



# Annual Equalities Report 2016 – 2017

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<p align="center"><b>URDU</b></p> <p>اگر آپ کو یہ معلومات مختلف شکلوں مثلاً بریل، آڈیو ٹیپ، بڑے لفظوں، کمپیوٹر ڈسک یا دوسری زبانوں میں چاہئے تو براہ کرم ٹیلیفون نمبر 01454 868009 پر رابطہ کریں</p>
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# SECTION 1



## **INTRODUCTION**

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

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

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

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

## **MAJOR DEVELOPMENTS IN 2016/17**

There were two major equality developments for the Council in 2016/17. One reflected external pressures and developments, the other was focussed within the council itself.

### ***The Casey Review: A review into opportunity and integration***

National changes, expectations and perceptions continued to place considerable pressure on cohesion and equality within communities across the country during the last year. Tolerance of others has been challenged and at the same time many of the changes made as part of the national austerity programme to services delivered through local authorities have impacted on individuals with protected characteristics.

Louise Casey's review explored integration and opportunity in isolated and deprived communities. It looked not just at how well we get on with each other but how well we all do compared to each other.

As Louise Casey described in her foreword "Social cohesion and equality are not things we can take for granted; they require careful tending, commitment and bravery from us all."

Although the review considers opportunity and integration across Britain, its conclusions are relevant and important to South Gloucestershire.

### ***Council response to equality challenges***

The last Annual Report highlighted that during 2015/16 the Council had been subject to both external and internal equality challenges. External challenges included complaints about inequality in service delivery and service changes. Analysis of Committee and formal decision reports showed that while there were some excellent Impact Equality Assessments (EqIAAs) as part of the decision-making process, the standard and application of EqIAAs was inconsistent. Not all services felt the Council's agreed approach to be practicable, given the reductions in capacity as a result of the Council Savings Programme.

Internal staff challenges were in relation to equality of treatment and opportunity within some council processes and procedures. During this time only one of the three equality staff support groups was fully functioning. The two-yearly staff survey showed staff with protected characteristics were significantly less positive about working as part of the Council than other staff.

External consultation on the experiences of staff with protected characteristics was commissioned and carried out. The results of this were incorporated into a number of changes to the council's operation and management of its staff.

Both recruitment and equalities training were updated. Mandatory training in Unconscious Bias will be provided to all managers in early 2017/18 and targeted positive action programmes/ tailored training programmes aimed at increasing the proportion of managers with protected characteristics will begin.

The council's framework for managing equality was reviewed, and new arrangements will be introduced in 2017/18. These provide greater clarity over the responsibilities for equality of all staff. They also revise the council's processes to make them more proportionate and effective.

## **SOUTH GLOUCESTERSHIRE POPULATION**

To place the council's equality work into context, it is important to know about the population of South Gloucestershire. For most criteria the most recently published data is that from the 2011 national census, and this data is shown in the tables below. For some characteristics such as total population, age and gender more recent data has been estimated and this has been included where available.

In each case we have identified when the figures presented date from.

The following tables are therefore useful in making comparisons with the data on service use presented in this Annual Report.

### **Total Population (ONS mid-year population estimates for 2016)**

The estimated South Gloucestershire population in mid-2016 was 277,600. This was an increase of 3,000 (1.1%) on the previous year estimate of 274,700. The population increase is attributed to both natural change (i.e. births minus deaths) of 900 people and 'net migration and other changes' of 2,000 people (totals due not sum due to rounding).

### **Ethnicity (2011 census)**

At the time of the 2011 census there were 262,767 residents of South Gloucestershire. Of these residents:

- 249,574 residents (95.0% of the total population) were 'White' which was the majority ethnic group.
- Within this group 'White British' was the largest sub-group (accounting for 91.9% of the total population). The 'White Other' sub-group (which includes people of eastern European origin) accounts for 2.5% of the total population.
- 5.0% of the population were from black and minority ethnic (BME) groups – more than twice the number recorded in 2001 (2.4% of the total population).
- 95.5% of the usual resident population identified with at least one UK national identity (English, Welsh, Scottish, Northern Irish, and British) – above the national average of 91.0%.
- 6.6% were born outside the UK – considerably lower than the national average of 13.4%.
- The most common non-UK countries of birth for usual residents were Poland (1,828) and India (1,695).
- 93.4% of residents were born in the UK – the national average is 86.6%.

The detailed ethnic background of the population of South Gloucestershire in 2011 was as follows:

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

#### **Age (ONS mid-year population estimates for 2016)**

The broad age structure is similar to the national (England) average, however more detailed analysis by 5-year age bands shows that, in comparison to the national average, South Gloucestershire has:

- A lower proportion of the population in the 20-39 age group (1.2% below the national average)
- A higher proportion of the population in the 45-54 age group (1.0% above national average)



	South Gloucestershire		England	Difference
Age (years)	All Persons	%	%	%
Aged under 1 year	3,100	1.1%	1.2%	-0.1%
Aged 1 - 4 years	13,100	4.7%	5.0%	-0.3%
Aged 5 - 9 years	17,100	6.2%	6.2%	0.0%
Aged 10 - 14 years	15,100	5.4%	5.6%	-0.1%
Aged 15 - 19 years	16,300	5.9%	5.8%	0.1%
Aged 20 - 24 years	17,500	6.3%	6.4%	-0.1%
Aged 25 - 29 years	17,300	6.2%	6.9%	-0.7%
Aged 30 - 34 years	17,900	6.4%	6.8%	-0.3%
Aged 35 - 39 years	17,700	6.4%	6.4%	-0.1%
Aged 40 - 44 years	17,800	6.4%	6.4%	0.0%
Aged 45 - 49 years	20,800	7.5%	7.0%	0.5%
Aged 50 - 54 years	21,000	7.6%	7.0%	0.6%
Aged 55 - 59 years	17,000	6.1%	6.1%	0.0%
Aged 60 - 64 years	14,400	5.2%	5.3%	-0.1%
Aged 65 - 69 years	15,000	5.4%	5.5%	-0.1%
Aged 70 - 74 years	12,800	4.6%	4.3%	0.3%
Aged 75 - 79 years	9,500	3.4%	3.2%	0.2%
Aged 80 - 84 years	7,300	2.6%	2.4%	0.2%
Aged 85 and over	6,700	2.4%	2.4%	0.0%
<b>Total</b>	<b>277,600</b>	<b>100.0%</b>	<b>100.0%</b>	<b>0.0%</b>

### Disability (2011 census)

A total of 40,914 residents (15.6% of total population) declared they have a form of disability which limits their day-to-day activities to some extent.

### Gender (ONS mid-year population estimates for 2016)

49.7% of total population are male and 50.3% female.

### Religion or Belief (2011 census)

Asked their religion in the 2011 census, residents responded as follows: -

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

## HOW DOES SOUTH GLOUCESTERSHIRE COMPARE?

The Council's Annual Equality Report in 2016 compared the known pattern of equality in South Gloucestershire to the conclusions drawn by the Equality and Human Rights Commission in their 2015 paper *"Is Britain Fairer? The state of equality and human rights 2015"*. The latter provided valuable insight into equality and human rights progress in England, Scotland and Wales. It laid out the EHRC's findings and set out the challenges for the future.

Comments received showed that people found that comparison particularly interesting. By considering the extent to which equality outcomes for residents of South Gloucestershire may be better (or worse) than those across the rest of the country it facilitated consideration of the broader dimensions of equality and priorities for improvement locally.

As a result, considerable development took place during 2016/17. Highlights of this include:

- New guidance on equality data analysis requirements have been developed which build on our previous practice and will be launched across the council in September 2017.
- A comprehensive programme of positive action has been planned which enables staff members (females, disabled people, staff members from BAME backgrounds and LGBT members of staff) to participate in sessions to cover career development and guidance specific to their individual needs and covering issues pertinent to their protected characteristics. Further details on this are shown in our Annual equalities in Employment Report 2016/17.
- Mental health strategies focussing on both adult and children and young people have undergone consultation and will be published during 2017/18.

*"The Casey Review: A review into opportunity and integration"* was published in December 2016. This is a review into integration and opportunity in isolated and deprived communities focussing on both how well we get on with each other as well as how well we all do compared to each other.

A full copy of the report can be found at [www.gov.uk/government/publications/the-casey-review-a-review-into-opportunity-and-integration](http://www.gov.uk/government/publications/the-casey-review-a-review-into-opportunity-and-integration) It raises a wide range of issues and key findings including:

- "Discrimination and disadvantage feeding a sense of grievance and unfairness, isolating communities from modern British society". Examples include: "black boys still not getting jobs, white working-class children on free school meals still doing badly in our education system, Muslim girls getting good grades at school but no decent employment opportunities..."

- “...high levels of social and economic isolation in some places and cultural and religious practices in communities that are not only holding some of our citizens back but run contrary to British values and sometimes our laws. The report often found that “...it was women and children who were the targets of these regressive practices. And too often, leaders and institutions were not doing enough to stand up against them and protect those who were vulnerable.”

The report concludes that these remain absolutely vital problems to tackle and get right to improve our society – “The less integrated we are as a nation, the greater the economic and social costs we face – estimated as approximately £6 billion each year in one study. We know that where communities live separately, with fewer interactions between people from different backgrounds, mistrust, anxiety and prejudice grow. Conversely, social mixing and interactions between people from a wider range of backgrounds can have positive impacts; not just in reducing anxiety and prejudice, but also in enabling people to get on better in employment and social mobility.”

The Casey Review identified some initial recommendations, which are summarised below along with a response from the council and an indication of our role in delivering against them:

<b>Casey Review Initial Recommendation</b>	<b>South Gloucestershire Council response and role</b>
<b>Build local communities’ resilience in the towns and cities where the greatest challenges exist, by:</b>	
(1) Providing additional funding for area-based plans and projects that will address the key priorities identified in this review, including the promotion of English language skills, empowering marginalised women, promoting more social mixing, particularly among young people, and tackling barriers to employment for the most socially isolated groups.	<p>The current Youth Services Review is looking at the Positive Activities Subsidy and how this can be used to promote more social mixing amongst young people.</p> <p>The Council is delivering a positive action scheme aimed at Women, people from BAME backgrounds, people from LGBT communities and Disabled People. Although this is for those already in employment.</p> <p>The Community Learning service continues to prioritise courses in English as a Second Language</p>
(2) Developing a set of local indicators of integration and requiring regular collection of the data supporting these indicators.	<p>The Council will:</p> <ol style="list-style-type: none"> <li>Seek to develop new indicators with partners through the Equality Forum.</li> <li>Review indicators developed elsewhere with a view to adopting any which are suitable and feasible.</li> </ol>
(3) Identifying and promoting successful approaches to integration.	This is a national project that the council will seek to learn from and develop approaches accordingly.
<b>Improve the integration of communities in Britain and establish a set of values around which people from all different backgrounds can unite, by:</b>	
(4) Attaching more weight to British values, laws and history in our schools.	This is to be driven by the Department for Education.
(5) Considering what additional support or advice should be provided to immigrants to help them get off to the best start in	The ‘Advice West’ group of advice organisations supporting immigrants are

understanding their rights and obligations and our expectations for integration.	referred to on our website. The Chair of the Council's Charities for 2017/18 include Borderlands, a charity which reaches out to refugees and asylum seekers who need help to settle in to communities after overcoming challenges many of us would struggle to comprehend
(6) Reviewing the route to British citizenship and considering the introduction of an integration oath on arrival for immigrants intending to settle in Britain.	This is a national scheme.
<b>Reduce economic exclusion, inequality and segregation in our most isolated and deprived communities and schools, by:</b>	
(7) Working with schools providers and local communities to promote more integrated schools and opportunities for pupils to mix with others from different backgrounds.	The council works with the Ethnic Minority Traveller Achievement Service to promote inclusive practice and to improve outcomes for students.
(8) Developing approaches to help overcome cultural barriers to employment.	The council continues to work with the Local Enterprise Partnership and the West of England Combined Authority towards achieving this.
(9) Improving English language provision through funding for community-based classes and appropriate prioritisation of adult skills budgets.	The Community Learning service continues to prioritise courses in English as a Second Language. In 2018/19 responsibility for this will transfer to the West of England Combined Authority as part of the West of England devolution deal.
(10) Improving our understanding of how housing and regeneration policies could improve integration or reduce segregation.	The council will monitor national research into this topic with a view to improving its own policies.
(11) Introducing stronger safeguards for children who are not in mainstream education, including those being home schooled.	An action plan to achieve this has been agreed and is being implemented.
<b>Increase standards of leadership and integrity in public office, by:</b>	
(12) Ensuring that British values such as respect for the rule of law, equality and tolerance are enshrined in the principles of public life and developing a new oath for holders of public office.	This is a national priority which the council will follow when the Government finalises a new oath.

## 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 both 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. The Forum 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. In particular 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

Membership of the Forum includes:

- Age UK South Gloucestershire
- Avon and Somerset Constabulary
- Avon Fire and Rescue Service
- CVS South Gloucestershire
- Merlin Housing Association
- North Bristol NHS Trust
- South Gloucestershire Clinical Commissioning Group
- South Gloucestershire LGBT Network
- South Gloucestershire Council
- South Gloucestershire Disability Equality Network
- South Gloucestershire Over 50s Forum
- South Gloucestershire Race Equality Network
- Southern Brooks Community Partnership

The Forum's website is hosted by CVS South Gloucestershire and sponsored by Merlin Housing Society. In addition to information about the Forum and its activities there is an equality profile of the area. The profile section includes information from the census about equality communities and contact details for representative organisations. These pages can be accessed at [www.cvs-sg.org.uk/Pages/Category/equalities-forum](http://www.cvs-sg.org.uk/Pages/Category/equalities-forum).

During 2016/17 the Partners Group which leads the work of the Forum met on three occasions. Highlights include reviewing annual figures on hate crime in the area, looking at the Prevent programme in S Gloucestershire, noting the more detailed equality information in Joint Strategic Needs Assessment and discussion how it can be used and previewing a video on how primary health care services can build the confidence of LGBT patients. The Partners Group agreed the report of the Conference on Isolation and Loneliness which is available on its web pages (see above).

South Gloucestershire Disability Equality Network (SGDEN) chose to make this the theme of their AGM featuring presentations of a number of approaches to reducing loneliness for disabled people. SGDEN also organised a high-profile conference on disability hate crime in partnership with SARI and Paul's Place to make disabled people aware of it and how to resist and report it.

The South Gloucestershire Race Equality Network (SGREN) has secured funding to employ a one day a week Development Officer, employed by CVS South Gloucestershire, to support to developing network so that it can become a viable independent organisation.

South Gloucestershire Over 50s Forum have appointed a new Chair who is embarking on an ambitious strategy to increase their number of younger members and develop a more local structure for their members meetings.

Towards the end of the year a steering group was working to set up a representative network for LGBT people living S Gloucestershire.

## **PERCEPTIONS OF EQUALITY**

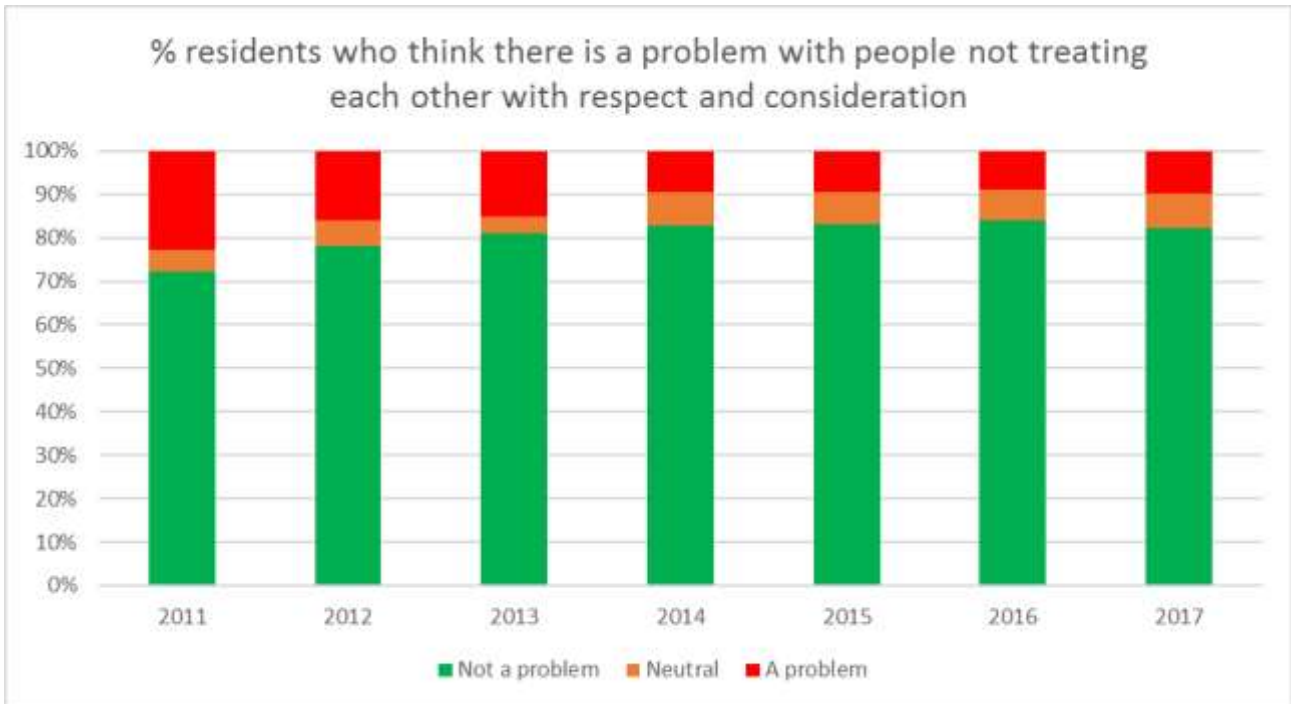
Each year the Council surveys residents in order to assess their views of equality in the district. This has been done using the same methodology for the past 7 years and thus enables trends to be proven. The number of respondents to this survey for each of year is as follows:

- 2011 1,154
- 2012 999
- 2013 890
- 2014 1,278
- 2015 1,285
- 2016 916
- 2017 804

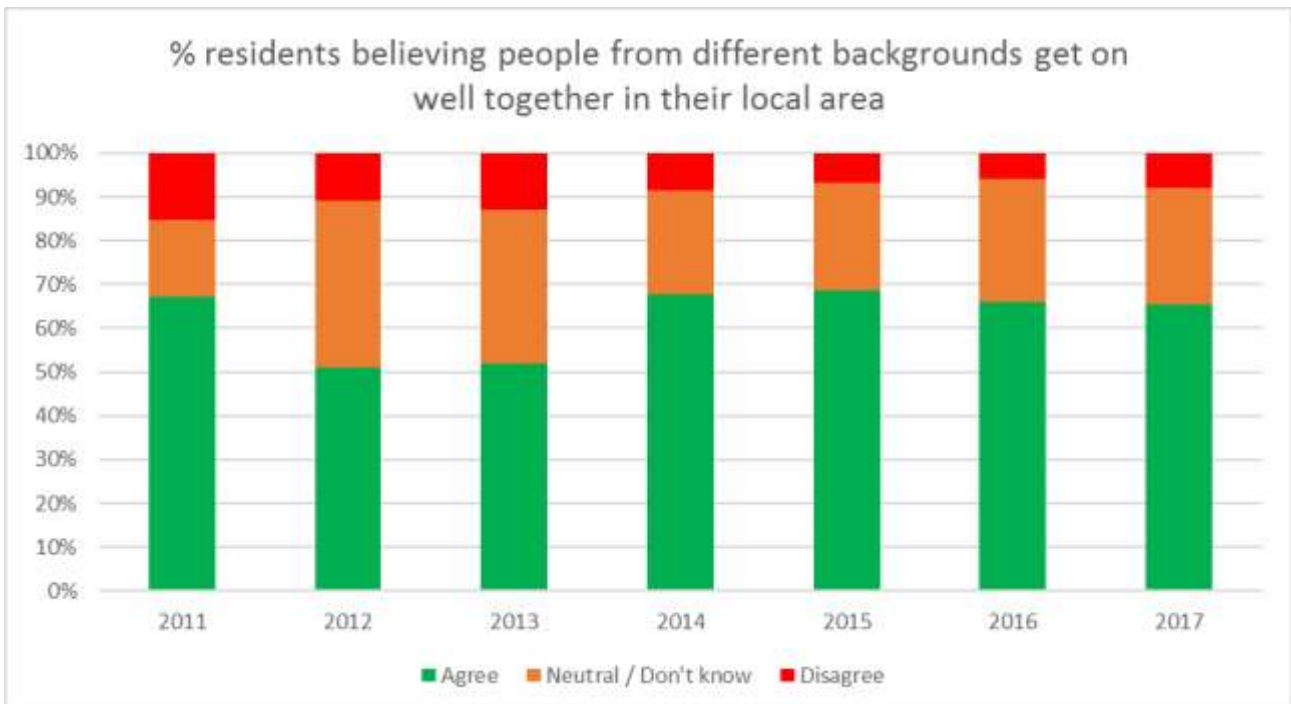
The panel aims to be as representative of the population of South Gloucestershire as possible and any over- or under-representations with regards to certain demographics are balanced by weighting the data to match the proportions present in the population.

Data has not been weighted by age due to large discrepancies between the distribution of age groups within the sample and the South Gloucestershire population. This is to avoid any distortion of results. When reviewing the results it should be considered that the over 45 age group is significantly over-represented and the under 25 age group is significantly under-represented.

The proportion of residents who think there is a problem with people not treating each other with respect and consideration in their local area increased by 1 percentage point, compared to the previous year, but this is within the margin of error. 10% of respondents felt this is a problem in their local area while 83% disagreed that this is the case.



Asked a much broader question about how well people from different backgrounds get on in their local area, residents were also broadly positive in 2016/17. The proportion feeling their local area is a place where people from different backgrounds get on well together increased remained static at 66%. The proportion who actively disagree with this statement increased from 8% to 10% though this is within the margin of error.



## SOUTH GLOUCESTERSHIRE COUNCIL'S EQUALITY OBJECTIVES

The Council has set 4 objectives for its equality work and progress against these in 2016/17 is considered below. Results can be summarised as: -

Objective		Feedback on Progress
Objective 1: To ensure a consistent approach to managing equalities.	✓	<p>The standard and consistency of Equality Assessments (EqIAAs) as part of the decision-making process, was improved compared to the previous year.</p> <p>Work was carried out to revised the Council's framework for managing equality, and will be completed during 2017/18.</p> <p>A comprehensive communications programme will be carried out when this framework is introduced in 2017/18 to ensure all staff are aware of the council's expectations, and of their responsibilities. Robust measures will be introduced in order to monitor consistency of application.</p>
Objective 2: To ensure fair treatment for all by Council services	✓	<p>95% of respondents did not believe they had been treated unfairly because of a protected characteristic. This is an increase of 2% on the 2015/16 result which although not statistically significant continues an improving trend.</p> <p>Detailed analysis is presented below but many of the issues raised lie outside the control of the Council. For example, the age-related eligibility for free bus passes is set by the Government, not by local authorities.</p>
Objective 3: To reduce any gaps in service use and take-up.	✓	<p>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 2016/17 and also of progress against actions which were set for the year.</p>



<p>Objective 4: To continuously improve equality of opportunity for our employees and job applicants</p>	<p>✓</p>	<p>Analysis against this objective is assessed via our annual 'Equalities in Employment' report which is available via the link in Section 3 of this report. This information enables us to check our performance as an employer in relation to all diverse employee groups.</p> <p>The Equalities in Employment report shows gaps in equality of employment and opportunity are reducing in some areas, albeit it more slowly than we would want, though not others.</p> <p>The stability of the council's senior management has played a significant role in the quality of its achievements at time of challenge through the national austerity programme. However, that same stability has the effect of minimising the turnover of senior staff, and thus of being able to improve diversity at a senior level.</p> <p>The Council has agreed, and will implement in 2017/18 a programme of personal / professional development specifically targeted at those with protected characteristics, in order to address this issue.</p>
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**OBJECTIVE 1: ENSURING A CONSISTENT APPROACH TO MANAGING EQUALITIES.**

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

Work was carried out to revise the Council's framework for managing equality, and will be implemented during 2017/18. This will encompass both the delivery of services, and also management of the council's staff.

A comprehensive communications programme will be carried out when this framework is introduced in 2017/18 to ensure all staff are aware of the council's expectations, and of their responsibilities. Robust measures will be introduced in order to monitor consistency of application.

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

In 2015/16 the council introduced a new methodology to monitor the proportion of residents who believed they had not been treated unfairly because of a protected characteristic. This same method was also used in 2016/17, however the numbers involved are so small that it is inappropriate to compare numerical trends.

739 members of the Viewpoint Panel answered this question, however some indicated they had been discriminated against for more than one protected characteristic, hence total number of responses is 748.

Protected characteristic	No. believing they have been discriminated against	% believing they have been discriminated against	Comments made
Not discriminated against	702	95.0%	

Protected characteristic	No. believing they have been discriminated against	% believing they have been discriminated against	Comments made
Age	20	2.7%	<ul style="list-style-type: none"> <li>• They just feel older people grumble</li> <li>• No help for people on pensions</li> <li>• All related to the vulnerability of elderly people walking in the parks and street pavements, by speeding cyclist</li> </ul>
Disability	7	1.0%	<ul style="list-style-type: none"> <li>• Obstructions in roads and footpaths that deny disabled passage</li> <li>• Parking for my disabled mother</li> <li>• Problems with the paths near where I live I even tripped and broke my wrist but was told if I knew the path was poor I should not have used it in which case I should not walk outside my front door.</li> <li>• I had a new knee and was on crutches for a while, then a walking stick so was obviously in pain, found it very difficult with parking and when I asked in several places was it ok to park in a disabled bay was told no, although the traffic warden could see me struggling. I realise that a temporary blue badge is not an option but surely common sense could apply when it's obvious.</li> <li>• My wife who is 78 was rejected for a Disabled Car Parking badge as she honestly stated that she could walk more than 80 metres, and yet we regularly see Blue Badge holders walk without any indication of difficulty, the length of Yate shopping centre, which is far more than the prescribed distance. What price honesty!</li> <li>• The parish council refused to help me maintain my position as a councillor. The district council treated a situation in an unfair way siding with the parish council. The parish council humiliated me in connection with my disabilities.</li> <li>• No suitable access to doctor's surgery from main estate (Oaktree Avenue) stops at social club, prevent wheelchairs, bikes and older people</li> </ul>
Marital status	2	0.3%	
Ethnicity	2	0.3%	<ul style="list-style-type: none"> <li>• Personally no - but planning is certainly biased in the case of gypsies, different rules for them for example, and the windfall aspect - again Government control!</li> </ul>

Protected characteristic	No. believing they have been discriminated against	% believing they have been discriminated against	Comments made
Gender	2	0.3%	
Pregnancy and maternity	1	0.1%	
Any other equalities issue	12	1.6%	

### General Comments

- White male in early 50s is positively discriminated against in order to give priorities to other groups
- As a couple of 75 and 80 years a private car is essential. Transport decisions appear to be made with bias against motorists. All the money and decades spent trying to force people onto cycles or public transport appears to have been only a small success. We need decisions that try to benefit all modes of transport equally and without blinkered bias
- Being a married couple in a comfortable area leaves us marginalised by council
- Libraries, street care
- Planning
- When I asked about help with my decoration/maintenance
- There are groups, although I do not belong to them that are being discriminated against.
- Care issues

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

- Should have had my bus pass by now but qualifying birth dates keep changing
- See above ref Coeliacs - I have COPD and need exercise and guidance to prevent the condition deteriorating yet you have made XXXXX XXXXX redundant at Bradley Stoke Leisure Centre!
- Nearly all benefits are for people who are married and with children. Not anything for the single males
- No help with benefits to send daughter to nursery

### Comments not related to protected characteristics

- Poor connection
- I have been bullied for my political beliefs.
- Smoke for neighbours BBQ and wood burning chimeneas when they fill our kitchen/bedroom with thick smoke
- Money talks
- I believe that I am the subject of 'passive' inequality since the groups I belong to are not being given the attention that 'vocal' minorities are being given.
- I get ignored in exactly the same way as every other resident.
- I am expected to pay more for social care which is denied to me.
- 30 years asking for parking in our streets to be sorted out. keeps falling on deaf ears. yet there's a bloody great multi car park that nobody uses. machines don't work etc.
- Being treated fairly and professionally as a self-employed provider to the LAC team.

### **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 2016/17 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.

This report identifies that imbalances in the representation of staff with protected characteristics have closed slightly in some areas and increased in others. The overall effect is very slightly positive, but that change needs to be accelerated.

The stability of the council's senior management has played a significant role in the quality of its achievements at time of challenge through the national austerity programme. However, that same stability has the effect of minimising the turnover of senior staff, and thus of being able to improve diversity at a senior level.

The Council has agreed, and will implement in 2017/18 a programme of personal / professional development specifically targeted at those with protected characteristics, in order to address these issues.

**SECTION 2**

**ANNUAL DEPARTMENTAL EQUALITIES  
FEEDBACK REPORTS**



**DEPARTMENT:** Chief Executive and Corporate Resources  
**YEAR:** April 2016 – March 2017

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

<b>What we promised to do in 2016/17</b>	<b>What we actually did</b>
Create a bank of equalities interview questions	A new recruitment e-module launched in February 2017 for all recruiting managers incorporating standard templates/bank of questions etc.
Project to explore implementing a Mental Health Charter	A wealth of information for staff impacted by mental health issues and for managers to help them support staff has been produced and published on the intranet. We have also led the council-wide preparation to meet the 'Time to Think' pledge to support wellbeing in the workplace.
Developing a new recruitment e-learning module which will include unconscious bias	A new training programme has been produced for managers to address unconscious bias and to inform why positive action is okay. Lecture-style briefings to be held in June/July.
Offer equality and diversity training for employees and managers from October 2016	Equality and diversity training programme for staff and managers agreed for 2016/17.
Increase digital inclusion across South Gloucestershire	Ran a number of social media campaigns during 2016/17 to encourage digitally excluded older residents and those with disabilities to get online and get the most out of the internet including promoting free training courses, free internet access, low cost computers, internet safety tips and volunteer support sessions.
Continue to work towards achieving WCAG2 AA accessibility compliance standards across all our online platforms	Improvements made include: <ul style="list-style-type: none"> <li>• Descriptions added to all iFrames</li> <li>• Alternative text added to all images</li> <li>• HTML tags that were being used for presentational purposes removed</li> <li>• Empty or missing headings removed</li> <li>• Repeated elements uniquely identified.</li> </ul>
Further website user research including running focus groups together with WECIL to investigate website accessibility improvements for SG residents with additional accessibility needs	A focus group was held in partnership with WECIL on accessibility and navigation of our public website with several users who had additional accessibility needs including blind, visually impaired and other physical disabilities. Further user testing was conducted with a visually impaired Direct Payments service user using screen reader software in their home. This user research informed a number of significant improvements in accessibility of the SGC website which have been released throughout the year.
Improve easy read section of website in conjunction with Learning Difficulties Partnership Board	The <a href="#">easy read content section</a> of our website has been updated and the wide range of information available in easy read format has been expanded. Improvements have also been made to the search feature of the website

	<p>helping residents to find easy read information quickly.</p> 
<p>Continue low cost computer scheme, bringing on board more partners e.g. housing associations</p>	<p>Our low-cost computer scheme has provided more than 45 discounted computers to eligible elderly, disabled low income and unpaid carers resident in South Glos.</p>
<p>Improve the process for engaging with and enabling ICT for Access to Work requests (AtW)</p>	<p>A new process has been developed so that ICT are notified as soon as an AtW request has been submitted to HR. The employee is then added to the high-profile group within the ICT ticketing system. ICT have also transferred current employees with AtW software to the group. These changes and an escalation process was discussed and agreed with the Disabled Employees Group.</p>

**In addition to this we achieved the following in 2106/17:**

- Identified several actions from the annual workforce data and equalities report to improve the collection of employee data linking into staff survey equality workstream.
- Staff across strategic communications and revenues and benefits undertaken refresher equalities refresher training
- Finance & Customer Services management team undertaken equalities refresher training
- Targeted approach by Democratic Services to increase electoral registration for hard to reach groups by attending the UWE campus to raise awareness amongst students
- Travellers Officers continue to work closely with the settled traveller community to enable them to access services e.g. education, health, electoral registration, playbus
- Promoted a number of national and local campaigns related to equalities issues online, offline and via local media including deafblind awareness week, mental health awareness week, world mental health day, tinnitus awareness, hate crime awareness week and NHS 'Stay Well This Winter' flu jab (targeting older people/pregnant women).
- Worked with service users with learning disabilities and low vision and deaf/deafened/hard of hearing groups to learn how they prefer to receive and share information and the technologies they use to help them. This feedback has been used to inform improvements to the council's communications with residents.
- Promoted a series of living well with dementia roadshow events and 'Our Living with Dementia' video which was produced in house with captions to improve accessibility.
- Communicated directly with local equalities groups to ensure consultations and engagement

opportunities on key issues and those of particular interest were shared with their members and that they were encouraged to respond and make their views known e.g. Joint Spatial Plan, Joint Transport Study, Dementia and Carers Strategy consultations.

- Produced materials suitable for young people with Autism Spectrum Disorder and Learning Difficulties to promote SEN employment support
- Supported Think Autism project in libraries producing Think Autism booklets and promoting the events on public website and via social media
- Produced a Healthy Lifestyles Directory for older people.
- All ICT service desk and desktop operations staff have completed the equalities and diversity training e-module

#### **They key actions proposed for 2017/18:**

- Deliver improved collection of employee data to support future action planning.
- Deliver council-wide equality awareness raising programme and positive action programmes.
- Prepare for gender pay reporting to meet the council's statutory requirements.
- Develop a programme of activities to improve mental health to coincide with mental health awareness week (8-14 May).
- Deliver agreed equalities training programme (unconscious bias training for managers taking control of your own career for all staff followed by managing equality processes).
- Achievement of the 'Time to Think' pledge standard, part of the Council's commitment to creating a healthy workplace.
- Introduce online applications for customers to apply for birth, death, marriage and civil partnership certificates in line with the increased use of digital channels.
- Increase digital inclusion amongst older and disabled residents across South Gloucestershire
- Continue to work towards achieving WCAG2 AA accessibility compliance standards across all our online platforms
- Continue to carry out website user research including focus groups with service users with additional needs to inform website accessibility improvements
- Trial free screen reader software to help with testing of future website accessibility.
- Improve the easy read section of the website in conjunction with the Learning Difficulties Partnership Board and increase the availability of content in accessible formats.
- Continue to support and promote the low-cost computer scheme with particular focus on eligible elderly and disabled residents.
- Promote national and local campaigns related to equality topics using online and offline council channels and via local media.

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

##### **Key EqIAAs undertaken during 2106/17:**

- Proposal to change notice period for H7 staff
- Budget consultation process and annual council tax setting 2016/17
- Accommodation strategy
- EqIAAs for all council savings programme (CSP) projects
- Merlin capital receipts proposal
- Redevelopment of Newton house – The Heath (phase 1 & 2)
- Platinum travel card



## **SECTION 3 – EQUALITIES MONITORING**

### **The key equalities monitoring that has taken place during 2016/17:**

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

- Human resources
- Housing benefit and council tax benefit
- Corporate contact centre
- One stop shops
- Strategic communications
- Registration service

#### **Human resources**

The council wide Equalities in Employment report was a key source of evidence along with the employee survey in producing an action plan to respond to the issues emerging from analysis of the data. The action plan and report were approved by Chief Officers Management Team and good progress to deliver the action plan has been made during 16/17.

#### **Housing, council tax benefits and revenues**

Both the revenues and benefits team have seen extremely low responses to their survey requests. A joined-up approach encompassing both services has been agreed. Unfortunately, due to increased workloads it has not been possible to implement the new process and survey, however, it is anticipated that the new process will be in place by the Autumn.

#### **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 are waiting to progress procurement for telephony technology which will improve access channels for all customer groups.

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

Analysis of equalities data does not show any trends of dissatisfaction with the One Stop Shop, however we will continue to monitor this on quarterly basis. One Stop Shop sites will be refurbished later this year to improve accessibility and the experience for all customers.

#### **Strategic communications**

The accessibility features on the council's website continue to be well used with 2384 Browsealoud speech requests made in the year to March 2017 and nearly 2000 visitors to our accessibility webpage.

#### **Registration services**

The Registration Service continues to undertake customer satisfaction surveys on a regular basis. Analysis of the 2016/17 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 26 ceremonies conducted in 2016/17 resulting in 248 people becoming British Citizens.

## **SECTION 4 – PROCUREMENT**

Extensive work has been undertaken to identify and agree key Social Value opportunities that can be used through our contracts with our suppliers. Guidance for officers has been developed which incorporates these opportunities, and a consultation process to gather feedback on our work to date will start in June.

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.

### **The key actions proposed for 2017/18:**

- Deliver the Social Value consultation process to gather feedback on the work to date
- Develop further guidance/toolkit for ensuring equalities in procurement, together with processes for sharing best practice across the council

## **SECTION 5 – CHALLENGES**

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

We will continue to work to increase digital inclusion so that South Gloucestershire residents can fully participate in our increasingly digital society.

**DEPARTMENT:** Children, Adults and Health  
**YEAR:** April 2016 – March 2017

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

**Key achievements 2016/17:**

What we promised to do in 2016/17	What we actually did
Re-commission Children’s Community Health Services for Bristol, North Somerset and South Gloucestershire	The new contract commenced on 1st April 2017. This contract will be monitored through the monthly Integrated Contract Quality and Performance meetings.
Re-procure advocacy services for adults in South Gloucestershire.	New contract awarded and implemented.
Review adult social care charging policy	Reviewed charges for the Telecare, Homecare and Deferred Charging services - EqIAA identified that an increase in charge would result in the maintenance of a high-quality service.
Adult Social Care Charging Policy (Charges for Extracare Housing Care and Support Service)	ExtraCare housing charging reviewed.
Develop a South Gloucestershire Children and Young People’s Mental Health Strategy, 2016-2021.	The Children and Young People’s Mental Health and Emotional Wellbeing Strategy was signed off in February 2017. Relevant changes/additions have been made to the strategy as a result of the Equality Impact Assessment to ensure all groups will be positively impacted.
Implement the Better Care Fund with NHS partners and other stakeholders.	Key strategies developed in partnership with NHS colleagues and approved by the Health and Wellbeing Board – Falls Prevention & Bone Health, Carers and Dementia Strategies 2017 -2020.
Review housing related support	No differential impact has been identified via the EqIAA. Actions have been identified on an on-going basis to ensure quality and parity of outcome for all protected characteristic groups.

<p>Review of public health in South Gloucestershire to provide a longer term sustainable position.</p>	<p>The Adult Substance Misuse contract has been awarded and full implementation of the new model is expected by 1st October 2017. Specialist substance misuse service for young people were recommissioned as part of the joint Community Children Services, contract signed and new provider in place for 1 April 2017.</p> <p>New collaborative BNSSG contract for sexual health services started April 2017, with accompanying robust performance management.</p> <p>The joint Bristol and South Gloucestershire Community Children Health Services, including Public Health Nursing, contract and provider is now in place (April 1 2017). A robust performance monitoring framework is also in place and a service transformation plan is being developed.</p>
<p>Review Youth Services</p>	<p>Implemented the protection of youth sessions funded by the Council in priority neighbourhoods and those for young people with learning difficulties or disabilities.</p>
<p>Contributory Charge for Post 16 Travel Assistance</p>	<p>Travel Policy Statement for Post 16 Students Resident in South Gloucestershire for the Academic Year 2017-2018 published.</p>

**In addition to this we achieved the following in 2016/17:**

- South Gloucestershire Market Position Statement for 2016 published.  
Further details available [here](#)
- Children, Young People and Families Partnership, established and plan published focused on delivery for all children in South Gloucestershire.  
Further details available [here](#)
- Published 2016 Local Account - Local accounts are annual reports designed to give local residents a clear picture of the achievements we have made in adult social care.  
Further details are available [here](#)

**The key actions proposed for 2017/18:**

- We are consulting and refreshing the South Gloucestershire Joint Health and Wellbeing Strategy to cover the period from 2017 – 2021.
- The South Gloucestershire Joint Strategic Needs Assessment has now changed from a document updated every 3 years to become a live document with a 3-monthly rolling programmes of chapter updates in place.

- Review and updating our Commissioning of Places Strategy
- Extending free childcare to 30 hours for working parents of 3- and 4-year-olds
- Developing processes and pathways for adult carers of disabled children and young carer.
- Continuing to develop the learning difficulties and mental health community connector initiative, through the work of a community connector officer, ensuring effective links are made to broader community initiatives, to facilitate access, improve social relationships and reduce isolation.
- Development of the 0-25 service.
- Working with the successful bidders for advocacy services to implement an effective method of measuring service user satisfaction and positive outcomes amongst protected characteristic groups.
- Carers Strategy Action Plan – received a good response to public engagement in summer 2016 but a large majority of this input was from White British older adults. The CCG, local authority and partners will therefore engage with representative groups of other communities and people with protected characteristics to share our proposals and seek their input.
- Falls Prevention & Bone Health Action Plan – received a good response to public engagement in summer 2016 but a large majority of this input was from White British people. The CCG, local authority and partners will therefore engage with representative groups of other communities and other priority groups such as those with protected characteristics to share our proposals and seek their input.
- Dementia Action Plan - The actions from the EqIAA have been incorporated into the dementia and carers' strategy action plans which will be reviewed six monthly at the Dementia Planning Groups and Carers Advisory Partnership.
- Adult social care charging policy - Continue to monitor the protected characteristics of service users and service user feedback.
- Children and Young People's mental health – ensure that a wide range of service user feedback continues to be used to identify any emerging issues on an ongoing basis.
- Housing Related Support - The Equalities in Procurement approach adopted by SGC will be followed throughout the commissioning process, requiring providers to monitor number, quality and parity of outcomes for all protected characteristic groups. Methods of engaging with all will be a requirement of monitoring for providers in order to ensure appropriate engagement with all, in accordance with their needs. Provider monitoring will be regularly assessed by the Council in order to ensure effective and appropriate services are in place for all. Quality of signposting will be assessed and monitored in order to ensure that appropriate services continue to be available to residents.
- A review of all public health lifestyle services including weight management for 2017/18 is underway to inform future delivery models including scoping options for a healthy lifestyles hub and recommissioning of primary care services. This remains a priority within the new Joint Health and Wellbeing Strategy.
- A Food & Nutrition Plan for South Gloucestershire is being developed this year in conjunction with stakeholders to build capacity in each of the four areas of the Plan. These include: Health & Well Being, Environment & Sustainability, Economy and jobs and Food Poverty. We will develop an action plan in line with The Food Plan.
- New strategy/workplan for Relationships & Sexual Health in South Gloucestershire to be developed in 2017.
- New GP sexual health service contracts to be in place by April 2018.
- Develop a service transformation plan for Bristol and South Gloucestershire Community Children Health Services, including Public Health Nursing.

- Options to commission a localised tobacco control programme are being actively pursued.
- Youth activities - co-design workshops to develop the criteria for allocation of Positive Activities Subsidy in 2017/18 and 2018/19 and continue to monitor the impact of implementation of any decision.
- Contributory Charge for Post 16 Travel Assistance – Review Travel Policy Statement for Academic Year 2018-2019.

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

### **Key EqIAAs undertaken during 2016/17:**

- Re-commissioning of Children’s Community Health Services for Bristol, North Somerset and South Gloucestershire
- Advocacy Services for Adults
- Adult Social Care Charging Policy
- CYP Mental Health Strategy
- Dementia Strategy
- Housing related support
- Public Health and Wellbeing Review
- Youth Services Review
- Adult Social Care Charging Policy (Charges for Extracare Housing Care and Support Service)
- Contributory Charge for Post 16 Travel Assistance EqIAA

### **Joint SGC/CCG strategies which had EIAs completed**

- Falls (EIA done by the CCG)
- Carers

Further details can be found here:

<https://www.southgloucestershireccg.nhs.uk/library/equality-impact-assessments/>

### **National EqIAAs**

Nationally the following impact assessments were undertaken by the government in 2016 -2017 in relation to future policy proposals and legislative changes and these will inform the work of our partnerships locally over the next few years in relation to these areas:

#### **Department of Education**

Postgraduate doctoral loans: equality analysis  
8 March 2017 DfE Impact assessment

Part-time maintenance loans policy: equality analysis  
8 March 2017 DfE Impact assessment

Literacy and numeracy of level 3 early years educator staff  
3 March 2017 DfE Impact assessment

Higher education student finance, 2017 to 2018: equality analysis  
10 February 2017 DfE Impact assessment

Social work assessment and accreditation system: impact assessment  
20 December 2016 DfE Impact assessment

Schools national funding formulae: equalities impact assessment  
14 December 2016 DfE Impact assessment

Early years national funding formula: equalities impact assessment  
1 December 2016 DfE Impact assessment

Technical and Further Education Bill: impact assessment  
27 October 2016 DfE Impact assessment  
Part of a collection: Technical and Further Education Bill

Apprenticeship funding from May 2017: equality analysis  
25 October 2016 DfE Impact assessment

Technical education reform: impact assessment  
8 July 2016 BIS and DfE Impact assessment  
Part of a collection: Technical and Further Education Bill

Paediatric first aid (PFA) in early years provision  
1 July 2016 DfE Impact assessment

Educational excellence everywhere: impact assessment  
17 March 2016 DfE Impact assessment

GCSE and A level subject content: equality analysis (14 subjects)  
1 March 2016 DfE Impact assessment

GCSE and A level subject content: equality analysis (11 subjects)  
1 March 2016 DfE Impact assessment

GCSE and A level subject content: equality analysis (3 subjects)  
1 March 2016 DfE Impact assessment

Further details can be found here:

[https://www.gov.uk/government/publications?keywords=&publication\\_filter\\_option=impact-assessments&topics%5B%5D=all&departments%5B%5D=department-for-education&official\\_document\\_status=all&world\\_locations%5B%5D=all&from\\_date=&to\\_date=](https://www.gov.uk/government/publications?keywords=&publication_filter_option=impact-assessments&topics%5B%5D=all&departments%5B%5D=department-for-education&official_document_status=all&world_locations%5B%5D=all&from_date=&to_date=)

## **Public Health**

Helping older people maintain a healthy diet: a review of what works  
2 February 2017 PHE Impact assessment

E-cigarettes: a developing public health consensus  
6 July 2016 PHE Impact assessment

Further details can be found here:

[https://www.gov.uk/government/publications?keywords=&publication\\_filter\\_option=impact-assessments&topics%5B%5D=all&departments%5B%5D=public-health-england&official\\_document\\_status=all&world\\_locations%5B%5D=all&from\\_date=&to\\_date=](https://www.gov.uk/government/publications?keywords=&publication_filter_option=impact-assessments&topics%5B%5D=all&departments%5B%5D=public-health-england&official_document_status=all&world_locations%5B%5D=all&from_date=&to_date=)

## **SECTION 3 - EQUALITIES MONITORING**

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

### **Listening To & Learning From Our Customers 2015/16 Annual Report on Customer Feedback including Complaints for Children, Adults & Health Department**

This report focuses on customer feedback from 1st April 2015 to 31st March 2016. It includes feedback on Children's and Adults Social Care services, as well as Education and Housing services. Feedback can be broadly divided into four types – Compliments, Comments, Concerns and Complaints. Further information is available [here](#)

### **Personal Social Services Adult Social Care Survey England 2015-16 - Published 15 September 2016**

The Personal Social Services Adult Social Care Survey (ASCS) is an annual survey for England that took place for the sixth time in 2015-16. The survey covers all service users aged 18 and over in receipt, at the point that data are extracted, of long-term support services funded or managed by the social services following a full assessment of need. It seeks to learn more about how effectively services are helping service users to live safely and independently in their own homes, and the impact that these services have on their quality of life. Service users were sent questionnaires, issued by Councils with Adult Social Services Responsibilities in the period January to March 2016.

Full details of the report available here ([link: http://content.digital.nhs.uk/catalogue/PUB21630](http://content.digital.nhs.uk/catalogue/PUB21630))

### **Personal Survey of Adult Carers in England 2016-17 and Personal Social Services Adult Social Care Survey 2016-17**

The data collected from both these surveys have now been submitted to NHS Digital. The results of these surveys will be used by the Care Quality Commission, Department of Health, NHS Digital (previously the Health and Social Care Information Centre) and by us to improve services. The outcome of the responses will be published later in the autumn 2017.

### **The Local Offer Annual Report 2015-16**

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

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

### **Report of the Standards achieved in South Gloucestershire in the 2016 national tests**

Report presented to the Children, Adults and Health Committee, 25th January 2017 and the Children, Young People and Families Partnership 21st February 2017 to note the educational outcomes and inspection judgements in South Gloucestershire and to note the improvement priorities.



#### **SECTION 4 – PROCUREMENT**

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

#### **SECTION 5 – CHALLENGES**

- Further integration challenges and legislative changes to implement over the next few years; with the NHS sustainability and transformation plan process for the Bristol, North Somerset and South Gloucestershire area. This is a new NHS approach to help ensure that health and care services are planned by place rather than around individual institutions.
- New proposals for a national schools funding formula and a white paper setting out the vision for schools in England; implementation of the new childcare duties set out in the Childcare Act 2016
- Exploring the opportunities available from the West of England Devolution agreement.
- Homelessness Reduction Act - The Act places a new duty on local authorities to help prevent the homelessness of all families and single people.
- Exploiting the potential of utilising digital technologies in Public health, education and social care for more effective service planning and delivery.
- The department will support the delivery of the council savings programme and ensure that equalities impact assessments are conducted for all projects where relevant, published on the council's intranet site and the actions identified are monitored.

**DEPARTMENT:** Environment and Community Services  
**YEAR:** April 2016 – March 2017

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

**Key achievements 2016/17:**

What we promised to do in 2016/17	What we actually did
A new play area will be installed at Page Park in Staple Hill, which will include bespoke equipment designed to accommodate inclusive play, with accessible paths linking the equipment.	The new play area installed at Page Park was specifically designed to accommodate inclusive play including accessible paths was opened in June 2016.  In addition, a new Community Café was completed, designed to promote and support community activities including gardening groups for local elderly residents and children with special needs.
The Columbaria area at Mangotsfield cemetery will be to be developed in such a way as to be easily accessible by wheelchair users.	First phase of our columbarium installation programme at Mangotsfield cemetery was completed and now provides wheelchair access
We will actively work to increase the number of BME business owners attending our economic development activities.	This was not as successful as we had hoped more work is required over forthcoming months to full engage with this group
Provide 57 open market homes matching the Extracare design guide in order to meet the needs of older people at Charlton Hayes in Filton.	The Grove Care ExtraCare Housing scheme is on site and 26 of the 57 homes have been completed to date.
Propose for adoption by the Council a Taxi and Private Hire Licensing Policy specifically on accessibility to Taxis including wheelchair user needs.	Detailed consultation was carried out and equalities impact assessment has been undertaken for Regulatory Committee to consider in 2017/18.
Work with the South Gloucestershire Equality Forum to develop and implement an action plan arising from the loneliness and isolation conference.	This plan was drafted and presented to South Gloucestershire Equalities Forum
Introduce Reading Well Books on Prescription collection covering mental health issues for young people in all libraries.	The Shelf Help collection was introduced in June 2016 for young people and in 2016/17 reached 313 young people. The scheme has been supported by schools and staff within mental health teams in South Gloucestershire
Analyse equality as part of a full housing condition survey.	This survey started in the last stages of the 2016/17 financial year, and work was completed in 2017/18. Detailed analysis of the results is currently being carried out.

In addition to this we achieved the following in 2016/17:

- Continued to build equalities into the council's planning policy framework and supporting technical evidence base through the Policies, Sites and Places DPD and West of England Joint Spatial Plan.
- Improved accessibility for both amenity and day to day activities on the highways and footways network including:
  - New accessible gates at the Westerleigh Yate spur to the cycle network
  - Completion of an accessible perimeter path on the west path at Page Park -
  - 26 pairs of dropped footway crossings installed to aid mobility for the physically impaired in the community
  - 3 raised bus boarder kerbings installed to help access buses at designated stops
  - 57 disabled parking bays installed to maintain access to residents with Blue Badges
- Secured 360 affordable homes for the year, many built by private developers without public subsidy. These included:
  - 226 affordable homes developed to full lifetime homes standard allowing greater accessibility and ease for adaptation for those with mobility issues, with an additional 50 affordable homes partially meeting this standard.
  - 12 affordable homes built to wheelchair specification to meet the need for accommodation which is accessible by wheelchair users.
  - 26 Extra Care market homes to meet the needs of older people who cannot afford open market values.
  - Planning permission secured and work started on site to redevelop The Forecastle, a supported housing scheme for single people, creating 18 self-contained homes.
  - The Extra Care Village that forms part of the development at Coldharbour Lane, Stoke Gifford started on site. This is the largest Extra Care development in South Gloucestershire comprising 261 homes in a range of tenures for older people. The scheme is an original and innovative development co-funded by South Gloucestershire Council, Bristol City Council and the HCA, enabling nominations from both Local Authorities.
- The Local Government Fund (Sustainable Transport Package) was used to fund the Jellicoe Avenue path scheme which was completed in March 2017. The path was widened to 3 meters and re-surfaced, a motor cycle inhibitor at one end was removed and the staggered barriers at the other end were amended in order to allow access for mobility scooters.
- Worked with South Glos DEN, Paul's Place, SARI and Brandon Trust to co-ordinate a Hate Crime Conference to raise awareness of how to report Hate Crime.

#### **The key actions proposed for 2017/18:**

- Continue our programme of installation of dropped kerbs, accessible bus kerbs and improved footways gating in order to improve accessibility for those with mobility difficulties.
- Review our policy and publications about how to apply for the creation of disabled parking bays in order to make the application and decision process clear, fair, and transparent
- Undertake a study to investigate how accessibility at Severn Beach train station could be improved in the future. Equalities issues will be an important part of this study.
- Support the South Gloucestershire Equality Forum in holding a Conference on equality issues in rural communities and to produce a findings / evaluation report.

- Publish a report assessing the impact of community grants and Member Awarded Funding on equality issues.
- Support the development of an LGBT network in South Gloucestershire.
- Support further development of the South Gloucestershire Race Equality Network
- Introduce specialist services (including refuge provision) for male and LGBT victims of domestic violence and abuse.
- Develop and implement a comprehensive and integrated programme to include community cohesion in conjunction with partners and the voluntary sector

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

### **Key EqIAAs undertaken during 2016/17:**

- Newton House - June 2016
- Affordable Housing capital funding programme - Jan 2017
- Waste Strategy 2015 - 2020
- M4 Junction 18a Study - Sept 16
- Sustainable Travel Transition Year revenue bid to DfT; May 2016.
- Cribbs Patchway MetroBus Extension, April 2016.
- Great Western Railway Customer & Community Improvement bid for Severn Beach Station accessibility study; Nov 2016.
- Taxi Marshalling Services
- Domestic Violence and Abuse
- Libraries Savings Programme

### **Major changes as a result of EqIAAs 2016/17:**

- A comprehensive analysis of equality information collected was undertaken to fully understand the needs of all groups in our communities and ensure that no one group is disadvantaged by proposed changes recommended in the updated Waste Strategy. Changes included:
  - Continuation of collecting household batteries at the kerbside – certain groups felt it would be difficult to recycle without this facility
  - Continuation of offer of recycling bags – feedback was that elderly residents find bags easier to use and were concerned that losing them would be a disadvantage
  - Additional support for families with young children in nappies
  - Proactively contacted known extra needs families to reassess requirements ahead of the proposed waste service review and subsequent change
- Following the EqIAA of Domestic Violence and Abuse, the service procured was amended to include specialist services (including refuge provision) for male and LGBT victims.

- Research and consultation data in the EqIAA for the Council Savings Programme libraries review clearly showed that groups with a number of protected characteristics would be proportionately more negatively impacted should library services be reduced. This is because these groups have the highest level of usage of Library services. This applies particularly to:
    - Younger people
    - Older people
    - Females
    - Disabled People
    - People from Black, Asian and Minority Ethnic (BAME) backgrounds
- Specific actions to mitigate these negative impacts were identified in the EqIAA and in the implementation plan. These can be found at [www.southglos.gov.uk/leisure-and-culture/library-review/](http://www.southglos.gov.uk/leisure-and-culture/library-review/)

### **SECTION 3 - EQUALITIES MONITORING**

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

- Customer feedback work continues to be undertaken on a regular basis by service areas such as Libraries; Community Engagement, Anti-Social behaviour; Building Control; Street Care; and Strategic Economic Development to seek users' views and understand where delivery may be falling short of providing the highest possible standard of services. The results are analysed by protected characteristic and are available from [consultation@southglos.gov.uk](mailto:consultation@southglos.gov.uk)
- Viewpoint surveys, covering a variety of topics, were carried out during the year. All results are analysed by protected characteristic and are available on the Council's website at <https://www.southglos.gov.uk/council-and-democracy/customer-services/viewpoint-citizens-panel/>
- Monitoring of the Wild4life project in 2016/17 showed that of 13840 direct participants in the programme:
  - 3393 children, young people and their families from high end need groups and communities stated an improvement in their mental wellbeing
  - 3088 children, young people and their families from high end need groups and communities have stated that their physical activity levels have increased
  - 3158 participants from beneficiary groups and the wider community within Priority Neighbourhoods reported increased confidence to access and enjoy local open green spaces.
- Sustainable Travel roadshow team customer feedback forms contain equalities questions and equalities monitoring questions are asked as part of the annual Travel to Work Survey. Results were used to help target behaviour change initiatives and key messages, such as which groups need assistance at what times of the day and week, and to inform providers of potential user groups.

### **SECTION 4 – PROCUREMENT**

- All procurement has been undertaken using the Council's established procurement questionnaire which covers equalities duties
- The department did not procure specific equalities services during 2015/16 but did ensure that equalities issues were considered when procuring services – for instance Equalities Impact Assessments were carried out when re-tendering services.
- 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.

- Procurement of Domestic Violence and Abuse services was carried out in 2016/17 and will provide specialist services (including refuge provision) for male and LGBT victims as well as for female victims. The new service will be introduced in 2017/18.

## **SECTION 5 – CHALLENGES**

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

# **SECTION 3**

# **EMPLOYMENT**



## THE COUNCIL AS AN EMPLOYER

A full and detailed consideration of equalities in the Council's employment practices is available at: [www.southglos.gov.uk/documents/Equalities-in-Employment-Report-2016-17-FINAL.pdf](http://www.southglos.gov.uk/documents/Equalities-in-Employment-Report-2016-17-FINAL.pdf)

Data presented in last year's report covering the year 2015/16 underwent in-depth analysis, and this analysis included wider data and feedback (e.g. formal and informal staff feedback). As a result of this, the report sets out key actions. This set of actions constitutes a longer-term vision and plan for the advancement of equality of opportunity for all staff, present and future, across the council. The plan covers the period 2016-20 and will be reviewed and refreshed annually. A comprehensive action plan to improve the representation of staff with protected characteristics across all areas of the Council is included in the 'Equalities In Employment' report. The delivery and outcomes from this Action Plan are reported annually through the same route.

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

- The gender distribution within departments and council wide remains fairly consistent to the split in previous years.
- The number of males in part-time posts continues to increase predominantly within CAH.
- The age profile of the council remains consistent with slight changes
- There is a significant increase in the number of apprentices which will support our aim of encouraging younger workers into our workforce and our 'grow your own' approach to talent and succession planning.
- Data completeness remains a challenge to enable better analysis and insight to support equality plans.

### **Summary of progress against the action plan:**

Significant progress has been made against these actions during 2016/17 which lay the foundations for delivering improvements in all areas of the council. It is currently too early to see the impact of actions reflected in the data.

A comprehensive programme of positive action is planned. This programme builds on historical approaches to positive action by weaving an ambition to foster good relations throughout the programme, thus positively impacting staff well-being across the council. The programme commences with a career development programme open to all members of council staff (to be known corporately as 'Take Control of Your Career'). As a result of these group sessions, staff members as identified via our data and information analysis (i.e. females, disabled people, staff members from BAME backgrounds and LGBT members of staff) will be invited to participate in one to-one sessions to cover career development and guidance specific to their individual needs and covering issues pertinent to their protected characteristics. In analysing the outcomes of the above interventions, we anticipate that further positive action group sessions will be delivered which target particular issues raised by staff with protected characteristics.

Significant action to develop and reinvigorate staff equalities groups has been taken. This initiative has the full support of COMT and it is anticipated that the first meeting of new staff equalities group(s) will take place by the end of summer 2017.

A targeted campaign aimed at increasing reporting levels by staff of protected characteristic information is planned for launch in the autumn and will seek to involve the new staff equalities group(s) as well as the Disabled Employees Group.

Actions in respect of supporting disabled employees with reasonable adjustments are complete.



Council-wide promotion of apprenticeships 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. In future years, we wish to engage with staff equalities groups in respect of this report in order to gain a holistic perspective on progress and continue to ensure that our action plan is a living part of our equalities journey. Our action plan as set out in our 2015/16 report is not intended to be a short-term, piecemeal approach to tackling issues pertaining to equalities. It is intended to form a comprehensive and ambitious programme of sustained action which is set within a wider organisational culture of genuine commitment ('top down' and 'bottom up') to the advancement of equality of opportunity for all and the elimination of all forms of discrimination within a council where good relations are fostered and are celebrated.

# **SECTION 4**

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



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

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

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

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

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

### **Available Equality Impact Assessments**

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

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