</p>				£0	£0																		

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	<p>Providing corporate support & advice service to all officers, members and schools on all aspects of insurance and risk management.</p> <p>Within GLADS RM&I are the only team that procure contracts of any significant value to the council (in excess of £1m).</p>																							
Revs and Bens system procurement	<p>The most significant ongoing contract in this portfolio relates to Revs and Benefits system. The system contract value is £115k per annum and it ends in August 2026. Total spend across the Revs and Bens service is up to £2.3m dependent on scope under consideration. This method change indicates a clear intention to use the end of the revs and bens system contract to reconsider the best approach for the services. Opportunity exists to deliver a benefit through transitioning to a new arrangement. All contracting routes remain on the table at present including a direct system replacement procurement, collaborative route to market with other authorities and</p>				£50,000	£100,000																		

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	investment, it should save us significant amounts of money over the longer term through reducing costs of expensive residential care.																							
Technology investment	Invest in better technology to allow more people to contact us and complete straightforward processes online.																							
Technology – reduce administrative tasks	Continue investigations into new technology, seeking out opportunities to reduce administrative tasks.																							
Mockingbird and Reablement	Continue and expand on initiatives like Mockingbird and reablement, which have demonstrated opportunities to save money by reducing demand for our most expensive services, whilst delivering the same or better outcomes.				£280,245	£548,242	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Partnership working to share costs	Continue discussions with health partners to ensure we are working efficiently in partnership and agree how everyone can pay their fair share for the increasing costs of health and social care.						✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Stopping, cutting back and prioritising services and support	Talk to Town & Parish Councils and the wider voluntary sector to find the most efficient way to maintain local facilities like public conveniences, playing fields and other open spaces.								✗		✗	✗									✗			
Debt Recovery	Increasing debt collection rates is a way to improve financial benefit to the				£114,568	£114,568																		

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	council and realise enhanced benefit from the income billed through Adult Social Care and other council services. The council's collection team has strong processes and procedures for debt collection but is currently only responsible for collection of these debts after 90 days has passed. Due to the volume and value of outstanding debt there is an opportunity to increase the rate of collection by chasing earlier in the process. This proposal is to consolidate the councils debt collection responsibility in one team, to focus on debts up to 60 days old and also look at existing debt chasing working practices to improve future income collection rat																						
Funding review	Reviewing our funding to other organisations.						✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	
Mockingbird																							
							3	3	6	4	3	12	13	3	3	3	3	3	3	3	3	3	
							20	5	13	4	5	13	27	3	3	21	11	3	5	3	22	3	2

The following table provides an overview of the cumulative/combined impacts of the proposals.

Impacts	Female	Male	Children and Young People	People of younger ages (<45)	46 to 65	Over 65's	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Hetrosexual	Religion	No religion	Lower income	UK armed forces	Not UK armed forces	Care Leavers
<i>Negative</i>	4	2	5	4	2	3	5	2	2	4	2	2	2	2	5	2	2	2
<i>Positive</i>	2	2	2	3	2	3	3	2	2	2	2	2	2	2	2	2	2	2

The following table provides an overview of the extent of impacts of the Council Savings Programme since 2022/23.

The table shows the percentage of positive impacts throughout the Council Savings Programme for each characteristic and the percentage of negative impacts throughout the Council Savings Programme for each characteristic.

Impacts	Female	Male	Children and Young People	Younger adults (<45)	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No religion	Lower income	UK Armed Forces	Not UK Armed Forces
Positive impacts identified	4%	4%	8%	5%	4%	16%	18%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%
Negative impacts identified	12%	3%	8%	2%	3%	8%	17%	2%	2%	13%	7%	2%	3%	2%	13%	2%	1%

The information shows that in particular, disabled people, people from minority ethnic groups, people on lower incomes and females have been negatively impacted by the Savings Programme to date.

In response to this, all of the proposals for 2025/26 have associated mitigating actions which seek to minimise and remove negative impacts moving forwards.

APPENDIX 3 – LETTER RECEIVED FROM SOUTH GLOUCESTERSHIRE EQUALITIES VOICE

Dear All

Re. Council Revenue and Capital Programme 2025/26 Consultation Response

Many thanks for attending the South Gloucestershire Equalities Voice Manager's Support Group meeting on 27th November.

As you know, the Group was set up 3-years ago with the specific intention to support managers and teams from across the council in the identification of actions that can be taken to tackle inequalities across South Gloucestershire. You will be aware that the work of the group has been extremely successful, and we look forward to continuing this critical work.

Our discussions on 27th November focussed on the council's Revenue and Capital Budget proposals for 2025/26 and we are writing as a group, Equalities Voice, to set out our key points of feedback as follows:

Organisational Culture

The issue of organisational culture within the council was raised as a **significant** point during the meeting. In organisations where a positive equalities culture is fostered towards diverse communities, it is clear that organisational performance is enhanced – and this includes from a financial perspective.¹ We appreciate and understand the financial position of the council, which was clearly covered during our meeting, especially in terms of decreases in funding and increases in costs over the past 10-years plus. We would note that the fostering of a culture that has a clear desire – as an ever-present fundamental principle - to meet the needs of all communities, and therefore improve performance, is cost neutral and would have a positive effect, especially in times of financial difficulty. A few examples of actions which we believe the council should consider include:

- Through the council's equalities work, we have seen a pleasing increase in community engagement work. The council has had a presence at significant community events; however, we would urge attendance by senior officers at such events in order to ensure community visibility and develop clear understanding of the lived experience of our diverse communities, especially those communities who are at the brunt of the increases in inequalities such as increases in hate crime and levels of financial hardship across the district, negative health outcomes, and inequalities in educational attainment and experience.
- On the matter of hate incidents, we see a strong, public-facing response from the council regarding many issues, however, this is not replicated in regard to hate crimes and incidents. For example, Stand Against Racism & Inequality (SARI), have been advised that half of their current grant from South Gloucestershire Council from the Safer and Stronger Communities Strategic Partnership is likely to end on 31st March 2025. This is at a time when hate crime is on the rise and just after the worst Far Right violence we have seen in many of our lifetimes. This is also despite you investing £20,000 in a Hate Crime Needs Assessment which identified key recommendations which are hugely impeded by decisions this Programme is making and the intended cuts to current Hate Crime Services. This is a gap in need of rectification.
- In response to the racist rioting and unrest in August 2024, the council released a positive statement. Stand Against Racism & Inequality and the South Gloucestershire Race Equality Network

¹ <https://corporate.britishcouncil.org/insights/power-inclusion-how-dei-initiatives-boost-employee-engagement>

(SGREN) designed actions in response and invited the council to participate in them – which it did. However, this appears to many to have been a short-term response – for example, how many council buildings and reception desks now display the ‘You Are Welcome Here’ logos? How many local businesses has the council spoken to, through its networks, to also display the logos and sign the commitment? Work to truly deliver on equality is hard work and should be persistent and daily. It is important to be persistent in order to avoid views of ‘short-termism’.

- The South Gloucestershire Equalities Voice Manager’s Support Group has now been running for 3-years and has received 100% satisfaction from council managers. The purpose of this group links directly to the council’s equalities principles in that it supports the identification of proactive actions (which are very often cost neutral actions) that managers can take to tackle inequalities across their work. As some teams have been absent from these opportunities, we would encourage Executive Directors to ensure that their Service Directors and teams are taking advantage of this opportunity as this is a key approach which supports the council in the delivery of its Tackling Inequalities Plan objectives.

Financial and social value of tackling inequalities work

The potential for increased legal challenges related to equalities impacts is likely to grow, particularly in light of the ongoing financial pressures across the country and disproportionate cumulative effects these may have. We suggest that it would be valuable for the council to clearly articulate the financial and social benefits of its efforts to address inequalities. Embedding this perspective into decision-making processes, including budgetsetting, could not only strengthen the council’s position in managing legal risks but also support more informed and effective decision-making overall. Regarding the consideration of impacts on our diverse communities within decision-making, it appears there may be an opportunity to ensure that these factors are integrated earlier and more consistently in the development of proposals, as compared to last year’s budget process. We recommend reviewing the current process and making adjustments as needed to enhance its effectiveness for future budget cycles.

In particular, we note that the Council has decided that it will not make cuts to its own services and budgets and has stated that it will wait and see what the Government does first, yet you have decided that you will need to make cuts to VCSE groups and to VCSE groups providing specific work to counteract inequality and disproportionate outcomes for communities with protected characteristics. Yet VCSE groups – including some of the partners on South Gloucestershire Equalities Voice Manager’s Support Group – have already faced year on year cuts whilst having to increase salaries and cope with rising costs all round. Many are on their knees and have deficit budgets with very limited reserves to rely on. It is crucial that you reassess your budget for disproportionate impact on the VCSE organisations that are providing specialist services to the communities you most want to tackle inequalities for. Some of the cuts you are proposing will lead to a disproportionate increase in unfairness and inequality.

One example is the proposed cut to funding in Education, Children’s Services, and the work of the Race and LGBTQ+ Task Forces, both a key aspect of the Tackling Inequalities Plan 2024-28. Which will affect not only the VCSE partners working with you on the Task Forces but will see a direct impact on the lives of vulnerable BAME and LGBTQ+ children and young people in local schools.

Further improvement on data management - voices of the diverse communities of South Gloucestershire

South Gloucestershire Equalities Voice currently has places on the Leaders Board, however, we wonder if this forum presents an adequate opportunity to bring the voice of our communities to the ‘right places’ and would value your advice.

We continue to see a lack of appropriate data collection across the council, for example, we see no data on smoking rates, mental health and wellbeing, NHS Health Checks (funded by the council) in respect of LGBTQ+ communities or faith communities as well as no intersectional analysis of this data. This severely limits the ability of the council to not only comply with its legal duties and responsibilities, but also to take effective decisions, and is a point that this group has raised on many occasions.

The JSNA for South Gloucestershire – now replaced by here: <https://beta.southglos.gov.uk/health-and-social-care/health-services/jsna/> - has no summary showing health indicators from an equalities perspective. Instead, there are a very few 'spotlight briefings' that only consider a few themes and which have only cursory mentions of the different communities we know are particularly facing disproportionate access to health services and who have the most disproportionate outcomes. We ask that there is a specific and focused ED&I paper as part of the JSNA that our group inputs into and that is informed by the data you do have relevant to equalities. We believe that there has been a lack of opportunity for equalities voices to be heard as part of this JSNA development process.

There is no mention of Gypsy, Roma Traveller (GRT) communities anywhere we can see on this portal or if there is – it is not easy and obvious to find. South Gloucestershire is seen as an area which has particularly large GRT communities, has 2 public GRT sites and many settled GRT families. GRT people face the worst outcomes of any other ethnic group in South Gloucestershire, but we cannot see how this is considered by this Programme nor by other relevant Council plans and strategies. We ask that you reconsider how you can demonstrate you are prioritising the needs of GRT people.

In addition to date, we would recommend that the council pays more attention to the lived experience of communities, ensuring that this combines with better data analysis to ensure more useful information and insights that can be used to influence improvements 'on the ground' for residents. We understand and support the Community Conversations work being delivered and would reiterate our point relating to the visibility of senior officers as part of this work.

Tackling Inequalities Plan 2024-28

As you know, South Gloucestershire Equalities Voice was involved in the development of the Tackling Inequalities Plan 2024-28. It clearly sets out the objectives that the council will take to meet the Council Plan aim of 'reducing inequalities'. We know that from the outset of the Plan's development, the council's intention has always been to consider progress being made against the Plan as a core component of its budget-setting process and decision-making. It is clear that proposals on the table for 2025/26, if pursued, will negatively impact the council's delivery of elements of the Tackling Inequalities Plan. We firmly believe that these objectives should be protected as part of budget-setting and decision-making. Framing the budget review as an ideal opportunity to centre the Tackling Inequalities Plan and therefore showcasing how seriously the council take this commitment.

The approaches to tackling inequalities should not just be addressing areas such as health inequalities; social inequalities underpin many of the areas that South Gloucestershire Council have been working to address with our support, but we still find that essential discussions around the impact of discrimination, exclusion, hate, and harmful rhetoric are missing.

The necessary approach for addressing the impacts of inequalities is to build services, policy, and decisions from the foundation of equality, diversity, equity, and inclusion. This foundation continues to be absent and excluded from planning and decision-making, embedding inequalities in the very services that are meant to help marginalised people. We not only see this in the consultation responses in the budget, but consistently in the failure to comprehensively monitor marginalised communities, particularly LGBTQ+ communities.

Equalities and protected characteristics are not an afterthought. They are the foundation of positive, progressive work, liberation from barriers and poor outcomes, and represent the good governance required in a progressive, inclusive society. We encourage South Gloucestershire Council to embrace this approach.

Cumulative impacts for diverse communities

It is clear that cuts have disproportionately negatively impacted Disabled people, people from minority ethnic groups, women, younger adults, LGBTQ+ people, and children & young people, all of whom are disproportionately more likely to be living in financial hardship. It is clear that the proposals for 2025/26 will add to this negative impact. We believe that these disproportionate impacts should be recognised and these communities protected as part of budget-setting and decision-making.

We hope that these points provide assistance to the council and are taken in the context of their intention to provide clear and helpful input, as always.

Your sincerely,

A handwritten signature in black ink, appearing to be 'Alice', written in a cursive style.

Signed on behalf of the South Gloucestershire Equalities Voice Partnership:

Age UK South Gloucestershire - <https://www.ageuk.org.uk/southgloucestershire/>

CVS South Gloucestershire - <https://cvs-sg.org.uk>

Southern Brooks Community Partnerships - <https://southernbrooks.org.uk>

South Glos Disability Equality Network - <https://www.sgden.org.uk>

South Glos Race Equality Network - <https://southglosracenetwork.co.uk>

Stand Against Racism & Inequality (S.A.R.I.) - <https://saricharity.org.uk>

The Diversity Trust - <https://www.diversitytrust.org.uk>