



Annual Equalities Report for 2019 – 2020

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SECTION 1



INTRODUCTION

The Annual Equality Report 2019/20 covers a wide range of information in respect of the Council's equalities work which was completed during the year.

However, it is important to note that towards the very the end of this period, the Prime Minister told the country, on 23rd March, that people 'must' stay at home and certain business must close - commonly referred to as 'lockdown'.

Since this time, the council has made exceptional changes. A new Council Plan 2020 – 2024 has been adopted and this plan puts 'closing the equality gap' at the centre of every priority that the council has committed to taking. Staff Equality Networks are flourishing seeing high attendance and work carried out to engage with staff members in respect of wellbeing for all.

A comprehensive Equality Reset Plan has been approved by the council's Senior Leadership Team and an Inequalities Strategy formally adopted by council. The council also contributed to Equality and Human Rights Commission celebrations of the tenth anniversary of the Equality Act, publicly committing to clearly investing in equality of opportunity moving forwards. A new Cabinet position for Public Health and Equality of Opportunity has been implemented and work supporting community engagement specifically addresses equality issues including those of Race Equality, Disability Equality and LGBTQ+ Equality.

All of this work, and more, communicates the council's commitment to a fair society, a society where genuine equality of opportunity exists and is commonplace. It communicates the council's commitment to stepping up and genuinely addressing issues of equality which have impacted our communities, not just during the Covid-19 pandemic, but for countless years before. The journey to this point has seen exceptionally hard work conducted across all areas of the council, yet the hardest work of all starts now.

The council has set out to take real action and not a 'quick fix', 'knee jerk reaction' which is time-limited or a 'one-off initiative'. Instead, the work conducted over the last 8 months lays the foundation for continuously and persistently working towards the achievement of a reduction in and the elimination of inequalities and ultimately, the delivery of genuine equality of opportunity for all.

We are not unaware of the scale of the task that lies before us; this is not an 'overnight task'. It is clear though that we must, and will, persistently and consistently develop our work so that it is truly effective in delivering 'on the ground' for the benefit of all our communities.

Our next Annual Equality Report, will provide the first in a series of new style Annual Equality Reports setting out the work conducted and progress made in changing outcomes for all – in eliminating inequalities and delivering genuine equality of opportunity – for all.

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

SOUTH GLOUCESTERSHIRE POPULATION

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

The district covers 536.6 sq km with a population of 282,600¹ and 115,820² households.

It is a mixed urban and rural area of great diversity with long-established urban communities, market towns, small villages and substantial new development. Just over 60% of the population

¹ Office for National Statistics mid-year estimates, 2018

² Valuation Office Agency, June 2017

live in built up areas immediately adjoining Bristol. Just under 20% live in the towns of Yate, Chipping Sodbury and Thornbury, and the remaining 20% live in the more rural areas of South Gloucestershire.

Our residents have a high-quality local environment which they greatly value. South Gloucestershire is mainly an affluent area, with vibrant towns and parishes and a good range of community infrastructure making it a safe and strong place to live. In 2020 only 6% of respondents to the Viewpoint survey said they were not satisfied with their local area as a place to live³. Crime levels are low compared to the rest of the country – in 2019/20 there were 61.2 crimes per 1,000 population compared to 83.5 per 1,000 across England and Wales⁴.

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

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

Gender

In South Gloucestershire, 50.4% of the population are female (140,594 persons) and 49.6% (138,433 persons) are male, as reported in the ONS 2017 mid-year estimates.

Race

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

South Gloucestershire 2011 Census data

Group	South Glos Number	South Glos. Percentage
Asian/Asian British – Bangladeshi	238	0.1
Asian/Asian British – Indian	2,699	1
Asian/Asian British – Pakistani	698	0.3
Asian/Asian British – Chinese	1,312	0.5
Asian/Asian British – Other	1,493	0.6
Black/African/Caribbean/Black British – African	987	0.4
Black/African/Caribbean/Black British – Caribbean	980	0.4
Black/African/Caribbean/Black British – Other	251	0.1
Mixed/Multiple Ethnic Groups – White & Asian	1,016	0.4
Mixed/Multiple Ethnic Groups – White & Black African	396	0.2
Mixed/Multiple Ethnic Groups – White & Black Caribbean	1,516	0.6

³ South Gloucestershire Quality of Life Report - 2017

⁴ Safer and Stronger Communities Strategic Partnership, October 2019

Mixed/Multiple Ethnic Groups – Other	739	0.3
White – English/Welsh/Scottish/Northern Irish/British	241,611	91.9
White – Irish	1,223	0.5
White - Gypsy or Irish Traveller	271	0.1
White – Other	6,469	2.5
Other Ethnic Group - Arab	366	0.1
Any Other ethnic group	502	0.2

*Note: Totals may not sum because of rounding
South Gloucestershire 2011 Census data*

More recent data identifies that 15% of school age children in South Gloucestershire come from a BAME background. There are 10 schools where a fifth or more of pupils have English as an additional language (EAL) and 27 schools where a fifth or more of pupils have BAME background.

While the 2011 census showed some 5,900 European citizens in South Gloucestershire, we believe the true figure is now some 2 to 3 times that.

Disability

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

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

This compares with 17.9% across England and Wales.

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

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

Age

The age structure in South Gloucestershire is broadly similar to the national picture, as follows:

- Children age (0-15 years): 52,085 (18.6% of total population compared to an England & Wales average of 18.0%)
- Working age (16-64 years): 174,938 (62.7% of total population compared to an England & Wales average of 63.8%)
- Pensionable age (65+): 52,004 (18.6% of total population compared to an England & Wales average of 18.2%)

The total population is predicted to grow broadly in line with national averages. This growth is expected to see a significant increase in the number of people aged 65+.

Religion or Belief

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

South Gloucestershire 2011 Census data

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

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

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

Sexual Orientation

There is no hard data on the number of lesbians, gay men, bisexuals and transgendered people in the UK. However, the Government is using the figure of 5-7% of the population and Stonewall⁵ agree that this is a reasonable estimate. This means that across the area, we have approximately 15,000 residents who identify as being LGBTQ – the largest minority group in South Gloucestershire.

The South Gloucestershire LGBTQ+ Equality Network meets regularly with the aim of ensuring that LGBTQ+ communities across South Gloucestershire have a voice and needs are identified and represented.

Further Information

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

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

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

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

KEY NATIONAL ISSUES – HOW DOES SOUTH GLOUCESTERSHIRE COMPARE?

The Equality and Human Rights Commission (EHRC) is Great Britain's national equality body. It is a statutory non-departmental public body with the responsibility to encourage equality and diversity, eliminate unlawful discrimination, and protect and promote the human rights of everyone in Britain.

The EHRC has a statutory duty to report to the UK Parliament on how far everyone in Britain is able to live free from discrimination and abuses of their human rights. '*Is Britain Fairer? 2018*' is the latest EHRC state-of-the-nation report on equality and human rights and was published on 27 June 2019 by the Government Equalities Office ([click here to see the full report](#)). The review covers information in relation to outcomes in education, health, living standards, justice and security, work and participation in politics and public life. It is the most comprehensive survey of how England, Scotland and Wales are performing in these areas, and the evidence contained is intended to help set the agenda for the Britain of the future.

The following provides an over-arching summary of key findings contained within the report. Where possible, these key findings have been compared to data and information locally in South Gloucestershire in order to start to 'build a local picture' of key issues emerging:

Socio-economic disadvantage

The picture is still bleak for the living standards of Britain's most at-risk and 'forgotten' groups of people, who are in danger of becoming stuck in their current situation for years to come.

Poverty has changed little and for children it has increased; it is particularly prevalent among disabled people and for some ethnic minorities. In line with our 2015 report, UK-wide reforms to welfare and tax since 2010 continue to have a disproportionate impact on the poorest in society. These reforms are pulling more people into poverty, particularly disabled people, people from some ethnic minorities and women, weakening the safety net provided by social security that is vital to those unable to work, or stuck in low-paid or precarious work.

Despite rising employment levels, work increasingly does not guarantee an adequate standard of living. Homelessness is also on the rise, putting more people in a precarious position and particularly affecting people from ethnic minorities, disabled people and other at-risk groups.

The South Gloucestershire Joint Strategic Needs Assessment (JSNA) reports that there are more than 6,000 children living in poverty in South Gloucestershire. South Gloucestershire has a lower percentage of children living in low income families (10.5%) than the South West (14.2%) or England (18.0%). Children in workless families are three times as likely to live in poverty compared to families where at least one parent works - South Gloucestershire has a lower rate of worklessness than the national average. In South Gloucestershire, the proportion of residents employed in occupations which usually require a low level of education is higher than the national and sub-regional averages. This suggests that there may be a higher proportion of South Gloucestershire residents in low paid jobs than other areas.

Responses to the Council budget and savings programme consultation 2020/21 has found that people from BAME backgrounds and disabled people were more likely than average to select the area of 'Housing' as their highest priority area for investment over the next 10 years. Our data in South Gloucestershire tells us that the majority of those seeking housing and homelessness advice and assistance are:

- women with dependent children
- young people
- disabled people
- People from some BAME groups

all of whom who are disproportionately affected by homelessness (as evidenced by the EHRC's national data as well as our own local data). In addition, we know that people who are LGBT+ can also be vulnerable to homelessness through exclusion by family or discrimination in the private market

Socio-economic disadvantage has a knock-on effect across different areas of life, such as education and health. Despite improvements in school attainment for most children over the last few years, those from lower income backgrounds and Gypsy, Roma and Traveller children are getting below-average school exam results. These same children are also more likely to be excluded from school, and poorer young people are less likely to go to university.

These trends are clear in South Gloucestershire where Gypsy, Roma and Traveller children achieve significantly below average across all Key Stages and feature significantly more in school exclusions data with a worsening trend in the area of exclusions.

In addition, children from 'Asian/Asian British – Pakistani', 'Black/Black British – African', 'Black/Black British – Caribbean' and 'Mixed/dual heritage' backgrounds, as well as 'White – British' boys from poorer backgrounds have significantly lower attainment rates when compared to both overall South Gloucestershire and national data.

14.4% of children and young people who were a subject of Child Protection during 2019/20 were from BAME backgrounds. Although this shows as a significant over representation with the known population data indicating 8.1% of the population of South Gloucestershire are from BAME backgrounds, it is believed to be close to the real figure for this in 2019/20, particularly given the age group concerned.

12.3% of referrals to social care in South Gloucestershire in 2019/20 were for children from BAME backgrounds. This is close to the real BAME population figure in the year, meaning BAME children are not significantly over-represented in referrals to children's Social Care.

73% of children and young people reported as missing in South Gloucestershire in 2019/20 were from white British backgrounds which again shows that children from BAME backgrounds are slightly over-represented.

Disabled people falling further behind

Disabled people are not enjoying the progress experienced by other groups. Their right to an inclusive education is not being fulfilled – in fact, the proportion of disabled children at special rather than mainstream schools has increased in England and Wales – and they are more likely to be excluded from school. (This same trend in respect of exclusions is clear in South Gloucestershire data). This disadvantage continues in later life. The disability pay gap persists, with disabled people earning less per hour on average than non-disabled people. Disabled people are more likely to be in low-pay occupations and this likelihood has increased.

Disabled people are also more likely to be in poverty. Those who can't work rely on an increasingly restricted welfare regime that is projected to lower their living standards even further. They also face poorer health and lack of access to suitable housing. Safety is another major concern, as fewer disabled people have confidence that the criminal justice system is effective.

Without the fundamental building blocks of good education, an adequate standard of living, and being safe and healthy, disabled people are often unable to participate fully in society.

In the first three quarters of 2019/19 there were 249 hate incidents and hate crimes reported, equivalent to 332 over the full year. This represents an 11% reduction on the previous year.

Of the hate incidents and hate crimes reported, 26 (extrapolated to 35 over the full year) involved disablist incidents. Disablist incidents thus accounted for 10% of total, down from 11% of total in 2018/19.

Challenges to women's safety and career progression

In some ways women's equality has progressed significantly. The employment gap and pay gap with men has narrowed, and the number of women in higher pay occupations and represented on company boards has increased. However, full gender equality has not been achieved and there are still many factors holding women back at work – some of which stem from gender stereotypes and emerge from school or earlier. For example, gender differences in career aspirations can be seen at an early age. This trickles through to higher education, where women are under-represented in most science, technology, engineering and maths courses, despite girls performing better than boys in education.

The under-representation of girls in STEM subjects has been recognised as a problem needing urgent attention with high-profile reviews leading to publication of the Roberts Review (Roberts, 2002) and the Greenfield Report (Peters et al., 2002). The Roberts Review highlighted the shortage of girls taking STEM subjects at A-level and HE and the need for courses to 'inspire and interest pupils, particularly girls'. The review called for increased participation in STEM by women and under-represented ethnic minority groups, particularly in schools....” In their report of May 2014, the Campaign for Science and Engineering (CaSE) state that, “A more diverse science, technology, engineering and mathematics (STEM) workforce is not simply desirable in terms of equality, but necessary if we are to maximise individual opportunity and meet economic need”. This is particularly important given the West of England's (including South Gloucestershire) national importance in advanced engineering including aerospace, creative and digital industries.

As at March 2019, the mean gender pay gap at South Gloucestershire Council is 11.8%. The most current Gender Pay Gap benchmarking data for local government from the Local Government Association finds the mean gender pay gap for councils is 6.1%, and therefore South Gloucestershire Councils' mean gender pay gap is above this. The LGA does however note that the mean pay gap varies significantly between councils. The median gender pay gap at South Gloucestershire Council is 13.6% and has reduced by 1% compared with the previous year. The most current Gender Pay Gap benchmarking data for local government from the Local Government Association finds the median gender pay gap for councils is 4.0%, and therefore South Gloucestershire Councils' median gender pay gap is above this. The LGA does however note that the median pay gap varies significantly between councils.

Bullying and sexual harassment are widespread in the workplace and in education.

The Online Pupil Survey (OPS) in South Gloucestershire has found the most frequent reasons for bullying in order of most frequent to least frequent are: people think you are LGB; your disability; your skin colour; your accent; people think you are trans; your religion; your home language; you are a traveller.

Three-quarters of new mothers have had a negative or potentially discriminatory experience at work as a result of pregnancy or maternity.

Sexual and domestic violence is a persistent and growing concern, and affects women and girls disproportionately. These negative experiences and the inequalities we continue to observe relate closely to stereotypes and perceptions of women and girls, and limit women's choices and opportunities.

Some ethnic minority groups falling behind

People from certain ethnic minorities, such as Indian and Chinese people, have continued to succeed in education and at work, and for others there have been marked improvements in these areas of life. However, Black African, Bangladeshi and Pakistani people are still the most likely to live in poverty and deprivation, and – given the damaging effects of poverty on education, work and health – families can become locked into disadvantage for generations. Ethnic minorities are more at risk of becoming homeless, have poorer access to healthcare and higher rates of infant mortality, and some groups have lower trust in the criminal justice system.

Gypsy, Roma and Travellers face multiple disadvantages across different areas of life. They achieve below-average results at school, experience difficulties accessing healthcare, worse health, and often have low standards of housing.

Moving backwards on justice and personal security

We have seen a marked backwards move in justice and personal security since the improvements we found in our 2015 review. Access to justice enables us to realise our rights to freedom and fairness, but restrictions on legal aid and the introduction of employment tribunal fees – now repealed – have severely reduced people’s ability to secure redress when their rights are breached. The conditions experienced by people held in detention have also deteriorated, with overcrowding in prisons in England and Wales risking prisoner safety and increases in incidents of self-harm and assaults in prisons. There is still a disproportionate number of ethnic minority detainees in prison and in the youth secure estate in England and Wales, despite fewer young people in custody. Levels of trust in the criminal justice system among black people are far lower than for other groups.

The level of hate crime, sexual violence and domestic abuse is concerning. While increases in reported crime may be the result of better reporting and recording, the level of identity-based violence is worrying, particularly in light of Britain’s impending exit from the EU and the spikes in hate crime we saw around the time of the referendum. The higher rates of domestic abuse and sexual assault experienced by disabled people, LGBT people and women are also of concern.

Gaps in the data

We have been able to paint a comprehensive picture of equality and human rights for disabled people, people from ethnic minorities, women and men. But gaps in the data available to us mean that we do not yet know as much as we would like about the experiences of groups who share other protected characteristics. Evidence is particularly scarce for LGBT people, people with a religion or belief, and pregnant women and new mothers.

The Council budget and savings programme 2020/21 consultation has included the collection of information in respect of LGBT people, trans people and people with and without a religion or belief for the last two years and will continue to do so in order that a more robust evidence base becomes well established, thus resulting in an enhanced level of consideration of issues.

ENGAGING WITH THOSE WITH PROTECTED CHARACTERISTICS

South Gloucestershire Equalities Forum

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

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

The Forum's membership includes:

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

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

During 2019/20 the Partners Group which leads the work of the Forum met on three occasions June, October and January. It continued to look at education and received presentations on the attainment of pupils with protected characteristics, and results of the on-line pupil survey which illustrated attitudes and experiences of school pupils in South Gloucestershire; highlighting consistently poorer outcomes across a range of measures for pupils who identified as LGBTQ+, BAME, disabled (or with special educational needs), or who were young carers.

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

Race Equality Network

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

Young People

The Youth Board meets fortnightly to host a group of young people aged 13-18 who work together on a range of projects to highlight young people's views on issues that matter to them.

Teen Care Council (TCC) meets monthly hosting care experienced young people between the age of 13-16, and the Experienced Panel In Care (EPIC) is made up of care experienced young people aged between 17-25 and they also meet monthly. TCC and EPIC both have direct links to the Council's Corporate Parenting Steering Group where the young people's views are heard as the first item on the agenda of every meeting.

The Council has a forum for young people with disabilities aged between 11-16 who named the forum the SEND Help & Doughnuts forum. The group meets monthly.

The South Gloucestershire Over 50s Forum meets six times per year with the aim of ensuring that people over 50 have a voice and needs are identified and represented.

South Gloucestershire Council Staff Equality Groups

During 2019/20 the council delivered work to reinvigorate its support of staff groups and four groups are in place as follows:

1. The Disabled Employees Group
2. The LGBTQ+ Staff Network
3. The BME Staff Network
4. The Women's Staff Network

During 2019/20, the council established 'Champions' roles for each group where a director of the council links closely with the group to support work and opportunities and promotes the work of the group across the council. The 'Champions' are: -

- The Disabled Employees Group – Champion, Chief Executive
- The LGBTQ+ Staff Network – Champion, Director of Environment and Community Services
- The BME Staff Network – Champion, Director of Children, Adults and Health
- The Women's Staff Network, Champion, Director of Resources and Business Change

The groups have delivered work as follows:

The Disabled Employees Group

- The group has provided ongoing valuable peer support, and this will continue.
- Celebrations of International Day of Persons with Disabilities 2019
- Consulted on a Buddy system with HR and which is in place.
- Delivered change to signs on accessible toilets in council buildings (toilet signs have been changed around council buildings to 'Accessible Toilet - not all disabilities are visible'. This has generated very positive reactions and discussions).

- Consultation on sickness management training.
- Car park inspection carried out with Property Services to review accessibility.
- Consulted on unconscious bias training programme.
- Consulted on Windows 10 roll-out.
- Consulted on the new HR recruitment website testing
- Group members volunteered to talk at the council's Senior Managers Network on their personal experiences as an employee of the council who has a disability.
- Attended the council's Equality and Diversity Action Team (EDAT) to give updates.
- The Chief Executive was appointed Feb 2020 as the SLT representative for the network.

The LGBTQ+ Staff Network

- The group has provided ongoing valuable peer support, and this will continue.
- LGBTQ+ History Month was celebrated in February 2018, 2019 and 2020 to engage staff and to raise awareness. A range of activities have been held including:
 - Intranet articles launched across the council.
 - Showing of a film 'LGBT Britain'.
 - LGBTQ+ Raising Awareness quiz
 - A display of inspirational LGBTQ+ people held across council offices.
- The group held a stall at Bristol Pride in 2018 & 2019 promoting the image and values of the Council to the public and staff.
- The group held a stall at TransPride South West in November 2018 & 2019, again promoting the image and values of the Council.
- Working priorities have been established for 2020/21.
- Worked with the Diversity Trust on the Council's LGBT Matters e-module, which launched in 2019.
- Held a joint stall with the Diversity Trust at the Voices and Visibility event held at The Concorde Museum for LGBT History Month.
- Attended a Distinguished Address by Ruth Hunt, who at the time was Stonewall CEO.
- The Director of Environment and Community Services was appointed Feb 2020 as the SLT representative for the network.
- Attendance at the quarterly South Gloucestershire LGBTQ+ Equality Network.

The BME Staff Network

- The group has provided ongoing valuable peer support, and this will continue.
- Black History Month was celebrated in October 2018, 2019 and 2020 to engage staff and to raise awareness. A range of activities have been held:
 - Intranet articles launched across the council.
 - Showing of a film 'Black Britain'.
 - A gallery of achievers from African and Caribbean heritages was held across council offices, including libraries.
 - Delivery of a guided tour of central Bristol entitled 'Bristol and the Trans-Atlantic Slave trade'
- In 2019, we liaised with all schools in order for them to identify young Black Achievers, for Black History Month. Regardless of a low response rate by schools, a young Black student in a South Gloucestershire school was identified and presented with an award for contribution to the school community.
- The Director of Children, Adults and Health was appointed Feb 2020 as the SLT representative for the network.
- The group consulted with Workforce Development regarding a training programme for managers and made recommendations as to how materials could be used in a different context to promote discussions around race equality.

- Group members volunteered to talk at the council's Senior Managers Network on their personal experiences as an employee of the council from a BME background.
- Working priorities have been established for 2020/21.

The Women's Staff Network

- The group provides valuable peer support to staff members and this will continue.
- International Women's Day was celebrated in March 2018, 2019 and 2020 to engage staff and to raise awareness of women's issues. A range of activities has been held, including:
 - 2018 – lunchtime talks by invited experts on menopause awareness and thriving through life's challenges; "Shero" inspirational women competition; collections for One25 charity.
 - 2019 – A display on Inspiring Women to share stories about South Gloucestershire's women to celebrate their achievements today and over the last 100 years.
 - 2020 – Presentations to staff by guest speakers on 'Living without barriers' and 'Challenging Engineering Stereotypes'; share your 'Wo-ment' event; 'marketplace' stalls on healthy lifestyles and sustainable products for women.
- A Chair was formally appointed in March 2020
- The Director of Resources and Business Change was appointed as the SLT representative for the network Feb 2020
- In response to staff feedback from previous initiatives the group agreed an action to promote menopause awareness sessions for staff in 2020/21
- Further working priorities have been established for 2020/21
- A small budget was allocated to the group to help support its work.

SOUTH GLOUCESTERSHIRE COUNCIL'S EQUALITY OBJECTIVES

The Council set 5 objectives for its equality work during 2019/20 and progress against these during the year is considered below. Results can be summarised as: -

Objective		Feedback on Progress
Objective 1: To ensure a consistent approach to managing equalities.	✓	The framework for managing equality was further refined to address the standard and consistency of Equality Assessments (EqIAAs) as part of the decision-making process.
Objective 2: To ensure fair treatment for all by Council services	—	The proportion of residents feeling they were discriminated against rose by 0.4% but this is within the margin of error. The numbers involved for individual protected characteristics are so small that it is inappropriate to compare trends.
Objective 3: To reduce any gaps in service use and take-up.	✓	Overall, the Council is showing improvements in delivering against actions that have been set to improve service performance in delivering against these objectives. This Annual Report provides information on the performance of council departments in 2019/20 and also of progress against actions which were set for the year.
Objective 4: To continuously improve equality of opportunity for our employees and job applicants	✗	<p>The Council's Senior Leadership Team reviewed a range of information about the experiences of staff with protected characteristics, which identified concerns felt by those staff despite the work that has been carried out to date and included in this annual report.</p> <p>A significant change programme has been introduced in response to this, and early indications in 2020/21 show this is having a positive impact.</p>
Objective 5: To advance equality of opportunity and foster good relations between different people.	✓	Both indicators used to monitor this Objective improved in 2019/20 although improvement was within the margin of error.

OBJECTIVE 1: ENSURING A CONSISTENT APPROACH TO MANAGING EQUALITIES.

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

The standard and consistency of Equality Assessments (EqIAAs) as part of the decision-making process, continues to improve compared to previous years.

OBJECTIVE 2: ENSURING FAIR TREATMENT FOR ALL BY COUNCIL SERVICES

This indicator is monitored through a Viewpoint Panel survey. 1,062 members of the Panel answered this question, and the full results are presented below.

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

Protected characteristic	Number	% 2018	% 2019	% 2020	Change 2019-2020
Not discriminated against	993	93.8%	93.4%	93.5%	+0.1
Believe discriminated against on basis of: Age	36	2.8%	3.5%	3.4%	-0.1%
Believe discriminated against on basis of: Disability	16	1.5%	1.3%	1.5%	+0.2%
Believe discriminated against on basis of: Gender reassignment	0	0	0.1%	0.0%	-0.1%
Believe discriminated against on basis of: Pregnancy and maternity	4	0.3%	1.7%	0.3	-1.4%
Believe discriminated against on basis of: Marital or civil partnership status	3	0.1%	0.5%	0.3%	-0.2%
Believe discriminated against on basis of: Ethnicity	7	0.4%	0.4%	0.6%	+0.2%
Believe discriminated against on basis of: Gender	12	0.4%	1.1%	1.2%	+0.1%
Religion or belief	6	1.0%	0.1%	0.6%	+0.5%
Believe discriminated against on basis of: Sexual orientation	3	0.1%	0.1%	0.3%	+0.2%
Believe discriminated against on basis of: Any other equalities issue	19	1.9%	1.5%	1.8%	+0.3%

General Comments

- White middle aged male- back of the queue.
- Political correctness is determined to act against white, heterosexual, Christian males - discrimination encouraged
- If you're not a minority the council has no interest
- Ignored - as a white, heterosexual 72 year old male
- If your white and elderly,,,,,, get to your grave fast
- Generally as a white male I now feel discriminated and pretty much excluded I am not allowed to express my feelings and preferences for fear of being labelled as racist, sexist or bigoted or similar; Preference is given to all other groups irrespective of my needs and views.
- Lack of recognition for child free couples who can't step in to provide services or care not provided, especially as we pay the same tax as people with children but do not get as many benefits.

Comments related to Age

- SGC never respond or make needed important changes that effect persons health
- Lack of support for older people not necessarily requiring care. Lack of recognition for child free couples who can't step in to provide services or care not provided, especially as we pay the same tax as people with children but do not get as many benefits.
- Disparity between senior bus pass age. If I lived in Wales, Scotland or London I would have been entitled to a concession 4 years ago. In South Glos/rest of England I have to wait 2 more years.
- Although being in your 50's is not a protected characteristic of age, locally there is not many facilities for people of 40's and 50's.
- Because of my disabilities, the council discriminates against me, because of my age and my disability and my gender
- Difficulty in walking, blue badge issues, DWP given
- Age discrimination is woven into the fabric of our society. Older people are ignored, disregarded and a nuisance factor! Services e.g. doctor surgery etc do NOT discriminate but there are some pretty terrible attitudes in some elements of the public.
- Lack of support for older people not necessarily requiring care.
- Cost of local taxes - above rate that pensions increase

Comments related to Disability

- Access to some shops and community spaces can be difficult due to needing handrails on BOTH side of steps(I only have use of one hand and right side leg issues) this would be helpful on access points to cycle track and steps from cherry wood to school road. Anywhere really
- When I tried to apply for a BLUE BADGE I had to wait a year and half. I had the first set of x-rays too basic to give what the problem was. Continued with treatment and injections. New more details x-rays which was beginning to show the extent of problem. Then as things got worse finally got referred for MRI and consultant. As there was no evidence I could not get badge. when I was walking very painful with a stick and could hardly walk anywhere. If I was offered an assessment by this department I would have been able to leave my house if I had blue badge. Just something to think about when people I trying to get help and in the middle of assessment, tests and treatment.
- SGC never respond or make needed important changes that effect persons health
- Adult social services bullied me when a PA hired went to them and told them lies about me. They took her side when she discriminated against my unseen illness. She even stole my keys so I had to get the locks changed but they still sided with her and withdrew my funding leaving me isolated without help.
- Despite complaints the CC makes it harder for disabled to get around e.g. overgrown footpath, failure to maintain pavement, not subsidising Shopmobility.
- Dementia sufferers - second class citizens!
- I get no help with my finances. I have been waiting yet again for a very long time for social services to come and see me. There is no contact from them. With no updates either. Very poor
- Because of my disabilities, the council discriminates against me, because of my age and my disability and my gender
- Difficulty in walking, blue badge issues, DWP given
- Roads and pavements more rucked maintenance of pavements not good for wheelchairs, prams or older people and is getting worse
- Our councils continue discriminate against the weakest and most vulnerable in society, the poor and particularly those with learning difficulties.

Comments related to pregnancy

- Why is it swimming is now free to pregnant ladies but it wasn't when I was pregnant?

Comments related to ethnicity

- The council gives too much attention to new peoples to this country.

Comments related to religion or belief

- As an atheist religious state schools and religious groups doing council supported work discriminate against the non religious

Comments referring to decisions by bodies other than South Gloucestershire Council

- Council employees that are unmarried cannot pass their hard earned pension onto a family member unlike a married person
- Bus service reduction
- Bus pass
- There is a bus stop opposite my house but bus route has been axed. Have to walk at least 20mins to the nearest stop, I believe this service was stopped in favour of the metro bus, a 30 minute walk away. This is an ageing community, we are being encouraged not to use our own vehicles (a Government directive)
- Bus pass delayed because of increase in pension age
- I have an allotment and "pensioners" get a discount on the annual charge for the allotment. I am told that because I am retired but aged only 63 years I will not be eligible for the discount until I am 66 years old. My husband is 65 years old and in receipt of a retirement pension and if the allotment were in his name he would qualify for the discount
- unfair my sister in law in Wales can have a bus pass at sixty and I can not, we are both same age
- G.P.'S
- Refused appointment at GP several days in a row due to being a man as there were "only appointments available for women".
- I also believe over the last years I have been discriminated against because the age for free bus pass has changed so I just never get one until I now get to normal retirement age. This has driven me to stay in work longer instead of retiring early like my friends in the past due to changes. This means I will now use car for longer because when I am entitled to bus pass I will get rid of car, this effects both Pollution locally and means by staying at work stops someone else from getting into work by replacing me. Perhaps south Glos ought to think about giving more free bus passes out to everyone over 60 or if they take a works pension early as an incentive to create more work positions.

Comments not related to protected characteristics

- I live in a private rented property which has a Damaged asbestos water tank, plus sole access /fire exit from 9 properties is unsafe (HHRSR class 1 failure which is a RISK OF DEATH) but private sector housing think I'm talking rubbish (masters degree in construction and diploma in asbestos which is more than the a-levels said staff have) as I am too young to know. HSE and fire service have stated the council must act and force the landlord to meet standards but private sector housing are unwilling but it's their legal responsibility to ensure health and safety- at a loss with what to do
- My dear wife has been harassed by absentee parkers who object to being observed as encouraged by Neighbourhood Watch. The police side with them even though they may be reeking the houses. The council plans to increase the number of absentee parkers in residential areas even though published data in Norway shows eliminating street parking has

reduced accidents by record amounts. At Culverhill road where visibility is poor and there is major congestion at School opening/closing times they plan more parking whilst setting the speed limit to 30 whilst at Clay Hill where visibility is good traffic is light and pedestrians and parkers rare the speed limit is 20. This is not very clever.

- Something MUST be done about the burgeoning number of HMOs in Filton. There is insufficient parking and constant litter and mess (much of it caused by ignorance about refuse services - you can get rudely brushed aside if you attempt to inform). The sense of community is only hanging on by a thread. Much more attention needs to be paid to planning matters. It is high time Filton had an article 4 direction to preserve what little remains of local culture and the spirit of neighbourliness! The matter could not be more urgent
- South Gloucestershire council discriminates against cyclists through poor facility provision. Most notably it appears to designate paths and divided paths at random and where the path is rendered dangerous for cyclists by doing so. It could improve by adhering to the Sustrans recommendation for minimum widths for cycle and pedestrian paths and redesignating all the currently dangerous paths as shared use by removal of inappropriate divided path signs; this is a minimal cost improvement.
- Yes, there seems to be more grants given to other groups than the ones I belong to therefore the council will never be fair to anyone until all grants are stopped completely.
- Being in a rural community there's no public transport
- Planning department. Because I am not the developer my comments even though I have evidence. I am treated as an idiot and not worth the effort to clarify what I have sent them.
- I feel that the council's policies of cuts to education are targeted on a socio-economic / class / political basis
- The fact that we live in a rural area on the border between S. Glos and Gloucestershire makes us feel that we are ignored - not enough votes out here for us to be significant

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

Overall, the Council is showing improvements in delivering against actions that have been set to improve service performance in delivering against these objectives. This Annual Report provides information on the performance of council departments in 2019/20 and also of progress against actions which were set for the year.

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

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

Key points arising from the data this year include:

- The gender distribution within departments and council wide remains consistent with previous years.
- The age profile of the council has remained consistent with minimal changes across all age groups of less than 1%. The biggest age group is still 50-59 (30.6% of the workforce) with 44% being 50+ years of age.
- Apprentices increased slightly again this year by almost 1% which will support our aim of encouraging younger workers into our workforce and our 'grow your own' approach to talent and succession planning.

- The percentage of staff who have not disclosed their data for all equalities groups fell this year. Despite small improvements in disclosed data, data completeness remains a challenge to enable better analysis and insight to support equality plans. This is particularly true for Gender Reassignment, Sexual Orientation and Religion or Belief protected characteristics where data disclosed is especially low. The coronavirus pandemic shows that a more accurate ethnicity data set would help us better support this group where there is emerging evidence of vulnerability, or 'risk factor' in relation to COVID-19 health outcomes:

OBJECTIVE 5: TO ADVANCE EQUALITY OF OPPORTUNITY AND FOSTER GOOD RELATIONS BETWEEN DIFFERENT PEOPLE

Each year the Council surveys residents in order to assess their views of equality in the district. This has been done using the same methodology for the past 10 years and thus enables trends to be proven.

The survey was sent to all 2469 members of South Gloucestershire Council's Viewpoint panel either by post (16%) or by email (84%). 1 1159 completed surveys were received giving a response rate of 47%.

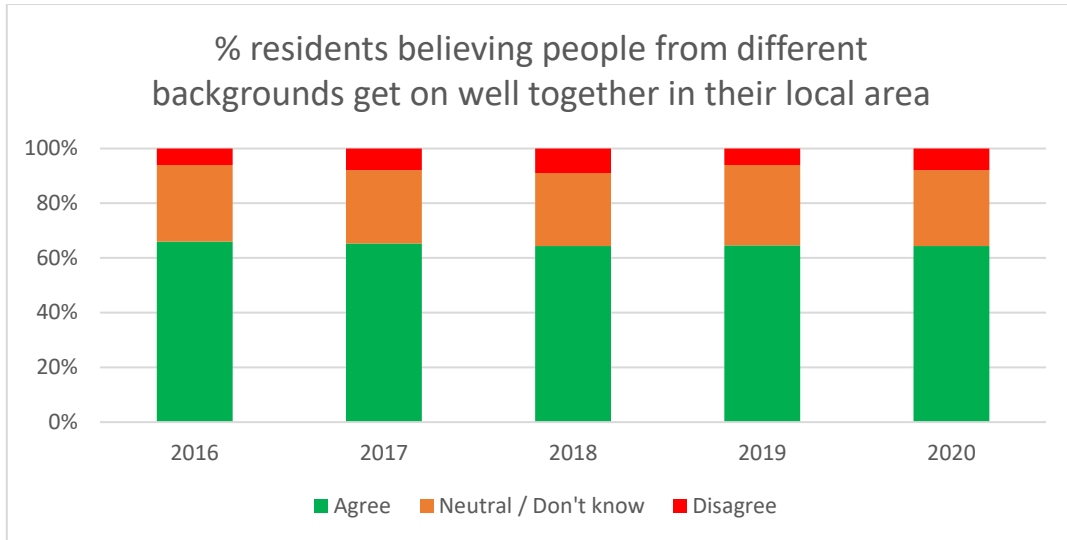
The number of respondents to this survey for each of year is as follows:

2011	1,154
2012	999
2013	890
2014	1,278
2015	1,285
2016	916
2017	804
2018	762
2019	1,597
2020	1,159

The panel aims to be as representative of the population of South Gloucestershire as possible and any over-or under-representations with regards to certain demographics are balanced by weighting the data to match the proportions present in the population. Quantitative data has been weighted according to population information taken from the 2011 Census (Office for National Statistics). The results are weighted by gender, ethnicity (White and BAME), age (16-34, 35-44, 45-64, 65+) and location (priority neighbourhood and rest of the district).

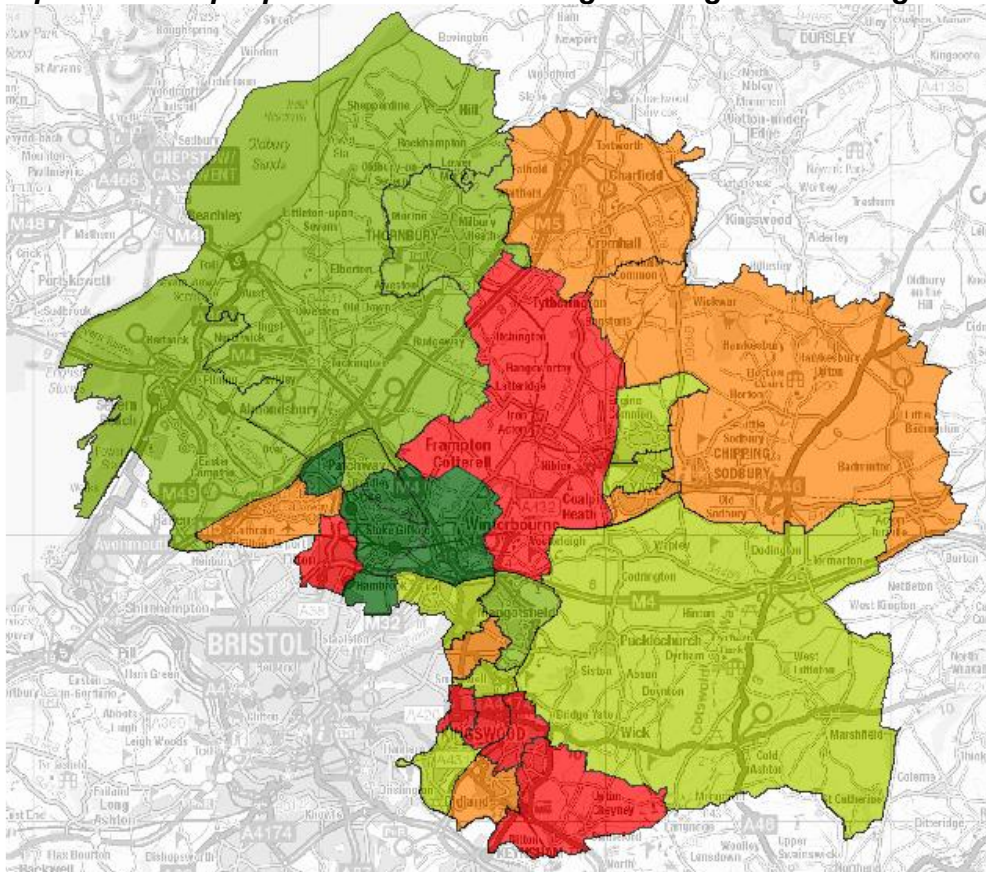
The proportion of residents who feel their area is a place where people from different backgrounds can get on well together increased marginally from 64% to 65%. The number of those actively disagreeing with this statement increased from 6% to 8% in the year.

Illustration1:



This overall stability of response masks some significant geographic differences however.

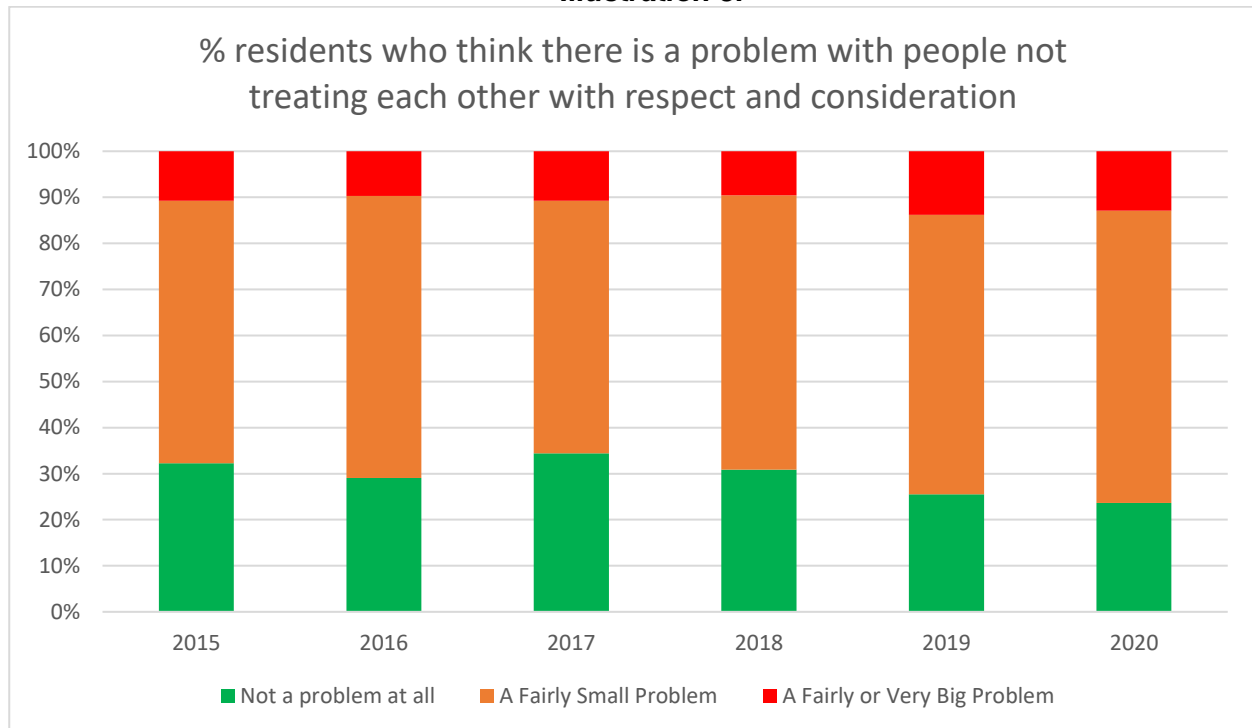
Illustration2: Proportion of respondents that agree their local area is a place where people from different backgrounds get on well together.



- 75.2% to 89.7% (5)
- 67.1% to 75.2% (5)
- 64.4% to 67.1% (6)
- 58.3% to 64.4% (6)
- 48.6% to 58.3% (6)

The proportion of residents thinking there is a big problem in their local area with people not treating each other with respect and consideration decreased slightly to 12% though at the same time the number thinking there was no problem also decreased to 22%. 7% of respondents to the Viewpoint survey were unable to answer the question, but 59% feel there is a fairly small problem in their local area with people not treating each other with respect.

Illustration 3:



When compared to responses from the rest of the district, respondents from a priority neighbourhood were significantly more likely to see people not treating each other with respect and consideration as 'a fairly big problem' and less likely to consider it to be 'Not a problem at all'.

Respondents aged 65 and over were also less likely to answer 'Not a problem at all' when considering respect between residents (20% compared to 29% of non-working age)

SECTION 2

**ANNUAL DEPARTMENTAL EQUALITY
FEEDBACK REPORTS**



SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN	
Key Achievements 2019/20:	
What we promised to do in 2019/20	What we actually did
Continue to engage, support and promote Council Services within the Gypsy and Traveller community	<ul style="list-style-type: none"> • Worked with EMTS to ensure all GRT young people were given opportunities in education at college as well as preschool. • Participated in training and worked in partnership with DWP to understand and implement universal credits, supporting and workshopping with families re entitlement to Universal credit. • Continue to work cross departmentally and with outside Partnership agencies to provide support to the GRT community. • We have delivered training to Police and other agencies on Cultural awareness when working with GRT community. • Supported Police and Parish Councils in management of all unauthorised encampments across the area. • Supported Planning Policy and Planning Enforcement in all GRT work. • Undertaking emergency safety repairs to sites and working with Property Services and Streetcare to identify and plan future repair/maintenance programme
SGC representative attendance at meetings to ensure the Gypsy and Traveller community are involved in consultation	<ul style="list-style-type: none"> • Supporting consultative planning policy work. • Major contributor to the Vulnerable People & High Risk Communities Working Group • Major contributor to the Local Outbreak Plan for GRT sites. • Engaging cross departmentally to ensure the GRT community is heard.
Provide Officer training for forthcoming benefit changes, including Universal Credit, benefit Capping and PIP.	<ul style="list-style-type: none"> • Purchased bespoke Welfare Benefits training package for staff across a number of teams to increase awareness of welfare benefits and non-complex debt advice
Investigate Mental Health Awareness training following a number of incidents over the past year	<ul style="list-style-type: none"> • The council has signed up to the Time to Change mental health Pledge. We have a number of Mental Health First Aiders trained within the Council and around 25 Mental Health Champions. • We have introduced a course called “getting Comfortable managing your team’s mental health and wellbeing.” Work continues to ensure effective wellbeing resources are in place to support good mental health and these resources are accessible through our intranet, with a link to wellbeing resources highlighted on the front page and via the staff page

	<p>of the public site. This work has taken a priority since the start of the COVID-19 emergency.</p>
<p>Ongoing work with new Universal Credit clients, as well as significant work with local and national benefits agencies to ensure smooth transition to new benefits for community members.</p>	<ul style="list-style-type: none"> • Good linkages in place with local and National DWP colleagues plus social landlords, to ensure smooth transition for our customers migrating to Universal Credit (UC); likewise for those customers where the DWP agree, that they should in fact remain on their legacy benefit (i.e. Housing Benefit) • Proactive work with any customers where there appears to be a dispute with regards to whether they should be claiming UC or HOUSING Benefit (HB)
<p>Continue to promote and raise awareness internally of the council's values and behaviours, recognising and sharing the efforts of staff who demonstrate that they care about diversity and respect and champion equality of opportunity for all.</p>	<ul style="list-style-type: none"> • A campaign of posters is highly visible within council buildings which recognise staff members who have displayed a council value. These are also promoted in meeting room video conferencing screens and screens throughout buildings. The WE CARE values branding has been incorporated into appropriate materials over the last year and this will continue. • The new council induction programme includes the council values and behaviours and highlight the work of the staff equality groups. Joining instructions for training courses having enhanced messages regarding equalities and adjustments based on all protected characteristics.
<p>Share key messages of national and local campaigns to raise awareness and promote the values of equality and diversity among our residents and communities.</p>	<ul style="list-style-type: none"> • We marked Mental Health Awareness Week and Children's Mental Health Week with tips and advice from the One You Every Mind Matters and Mind You mental health messages for adults and young people. • We promoted an event at Grimsbury Farm to mark Diversity Trust World Aids Day and the South Gloucestershire Harmony Festival - Celebrating Culture and Diversity. • Internally, we celebrated the achievements of individuals of African heritage during Black History Month with a number of internal events including a professional guided tour for council staff and councillors. • BAME, disabled and female staff were encouraged to join a number of positive action development opportunities including the Moving Up national leadership programme developing the diversity of leaders in social care, the Bristol City Council led 'Stepping Up' project and the Women in Leadership programme. • We also promoted many other national and local campaigns and messages related to equality topics using online and offline council channels, video, social and local media including: • Pride, Hate crime Awareness Week and White Ribbon Day (the International Day for the Eradication of Violence against Women). • We hosted a Local Democracy Reporter at the Celestine Home Adaptations Centre resulting in an informative feature article in the local media on the assistive technology available to support health and wellbeing for elderly, frail and disabled people living in South Gloucestershire.

	<ul style="list-style-type: none"> • We promoted a Learning Difficulties Development Fund and shared the open letter from Parliamentary Under-Secretary of State for Children and Families to children and young people with Special Educational Needs and Disabilities (SEND), their parents/carers and families, adding a local message of reassurance and signposting to support.
<p>Continue to include users with additional or specific accessibility needs in our digital services user/usability testing, ensuring customer journeys are inclusive from end to end.</p>	<ul style="list-style-type: none"> • Our focus has been to go above and beyond in inclusion, focusing on combining accessibility with usability. • We have done ethnographic research with people receiving social care, have different disabilities and people who are carers. • In usability testing we focused on people with special needs from visual impairments to disabilities like autism, ADHD or dyslexia. (Two out of three usability research days have been with this specific audience). • In design we have focused on creating flows and components that are inclusive of age and disabilities (this is where usability combines with accessibility). • Every project gets the same treatment with a continual focus on inclusive design, and the education of stakeholders in this way of working.
<p>Map out all council web services and work with suppliers to ensure we remain on track to meet WCAG2.1 accessibility standards by September 2020</p>	<ul style="list-style-type: none"> • We have mapped 56 external web services and 8 internal services and run accessibility tests using a range of software. • Of these most comply or partially comply with the standards. We have published accessibility statements for all our main public websites, and we are continually working with council services and external suppliers to either update or replace services that are non-compliant. • Any new solutions being procured will comply with the new accessibility standards. • We are also working with teams across the organisation (including Legal and the Strategic Comms) to improve the accessibility of documents and publications. We have developed an HTML document solution based on central government best practice. • We have promoted the standards to staff to increase awareness, including a recently-published intranet article. The article explains how staff can ensure content is accessible when published online.
<p>Conduct user research, develop and deliver the digital inclusion strategy and action plans as part of Digital South Glos transformation programme</p>	<ul style="list-style-type: none"> • User research was conducted in 2019 – both quantitative (surveys) and qualitative (focus groups) to understand what support we could provide customers. Our research focused on two groups identified nationally as most likely to be digitally excluded – over 65's and customers with disabilities. • The outputs from these have been used in an action plan to support such customers. However, as the general tendency was to favour face to face support it has been difficult to

	deliver during the lockdown arrangements. We are currently revisiting this.
Work with partners to close the gaps with our digitally excluded customers	<ul style="list-style-type: none"> We are part of the Healthier Together Digital Inclusion Steering Group with BNSSG local authorities, which kicked off in September 2020.
Empower all customers to access our digital services and realise the benefits of contacting us in this way.	<ul style="list-style-type: none"> Our digital programme is now tackling the biggest transactional cases - waste, potholes, street lighting - whilst also working on ad hoc services which come up as they go. Customer-centricity is key and user research will be relied on more heavily going forward. Benefits are monitored in order to report back to the programme board.

In addition to this we achieved the following in 2019/20:

- Commissioned Gloucestershire Deaf Association to deliver two Understanding Deafness webinars on International Day of Sign Languages.
- We have liaised with the Disabled Staff Group in terms of providing suitable IT equipment
- We incorporated the changes to the DfT Blue Badge Scheme, allowing those with hidden disabilities to apply for a Blue Badge. Our application form was amended to take these changes into account and we now offer medical assessments in different formats more compatible with an applicant's needs.
- To encourage greater diversity amongst councillors and recognising many councillors are combining council duties with family responsibilities, the council revised its Member Allowance Scheme to introduce policies which support members to balance family and working life whilst effectively carrying out their council and ward duties. A range of policies were introduced including maternity leave, paternity leave, adoption leave, shared parental leave and dependant carer allowance for approved duties.

The key actions proposed for 2020/21:

- As part of our response to Covid-19 across the department, we will actively take account of the needs of people with protected characteristics who may be disproportionately affected.
- Develop, consult, approve and publish a new Council Plan, taking account equalities issues and the needs of people disproportionately impacted.
- Work with staff groups to build an action plan using the 19-20 Equalities in Employment Report as a baseline.
- Discrimination training delivered to HR teams.
- Four female-only training courses planned for International Women's Day March 2020
- Strengthen equalities and wellbeing content in all management training
- Provide unconscious bias webinars for the most senior 100 managers within SGC. These will be delivered by Dr Peter Jones of Shire Professionals during autumn / winter 2020/21. The aim is to offer managers the opportunity to learn more about the concept, reflect on their own biases and consider situations where biases are most likely to impact on their own service delivery. The sessions are action-focused with the emphasis on identifying positive steps departments can take to review their own practices

SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAAs)

Key EqIAAs undertaken during 2019/20:

- Budget consultation process and annual council tax setting 2020/21
- Pay Review Project (cross council EqIAA)
- Integra HR review
- Financial systems

Major changes as a result of EqIAAs 2019/20:

No major changes have been required as a result of the EqIAAs undertaken during the year.

SECTION 3 – EQUALITIES MONITORING

The key equalities monitoring that has taken place during 2019/20:

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

Human resources

The council wide Equalities in Employment report is an annual report which is used to monitor our workforce. The report has been published for 19-20 year and the data will be used to support the development of a new Equalities in Employment action plan with our staff equality groups to support the Council plan priority.

Welfare

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

Corporate contact centre

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

One stop shops (OSS)

Analysis of equalities data does not show any major trends of dissatisfaction with the One Stop Shops, however we're currently working with the SGC hard of hearing group to review the requirements of our team to have a basic level of sign language, ensuring customers from this group feel supported with the various services the Council offer. We continue to review the new layout within the Kingswood Civic Centre, making changes following feedback from customers around signage and location of reception.

Strategic communications

Our website accessibility page was visited 1139 times between April 2019 and March 2020.

We closely monitor the choice of images and film subjects across the council's communications to ensure they include and promote positive images that represent people from all sections of the community in accordance with the aims of the council's Equality and Diversity Policy.

Registration services

The Registration Service continues to undertake customer satisfaction surveys on a regular basis. Analysis of the 2019/20 results show that all groups of customers are satisfied and have not identified any areas of concern. Our range of ceremonies include options for same sex couples in all formats and feedback continues to be positive. Citizenship Ceremonies continue to be well attended with 23 ceremonies conducted in 2019/20 resulting in 234 adults and 37 people under 18 becoming British Citizens.

Gypsy, Roma and Traveller communities

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

There are:

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

Overall the data shows that: -

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

SECTION 4 – PROCUREMENT

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

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

SECTION 5 – SERVICE CHALLENGES

The challenge of Covid-19 and managing our response to it will be a key aspect of our work for the coming year.

SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN

Key achievements 2019/20:

What we promised to do in 2019/20	What we actually did
<p>Objective 1: Engaging and developing staff</p>	
<p>We aim to create and maintain a diverse and inclusive working environment that values difference and fosters an inclusive workplace ethos where staff from all backgrounds are treated fairly and equally, and where they can advance their careers</p>	
<p>1. Refresh CAH Workforce Development Plans for 2019 – 2020</p>	<p>The CAH Workforce Development Plan was refreshed in 2020 and now runs to 2022.</p>
<p>Objective 2: Supporting the education, health and care system</p>	
<p>We aim to promote equality and fairness in all CAH business the way we design and deliver our functions and products, procure and commission from others, and work with partners, and stakeholders including the public</p>	
<p>1. Work with the Equality Forum on ACEs and adult mental health to inform the JSNA chapter. This includes looking at the impact of racism on health.</p>	<p>Due to COVID-19 pressures on staff time and capacity within the public health analyst team and our health colleagues, the Joint Strategic Needs Assessment (JSNA) review process and rolling chapter update programme has been paused. We have continued, and will continue wherever feasible, to produce updates on core demographic and health features of the South Gloucestershire population, particularly where these have been affected by the COVID-19 pandemic – e.g. inequalities, mental health. We will continue to try to respond to ad hoc requests for other JSNA work as capacity allows. Once the COVID-19 pandemic work is out of the acute phase we will commence a stocktake and review how well the JSNA processes meet the needs of system partners in a post-COVID world.</p>
<p>2. a) With the Learning Difficulties Partnership Board (LDPB) work to improve sexual and relationships education for all people, all ages with LD.</p> <p>b) We are also aiming to improve uptake of the LD health check through liaising with GPs and organisations who work with PWLD</p>	<p>a)</p> <ul style="list-style-type: none"> • A report was presented to the LDPB, which had information on the current legislation and proposed sex education legislation coming into law in 2020. A discussion was held about relationships, responsibilities and support networks available in regard to those with learning difficulties. The carers Representatives praised the team for addressing the issues around sex education and were very pleased that was being seen as a priority for the future. • 4 network meetings were hosted in relation to this and we had a good core of people attending from both children and adult perspectives and parent carers and service users at different stages. The agenda was formed based on need to work together to produce any actions and to share practice and

What we promised to do in 2019/20	What we actually did
	<p>have deeper reflective conversations so that representatives could share practice in their teams.</p> <ul style="list-style-type: none"> • Attendees range from LD specific agencies, school nurse teams, education, parent carers, service users and youth work support. • Standing items included a hot topic where we laid time aside to discuss a controversial, tricky or complex situation related to sex and relationships with an adult and young person example. We also had a resource share where different representatives shared something they use, some reps took that away to try and then fed back • Training plan- we worked together looking at training needs across the sector and working up a resource library and looking for collective ways to run training for our teams. • We are working on a parents evening format with the parent carer forum- initially focused on the new SRE syllabus but we also discussed a session for parents of adults to discuss sex and relationships. This has been delayed due to Covid. <p>b)</p> <ul style="list-style-type: none"> • The SHIP for Inequalities took an item to the Learning Disabilities Partnership Board in January 2019 to engage with partners to discuss improving access to the annual LSHC and the five-year NHS Health Check. • The Public Health Team widely promoted materials to support access to the NHS Health Check e.g. easy read booklets and audio CD's and made them available through the practitioners' resource centre. We also promoted this through newsletters and training events • Identifying that the 'Heart Age tool' was a route into the NHS Health Check, and that there is an inequity as CVD risk assessment is not part of the annual LD Health Check, we promoted the heart age tool widely. • As part of the Health Equity Audit carried out in 2018 the steering group agreed prioritisation criteria by which to prioritise higher risk groups to come for their NHS Health Check. This included PWLD
<p>3. Launch the LGBT Matters E-Learning Module in partnership with the Diversity Trust so training is suitable for all frontline workers, not just health workers.</p>	<p>The LGBT Matters E-Learning Module was completed and disseminated in 2019.</p>
<p>4. In the East of Harry Stoke we will work with the developer to encourage a wider range of physical activity provision to help tackle inequalities in activity among women, people aged</p>	<p>A multi-disciplinary project team from ECS and CAH recognised the potential at East of Harry Stoke to provide a multi-functional hub for sport and social activities that would appeal to a broad demographic and across the life-course including women, the elderly, disabled people and children. The outline consent and S106 agreement</p>

What we promised to do in 2019/20	What we actually did
75 and over, disabled people and children of all ages	secure a community building, café, changing facilities, grass playing pitches, petanque courts, outdoor table tennis, a multi-use games area, courts for netball and tennis, informal running track and equipped play. This approach should bring benefits in community cohesion, public health, and operational sustainability.
5. Improve access to and accessibility of information and advice.	<p>In September 2019 we launched our new 'Find information for adults, children and families' online information hub; to provide quality information, advice and guidance (IAG) to our residents and the professionals supporting them. The website was co-produced with various partners, including Bristol, North Somerset and South Gloucestershire CCG, and the South Glos Parent and Carer Forum. The website is based on best practice design and meets national accessibility standards; both of which are important to ensure people have improved access to the IAG they need for their circumstances.</p> <p>The quality of information has also improved, with over 250 new information articles being co-produced with partner organisations and council service teams to ensure accuracy. Content has been drafted based on a recognised 'User-led design' approach which helps people solve problems or resolve queries they have quickly and easily. Initial feedback has been positive, with users finding the website easier to navigate and containing more in-depth information than previously. Going forward we will ensure accessibility and usability remain key points of focus, by conducting user testing and seeking ongoing feedback from users.</p>
6. Promote the educational outcomes of disadvantaged children and young people: <ul style="list-style-type: none"> • delivering a national funding formula for schools and • continuing to support disadvantaged young people through the pupil premium 	Review (via independent external consultant) of how effectively pupil premium is being used across primary schools to support disadvantage has identified best practice schools and this is being shared across the system for wider adoption.
7. Improving outcomes for all children through the promotion of effective school-to-school support and challenge and the Local Schools Standard Board.	<p>Primary schools have been organised into school-led clusters to drive school improvement through school-to-school support. Progress in delivering improvement and identification of system priorities is overseen through the School Improvement Primary Board. Achievements and priorities are shared at Local Schools Standards Board (LSSB).</p> <p>Multi Academy trusts are delivering improvements in secondary schools and are sharing best practice outside of LSSB. A new Terms of Reference has been agreed by LSSB to strengthen the focus on strategic development to deliver improved outcomes for all children and young people and to consider targeted approaches for specific key groups (SEND; disadvantaged; BAME).</p>

Other actions 2019/20

Headline	What we did
1. Accessible Council Services – Improvement Through Engagement	In February 2020, the department led on the delivery of a significant event bringing together residents with sensory impairments and council officers and encompassing 42 attendees. This included representation from the South Gloucestershire Low Vision / Hearing Services Committee and the South Gloucestershire Deaf, Deafblind, deafened and Hard Of Hearing Group. The overall purpose was for officers to find out more and be inspired by ideas put forward by residents and service users and use this to take development and improvement actions so that people are included more. Following this, a comprehensive action plan was produced, and progress will be reported upon at regular intervals.
2. Learning Disabilities Programme	We started work with the Learning Disability Partnership Board to develop a strategy which will support people with a learning difficulty to live good lives. Ernst and Young completed an analysis of the service which resulted in a recognition of the need to address issues at a systems level. An LD needs assessment led by Public Health was completed with the LD Partnership Board. This resulted in a LD programme across the directorate that links to the system wide LD programme led by the CCG.
3. SEND Cluster initiative	A culture change programme across primary phase was introduced in 2018/2019 and Introduction of the South Glos Way – a Commitment to Inclusion introduced in 2019/2020 across all ages which will drive system-wide culture change, providing improved local arrangements for SEND, reducing exclusions and delivering improved outcomes. Roll out of the SEND Cluster initiative in 2019/2020 across all schools is already having an impact on improved sharing of best practice for SEND. Recognised as having the potential to make a significant difference by Ofsted in February 2020 Revisit. This included the development of a South Glos Way Toolkit for practitioners with launch and roll-out in 2020/2021.
4. Breastfeeding initiative	The Director of Public Health report called for a 20% increase in Breastfeeding. Breastfeeding prevalence at 6-8 weeks after birth has been increasing year on year. The last report for 2019-20 was incomplete due to the outbreak of Covid-19, however, during the months of September – December 2019 indications showed the highest level of babies breastfed (57.2%) at 6-8 weeks after birth.
5. The Population Health, Prevention and Inequalities (PHPI) workstream	The Population Health, Prevention and Inequalities (PHPI) workstream will embed a population health approach across all elements of the Healthier Together system and take a forensic approach to reducing health inequalities. Outputs include a new Integrated Care System Outcomes Framework; refreshed population profile; and an outline health inequalities strategy. There will be oversight by BNSSG HWBs and alignment with the South Glos population outcomes framework and new JHWS and inequalities strategy.

Headline	What we did
6. Woodleaze supported living scheme	We commissioned a new supported living scheme for 18 young people, including care leavers, who have higher support needs. This is being delivered through conversion of a council building at Woodleaze, Yate in partnership with Solon Housing Association and 1625 Independent People. The scheme is due to completed in October 2020
7. Extra Care Housing Scheme	We saw completion of the newest Extra Care Housing scheme at Stoke Gifford, very close to the boundary with Bristol. Containing 261 dwellings, this is the largest extra care scheme in the SW region and the first nationally to be jointly commissioned by two local authorities and has been short listed for the LGA Awards.
8. Downend Supported Living Scheme	We completed a new 6 unit supported living scheme for People with Learning Difficulties in Downend, a scheme designed to prepare younger adults to develop life skills in readiness for moving onto other housing settings.
9. Schools Forum	We delivered the new National Funding Formula for Schools and worked in partnership with the Schools Forum to secure approval from the Secretary of State for Education to use £2.2m of growth funding to specifically support children with special needs and disabilities.

The key actions proposed for 2020/21:

Key actions proposed for 2020/21
Objective 1: Engaging and developing staff
We aim to create and maintain a diverse and inclusive working environment that values difference and fosters an inclusive workplace ethos where staff from all backgrounds are treated fairly and equally, and where they can advance their careers
1. (ICS) We will develop an anti-oppressive practice framework for ICS
2. (ICS) Introduce workshops for staff in ICS about challenging our own internal/unconscious bias and how we can be confident we are addressing any concerns about racism quickly, fairly and supportively.
3. (ICS) Risk assess those staff in ICS at increased risk of catching Covid 19 and ensure that they are supported to undertake their role in a safe manner
4. (Commissioning & Partnerships) Equalities and how staff from different backgrounds consider, perceive and feel they are treated in our work environment is becoming a regular item for team meeting and 1:1 supervision agenda. This is an awareness raising and 'stop and think' initiative.
5. All staff to complete mandatory training on equalities
6. All teams to complete new EqIAA Digital Dashboard quarterly

Key actions proposed for 2020/21
Objective 2: Supporting the education, health and care system
We aim to promote equality and fairness in all CAH business the way we design and deliver our functions and products, procure and commission from others, and work with partners, and stakeholders including the public

Key actions proposed for 2020/21	
1.	(ICS) We will explore the needs of young people and families from oppressed and disadvantaged groups and ensure that service provision recognises their individual needs.
2.	(ICS) Ensure that children and families who are shielding and/or at increased risk of developing Covid 19 are given suitable support.
3.	(Community Support) Understand impacts of COVID19 on inequalities: Develop a data and intelligence-based impact report for the South Gloucestershire Population
4.	(Community Support) Engage South Glos HWBB: Undertake Place Based approach framework exercise (Sept 2020) Develop updated Joint HWB Strategy to reflect/focus on inequalities (Live from early 2021)
5.	(Community Support) South Gloucestershire internal reporting and decision making, including inequalities in cabinet reports, commissioning to reduce inequalities, developing a corporate culture that recognises and tackles inequalities. Draft a guidance note and identify officers to complete the social implications sections on reports.
6.	(Community Support) Inequalities Informed Commissioning - Develop an Inequalities impact assessment that can be used at the start of any commissioning project to ensure that the resulting program/service has inequalities at its heart. This includes increased consideration of inequalities in scoring of submissions.
7.	(Community Support) Raising awareness across the Council: Develop a training programme with a focus on inequalities – possibly link to Early Help qualification? Use COVID19 impacts as platform? Link into existing Social Value work by updating the ‘ten asks’ of the Council through an inequalities lens
8.	(Community Support) Ensure support for vulnerable people is available and equitable across the System during the COVID19 crisis: Work with partner organisations to develop a coordinated system that is accessible to all who might need additional support during the COVID crisis
9.	Complete EqIAAs for all transformation programmes
10.	We will work with the Schools Forum to deliver the National Funding Formula for Schools and if required to secure approval from the Secretary of State for Education to use growth funding to specifically support children with special needs and disabilities.

SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAAs)

Key EqIAAs undertaken during 2019/20:

- **ICS**
 - [Early Help Strategy 2019-2024](#)
 - [Young People’s Housing Related Support Schemes](#)
- **Commissioning & Partnerships**
 - Healthwatch
 - Youth Participation Strategy (Young Ambassadors)
 - Harmful Sexual Behaviour Service (extension of pilot project to tender of contract) July 2019
 - Visual Impairment Service for Adults- March 19
 - Community Adults & Health Voluntary Sector Funding 2020-2023 October 19
 - Prisons EqIAA carried out May 2019
 - Woodleaze

- **ASC**
 - Initial EqIAA Children, Adults and Health Department (CAH): Looking Forward Programme
 - [Homelessness Strategy](#)
- **ELS**
 - [SEND Ready Reckoner](#)
 - [Schools and Special Education Needs and Disabilities \(SEND\) Budget](#)
 - [Schools and Special Education Needs and Disabilities \(SEND\) Clusters Pilot](#)
- **Public Health**
 - Alcohol Strategy 2020-25
- **Business Support and Financial Management**
 - Setting Schools Budget 2020/21

Major changes as a result of EqIAAs 2019/20:

- **ICS**
 - New Early Help Strategy 2019-2024 published
 - Delivery of Young People's Housing Related Support Schemes
- **Commissioning & Partnerships:**
 - Young ambassador training programme written according to EqIAA commitments
 - For Harmful Sexual Behaviour Service (extension of pilot project to tender of contract) July 2019
 - a. Ensure that the commissioning approach adheres to the Council's Equalities in Procurement Guidance by including the Council's 'standard' set of equalities questions for provider response.
 - b. The provider should record the equalities characteristics of service users and supply these to the Council as part of the contract monitoring. This will ensure continued evaluation and action can take place to proactively address any barriers identified by any Protected Characteristic groups.
 - c. Once commissioning has been completed, successful providers will be required to proactively monitor progress against the priorities raised within Section 3 of this EqIAA.
 - For Woodleaze
 - a. Ensure that the SGC Equalities in Procurement Guidance is followed and is an integral part of the commissioning process.
 - b. Ensure that equalities monitoring is part of the final service specification and contract.
 - c. Ensure analysis of equalities issues on a quarterly basis is an ongoing part of contract monitoring.

- **ASC**
 - New Homelessness Strategy published
- **ELS**
 - Establishment of SEND Ready Reckoner
 - Establishment of Schools and Special Education Needs and Disabilities (SEND) Budget
 - Establishment of Schools and Special Education Needs and Disabilities (SEND) Clusters Pilot
- **Public Health**
 - Delivery of training for frontline NHS health check staff in regard to equality and monitoring service take up particularly by people from BAME backgrounds.
- **Business Support and Financial Management**
 - Setting Schools Budget 2020/21

SECTION 3 - EQUALITIES MONITORING

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

- Listening To & Learning From Our Customers Annual Report on Customer Feedback including Complaints for Children, Adults & Health Department
- Personal Social Services Adult Social Care Survey
- Educational Outcomes
- NHS Healthcheck participation monitoring
- Drugs and alcohol services participation monitoring
- Accessible Council Services – Improvement Through Engagement workshop provided valuable monitoring information.

SECTION 4 – PROCUREMENT

- All procurement has been undertaken using the Council's established procurement questionnaire which covers equalities duties
- All Invitations to Tender for services include equalities questions at the Pre-Qualification Questionnaire stage, to ensure tenderers will work in line with the Council's equality duties and policy. Contracts issued contain equalities monitoring measures where appropriate.

SECTION 5 – CHALLENGES

- To meet Council Savings and Transformation Programme targets whilst maintaining a level of service provision to meet the needs of all of the users of the services. Where changes or cuts to services are proposed a full equality impact assessment will be carried out to help to inform the decision.
- Covid – continuation of delivery of services whilst responding to the pressures of Covid
- Gaining a greater understanding of the impact of Covid on protected characteristic groups

DEPARTMENT: ENVIRONMENT AND COMMUNITY SERVICES

YEAR: April 2019 – March 2020

SECTION 1 – THE DEPARTMENTAL EQUALITIES ACTION PLAN

Key achievements 2019/20:

What we promised to do in 2019/20	What we actually did
<p>Better understand equality and diversity in our StreetCare workforce and create action plan to increase underrepresented groups.</p>	<p>Planned staff equalities survey unfortunately did not take place and this action is to be carried forward into 2020-21 (potential to be delayed further due to Covid-19). The confidential survey will ask all StreetCare staff to complete a paper equalities questionnaire and post into confidential secured “ballot box”. The result will be collated by HR and anonymised but will provide a better understanding of the current diversity within our workforce and feed into future action plans.</p>
<p>Conduct an EqIAA in regard to our new Waste Strategy</p>	<p>Completed and published as part of the decision-making process – Cabinet papers for 2 March 2020</p>
<p>Increasing our training opportunities in the operations teams for those from BAME backgrounds. We are planning to deliver this through ring fencing one of our frontline apprenticeship opportunities for those groups</p>	<p>During the last apprentice intake, we successfully appointed an individual from a BAME background in line with our commitment. To achieve our goal of a more diverse workforce this is a policy that we intend to continue with when appointing the next group of apprentices.</p>
<ul style="list-style-type: none"> • We aim to carry out a number of improvements for our Community Spaces • Work with Three Brooks nature Conservation Group to create accessible path around Savages Wood • Assess the feasibility to have access for mobility scooters (trampers) on our larger open spaces • Highways Design team will start doing scheme based EqIAAs 	<ul style="list-style-type: none"> • Improvements included: - • to over-skim the gapping rubber tiles at Barrs Court play area with bonded rubber mulch • replace one of the sit-on springers at Grimsbury Farm with a sit-in version that provides all around support for younger children with a disability. • Continue a replacement of gates that cause issues for people with visual impairments • Seek funding for arson damaged toddler equipment at Springfield Play Area and improve access to Barrs Court • Aid Friends of page Park to apply for funding to refurbish the play area and make it more accessible • Schemes have equalities at the heart of the design with design guides all incorporating equalities (largely about accessibility, including avoiding issues that may impact highway users with low vision.
<p>A consultation on the details of wheelchair accessibility requirements for licensed Hackney Carriages and a consultation on the proposal to have a public register of licensed taxi and private hire vehicles to improve accessibility information, both to involve targeted consultation around equalities groups.</p>	<p>Consultation took place and as a result a technical specification for Wheelchair Accessible Taxis and implementation dates agreed. All new Hackney Carriage Vehicles will be required to be Wheelchair Accessible Vehicles by 1st April 2021, and all current Hackney Carriage Vehicles will be required to be Wheelchair Accessible Vehicles by 1st April 2023.</p>

Other actions 2019/20

- Increased accessibility at Grimsbury Farm in terms of mobility.
- We supported a traineeship programme for care leavers with placements across StreetCare. One care leaver now has a permanent position in StreetCare as a result of this programme.
- The Economic Development Team as part of quality assessment for the Universal Business Support (UBS) procurement process (circa £200k spend over two years) potential bidders were required to detail how provision would be realised across and by disadvantaged groups in South Gloucestershire.
- SPP&SA Team and Housing Enabling Team commenced Local Housing Needs Assessment Part 1 in collaboration with WECA and WoE UAs.
- 11 members of the Environmental Health and Trading Standards team attended a BAME Intercultural communication and unconscious bias in November 2019. In addition, the team supported a West of England project to gain insight and understanding into the barriers faced by BAME business leaders in achieving regulatory compliance.
- Delivery of Disabled Facilities grants and Care Act assistance to enable disabled people to remain in their own home more independently and support hospital discharge and improve health and wellbeing.
- Customer Satisfaction for Disabled Facilities Grant work includes equalities questions
- Customer Satisfaction for Celestine Centre includes equalities questions.
- Operating the Celestine Centre which is designed to demonstrate how disability, frailty and age is no barrier to independent living. The Celestine Centre is also used for daily living and life skills training for young people in transition from children to adult. services and for volunteering by young adults with learning disability.
- For Black History Month 2019, the library service worked with Roger Griffith, South Gloucestershire Race Equality Network and Urban Word Collective to hold a BHM event in Bradley Stoke Library which featured singing and poetry reading. The service also worked with Roger to develop a reading list of suggested books which was added to the LibrariesWest website. South Gloucestershire purchased additional titles of the books in both hardcopy, audio and eBook format.
- The library service launched a Reading Well Books on Prescription to support children's mental health, collections of books endorsed by national agencies were placed in every library and funding from Public Health enables to place the collections in almost every primary school in South Gloucestershire.
- The library service worked with Vision West of England to provide technological support for blind and partially sighted people.
- Libraries supported the 'Can't wait' scheme which is promoted by the South Gloucestershire Disability Equality Network.
- In March the library service implemented an extended Home Library Service to support people who were asked to self-isolate, this was run by staff and was very well received by local people; the vulnerable adults were mainly older people. Home Library Service quotes included: *"Many thanks to the library service for delivering an excellent selection of audio books during difficult times. They have been a lifeline for me as I am unable to read anymore". "I am so grateful for the excellent service and selection of books you have delivered during this bad time. Reading passes many lonely hours, so the books are greatly appreciated. I hope you can carry on with this excellent service. My sincere thanks to you all". "This service has kept me sane! Books are vital to me and although I can re-read old favourites, it is a thrill to open a new book. The mix of fiction and non-fiction has been stimulating and although I like to choose for myself the choices have been excellent and have introduced me to new authors as well as new books by authors I already know. Thank you so much". "As I am a carer for my husband with dementia. I have found the delivery service wonderful. Reading is probably my main source of coping. Thank you".*

The key actions proposed for 2020/21:

- Equalities of our StreetCare workforce survey – A confidential survey will ask all StreetCare staff to complete a questionnaire and post into confidential secured “ballot box”. The result will be collated by HR and anonymised but will give us a better understanding of the current diversity within our workforce and feed into future action plans.
- The Streetcare Survey is carried out every two years and is planned to take place during spring/summer 2021 with preparation in Q4 2020/21 which includes Equality Analysis.
- Conducting work centred on making public spaces safer.
- Enhancing safe access to schools via modification of street layouts
- Continuing work relating to recruitment of Apprentices and placements for Care leavers. We will continue to support CAH with their programme to provide training, work experience or apprenticeships for care leavers.
- As part of our Place Response to Covid-19 an overarching EqIAA was prepared for road schemes. As a result of this EqIAA, an accessibility features checklist was created for assessing future schemes to ensure they consider equality issues. We will conduct a review of the successes delivered as a result of this.
- We will implement the Waste Strategy. Equality Impact Assessments will be completed for projects implemented as a result of the strategy actions.
- We will conduct an accessibility audit of bus stops/shelters
- We will conduct an audit to identify those staff that are digitally excluded and agree action plan to support with training and or equipment.
- We will carry out a range of highway schemes targeting issues related to equalities including:
 - 20 x locations with improved dropped kerb provision throughout the authority.
 - There is a scheme to provide continuous tactile paving in 19 x locations in Station Road, Yate from the Stover Road junction and around Yate shopping centre.
 - Royal Road, Mangotsfield – to provide 6 x dropped kerbs to aid easier access for school children accessing Barley Close School. This is part of a COVID-19 school scheme.
 - There are 2 mobility route schemes funded by development money in the 2020-2021 capital programme for 7 x pairs of dropped kerbs in Station Road, Kingswood and 5 pairs in Staple Hill.
 - Bus borders in; Kingswood, yate, Thornbury, Cossham, Emersons Green.
 - Acacia Road 20mph and traffic calming to tackle issues associated with severe accidents with a high proportion of older and vulnerable people involved.
- We will complete and review consultation conducted on the proposed pedestrianization of Thornbury High Street.
- Carry out an Audit on Frome Valley Walkway for accessibility and conditions in order to identify where improvements can be provided (Part of Frome reconnected project).
- Working with volunteer groups to provide accessibility improvements across SGC area on all PROW but particularly those promoted routes and higher priority urban fringe routes.

- Ensure the England Coast Path is designed and implemented to be accessible for all (as a footpath).
- SPP&SA Team to commence preparation of the council's new Local Plan including: publishing refreshed Local Plan Delivery Programme (May 2020), Call for sites (July – October 2020) and public consultation on first Phase of Local Plan 2020 (November to February 2021)
- SP&SA Team to undertake public consultation of refresh of the Council's Statement of Community Involvement (SCI) consider comments received and publish new SCI.
- SP&SA Team to undertake public consultation and complete process for adoption of Supplementary Planning Documents (SPDs): Household Extensions, Barn Conversions, Sustainable Urban Drainage Systems, Trees and Development, Affordable Housing, Self Build and Custom Build Housing.
- SP&SA Team to undertake work on Houses in Multiple Occupation (HMO) Supplementary Planning Document and investigate requirement to introduce one or more Article 4 Directions.
- SPP&SA Team and Housing Enabling Team to complete Local Housing Needs Assessment Part 1 and commence Part 2 in collaboration with WECA and WoF UAs.
- Delivery of Disabled Facilities grants and Care Act assistance to enable disabled people to remain in their own home more independently and support hospital discharge and improve their health and wellbeing.
- Operating the Celestine Centre designed to demonstrate how disability, frailty and age is no barrier to independent living. House is also used for daily living and life skills training for young people in transition from children to adult
- Digital Inclusion – support our Digital Inclusion strategy to support people who are excluded from accessing digital services. This is often older people
- To develop the equalities monitoring in the OSS and Contact Centre to ensure we are meeting the needs of the community.
- EU Settlement Scheme – Working with colleagues at Southern Brooks identify how we can help raise awareness and applications for the scheme.
- Look at possibility of extending the UK visa processing service (delivered on behalf of UKVI) through moving the service from Bradley Stoke Library to Kingswood Customer Contact.
- To support people who are excluded from accessing library services through Covid-19 restrictions, this will include:
 - Families with young children
 - Older people
 - To deliver online resources to enable people to keep up to date, in touch and informed
- To extend the online libraries resources section to include newspapers which will have a foreign language interface and provide access to international newspapers to enable residents from those countries to keep up to date with news from their home country.
- To ensure all Customer Contact staff are aware of South Gloucestershire policies and practices in South Gloucestershire through a training programme tailored towards front line staff.
- We will publish details of approved taxi vehicles and keep a register of licensed Wheelchair Accessible Vehicles with all measurements of the vehicles and type of wheelchair/s they can carry for public information.

SECTION 2 – EQUALITY IMPACT ASSESSMENTS (EqIAAs)

Key EqIAAs undertaken during 2019/20:

- Waste and Resource Strategy 2020 and Beyond – decision by cabinet 2 March 2020
- Waste Supplementary Planning Document – decision by cabinet 2 March 2020
- PSPO for the closure of Kennedy Way underpass – decision by exec member 4 May 2020
- Development of a Slip Road into Mangotsfield Recycling Centre – ongoing assessment
- Development of a new waste facility at North Way, Filton – ongoing assessment
- Bi-annual Equality Analysis conducted in respect of all key areas of StreetCare work which identified trends emerging and was considered by StreetCare management team.

Major changes as a result of EqIAAs 2019/20:

- Resource and Waste Strategy 2020 and beyond.

Through public consultation on the draft strategy we took account of feedback relating to equalities. Consultation comments were received, and responses noted. There is a list of actions on page 14 of the EqIAA (which predominantly reinforce work that is already ongoing).

- Waste Supplementary Planning Document – updated

The EqIAA helped us identify positive impact especially in respect of older and disabled people. A dedicated section was included in the revised SPD document covering accessibility and inclusion to ensure positive guidance for developers in respect of meeting resident's needs. This will ensure continued accessibility to the waste and recycling service for residents.

SECTION 3 - EQUALITIES MONITORING

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

- Customer Satisfaction for Disabled Facilities Grant work includes equalities questions.
- Customer Satisfaction for Celestine Centre includes equalities questions.
- Libraries data shows a higher representation of Under 17s and Over 65s, Females and people from BAME backgrounds amongst library members.
- The Streetcare bi-annual survey and Equality Analysis was completed in 2019 resulting in a full report with actions identified to advance equality of opportunity being put forward for prioritisation.

SECTION 4 – PROCUREMENT

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

SECTION 5 – CHALLENGES

- To meet Council Savings and Transformation Programme targets whilst maintaining a level of service provision to meet the needs of all of the users of the services. Where changes or cuts to services are proposed a full equalities impact assessment will be carried out to help to inform the decision.
- The council's Local Plan has significant implications for a wide range of Council services in terms of, for example, the future location of population, jobs and infrastructure. These factors are essential in supporting individuals, families and communities in reducing inequality of all types and providing the best chances in life. As more detail is included on the strategies for growth, protection and change the potential implications for the nine 'protected characteristics' set out in the Equality Act 2010 will be a key consideration in the future stages of the Plan's preparation. This will be addressed through preparing EqIAAs which will sit alongside the Plans' Sustainability Appraisal.
- Since the Government introduced Covid-19 social distancing guidelines many of the ways we ensure people know about and are able to comment on planning applications and our emerging planning documents now cannot be used. Need to ensure reliance to digital techniques does not prevent people from fully participating in our new Local Plan alongside keeping people informed and able to comment on planning applications. The proposed changes to our Statement of Community Involvement (SCI) will allow the Council to ensure that inequality is not increased as a result, while recognising the opportunity now presented by digital based engagement and consultation techniques.
- In August 2020 the Government published its Planning White Paper. This included proposals for digitised, web-based Local Plans and a digital template for advertising planning applications to replace site notices often placed on lamp posts. Whilst supporting the intention to enable people a range of means of finding out about planning proposals, there is a risk that moving towards a fully digitised local planning system could disadvantage some parts of the community who favour more traditional methods of engagement. Not everyone has or chooses to use smart phones, so equalities requirements will not be met by a totally digital system.

SECTION 3

EMPLOYMENT



THE COUNCIL AS AN EMPLOYER

A full HR Annual Equalities in Employment report is available at <https://www.southglos.gov.uk/community-and-living/equality-and-diversity/monitoring-equalities-information-and-reports/>. The HR Annual Equalities in Employment report is one of a series of annual reports outlining the current status of the workforce and outlining any changes over the previous financial year. More detail around workforce data and sickness absence are available in the [Annual Workforce Data report](#) and [Annual Sickness Absence report](#) respectively.

This report contains a review of the action plan for the period 2016-20. A new action plan will be co-produced with staff groups, aligned to council plan priorities. The new plan will utilize data in this report as an evidence base.

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

- The gender distribution within departments and council wide remains consistent with previous years.
- The age profile of the council has remained consistent with minimal changes across all age groups of less than 1%. The biggest age group is still 50-59 (30.6% of the workforce) with 44% being 50+ years of age.
- Apprentices increased slightly again this year by almost 1% which will support our aim of encouraging younger workers into our workforce and our 'grow your own' approach to talent and succession planning.
- The percentage of staff who have not disclosed their data for all equalities groups fell this year. Despite small improvements in disclosed data, data completeness remains a challenge to enable better analysis and insight to support equality plans. This is particularly true for the Transgender Status, Sexual Orientation and Religion/Belief protected characteristics where data disclosed is especially low. With the current coronavirus pandemic, a more accurate ethnicity data set would help us better support this group where there is emerging evidence of vulnerability, or 'risk factor' in relation to COVID-19 health outcomes:

Gender Pay Gap

The most recent gender Pay Gap Report from 2019 (available at www.southglos.gov.uk/documents/Gender-Pay-Gap-Report-March-2019.pdf) shows the council's mean gender pay gap is 11.8% which is higher than the Local Government Association mean. The council's median pay gap reduced by 1% in 2019 to 13.6% although it remains above the Local Government benchmark. The Office for National Statistics reports the median hourly gender pay gap across all sectors is 17.3%.

The council's pay gap is driven by the shape of our workforce which is predominantly female with many roles being part-time. However our gender distribution within our pay quartiles shows there are less female workers in the higher quartile than proportion of the workforce and more females in the lower quartile. The gender pay gap in South Gloucestershire Council is reflective of overarching economic, cultural, societal and educational factors impacting the types of roles men and women occupy in the UK as a whole. The council's latest equal pay audit demonstrates when women occupy posts graded to be of equal or equivalent work to those occupied by men, the council offers equal pay for equal work.

Summary of progress against the action plan:

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

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

We continue to share in a programme for senior women leaders with partners across the region. This is a programme run by Springboard Development Plus (a national organisation) and participants include Avon Fire & Rescue, B&NES, North Somerset, Bristol CC, and Curo Housing. The aim of this programme is to prepare senior women managers for the next steps in their careers towards Service Manager/Heads of Service positions. This is the third year of the programme, which is being delivered over Zoom, following its delay from running in April this year. We have also continued with our in-house programme – Women in Leadership – which aims to encourage the career development of women at all levels within the organisation.

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

Review of Equalities Action Plan 2016-2020

Protected Characteristic	Issue	Summary of progress and actions over plan period
Gender	There has been a 4% proportional increase in women in Hay grade 3 and senior manager grades this year meaning that 58% of staff in these grades are now women. This remains broadly representative of the South Gloucestershire area population. However, we continue to aspire to move towards a leadership profile that represents the workforce composition, which would see more women in leadership positions.	Tailored training and development programmes aimed at increasing the number (%) of women in management roles have been put in place. The Staff Women's Equality Group will continue to be supported. Gender Pay Gap and Equal Pay Reports have been produced during the period of this plan and will be utilized to inform future action plans.
Age	The number of younger age groups (aged under 30) in employment has remained very low, with staff in the under 20 group falling this year to less than 1% of the workforce.	Good progress has been made across the council with introducing apprenticeships and the council has invested in an Apprenticeship Co-ordinator. (see annual workforce report for data) The council as an employer of young people will be a theme for future action and promotion.

Protected Characteristic	Issue	Summary of progress and actions over plan period
Disability	<p>The number of staff declaring that they have a disability has increased slightly this year but remains lower than the population of South Gloucestershire who have a disability.</p>	<p>Specific support continues to be offered to disabled people encourage applications and help them prepare for interviews. Support them in the workplace through reasonable adjustments.</p> <p>The council will continue to support staff equalities groups across the council.</p> <p>The council's new recruitment applicant tracking system and candidate attraction website presents some opportunity to encourage greater numbers of applications. It is recognised there is more work to be done in this area.</p>
Ethnicity	<p>We would like to attract a more diverse workforce. We recognise that there is under-representation from some minority ethnic groups within the workforce when compared to South Gloucestershire and the Combined Area of South Gloucestershire, BANES, Stroud, Bristol, North Somerset and Wiltshire that 94% of our workforce live in. In particular, people from 'Asian', 'Chinese' and 'White Other' backgrounds are each less than both these benchmarking groups. 'Arab', 'Chinese', 'Gypsy Roma/Traveller of Irish Heritage', 'White-Irish' and 'Other Ethnic groups' all account for less than 1% each of the workforce.</p> <p>Success rate at interview is still highest within the 'white' groups at around 8% with the lowest known group being Asian at 3.8% this year.</p> <p>Turnover rates are highest within 'White Irish' and 'Mixed' groups this year.</p>	<p>The council is re-designing its recruitment attraction strategy and website. We will consider practical ways to ensure our advertising and offer encourages people to apply, particularly those from 'Asian', 'Chinese' and 'White Other' backgrounds. We will involve our equalities groups in formulating our approach to this.</p> <p>The council will continue to support and explore positive action programmes aimed at increasing the percentage of people from minority ethnic groups at management levels in the workforce.</p> <p>The council will continue to support staff equalities groups across the council.</p>
Sexual Orientation	<p>Overall, the known numbers of gay women and men working for us remain small, combined they make up less than 1% of the workforce. The proportion of bisexual staff is also less than 1%. The "unknown" data reporting category is high in this area at just under 50%.</p>	<p>The council continues to support equalities groups across the council.</p> <p>We have continued to promote the need for staff to complete equalities data to help us better understand our workforce and this will continue.</p>

Protected Characteristic	Issue	Summary of progress and actions over plan period
All	<p>Continue to enhance the working environment and culture to make SGC a welcoming employer.</p> <p>Anecdotal evidence suggests that managers may require a greater understanding in order to proactively understand and support the needs of staff, particularly in relation to diversity and equality issues.</p> <p>Comparison data may not reflect the geographical locations where our employees live and commute from.</p>	<p>Progress has been made over the period of this plan, particularly with the first tranche of unconscious bias training and the launch of the council's values and behaviours. This work will continue, and clear actions included in the refreshed equalities action plan.</p>
<p>Support for those returning from Maternity/ Adoption/ Parental Leave and extend this to cover those returning from Long Term Sick leave.</p>	<p>To assist with confidence building and smooth transition/return to the workplace.</p>	<p>Coaching offer available to all staff and will be particularly promoted during the COVID period.</p>

SECTION 4

EQUALITY IMPACT ASSESSMENT AND ANALYSIS (EqIAA)



EQUALITY IMPACT ASSESSMENT AND ANALYSIS (EQIAA)

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

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

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

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

Available Equality Impact Assessments

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

All EqIAAs are available upon request from equalities@southglos.gov.uk