

SOUTH GLOUCESTERSHIRE COUNCIL

TACKLING INEQUALITIES

2023-24

ANNUAL REPORT



Contents

Foreword	3
Summary	4
1.0 Introduction	9
1.1 Supporting our Objectives	10
2.0 Priority Areas	16
2.1 Health and Wellbeing	17
2.2 Educational attainment and experience	24
2.3 Poverty and financial hardship.....	37
2.4 Housing.....	43
2.5 Adult Social Care	52
2.6 Children’s Services	69
2.7 Employment.....	73
2.8 Accessibility (especially in terms of digital inclusion, transport, the built and natural environment and access to the wider economy)	82
2.9 Tackling inequalities as part of work to address the Climate and Nature Emergency.....	96
2.10 Hate Crime	100
Appendix 1	106

Foreword

The Council adopted its new Tackling Inequalities Plan in March 2024 and commenced work to deliver against the objectives immediately.

Inequalities are fundamentally unfair; they have a significant impact across all areas of life and affect everyone; and they have a cost – to people, communities, organisations and society at large.

This Council is fully committed to tackling the wide range of inequalities faced by our communities, and our Tackling Inequalities Plan 2024-28 represents a significant step forward for South Gloucestershire, being clearly evidence based, with specific and measurable objectives set out against 10 areas of life that affect us all.

This report sets out the progress made by the council during 2023-24 – a time period **prior** to the adoption of our Tackling Inequalities Plan. This report then, demonstrates our commitment to tackling inequalities and our hard work to address them at all times. It also sets a ‘baseline’ for our future annual reports, providing a clear approach to measuring our progress over time, not only in terms of our actions, but also, importantly, in terms of the positive impacts that our actions have across our communities.

We know that there is no ‘quick fix’ or short-term approach that will successfully eliminate inequalities across all areas of life. However, through our Tackling Inequalities Plan we have clearly set a working principle of continuously and persistently meeting the challenges head-on and delivering genuinely improved life outcomes for all.

I look forward to continuing to report our progress on an annual basis and if you would like to find out more about this work, or have feedback, please do contact me at any time.



Councillor Alison Evans

Cabinet Member for Cost of Living, Equalities and Public Health

Summary

This report sets out a baseline of progress made against our Tackling Inequalities objectives. It focuses on the work delivered by the council during 2023/24 – a time period **prior** to the adoption of the Tackling Inequalities Plan 2024-28. This report, therefore, sets a baseline for our future progress against the objectives to be measured against. It reports on our progress against our tackling inequalities objectives and in so doing, sets out our position that we will build from in each of the four years between 2024 and 2028.

Overall, the Tackling Inequalities Plan 2024-28 contains 60 objectives. This report sets out our baseline position against each objective using the RAG Rating descriptors set out in Table 1, below.

Table 1: RAG rating descriptors for action taken, and outcomes delivered, towards objectives in the Tackling Inequalities Plan (2024-28).

ACTIONS		OUTCOMES	
RAG Rating descriptors for action taken towards individual objectives		RAG Rating descriptors for outcomes delivered towards individual objectives	
	Limited action has been taken towards the objective		No/very limited progress has been made towards the objective outcomes in this area
	Some action has been taken/ action is underway towards the objective		Some progress is being made towards the objective outcomes, with some evidence of reductions in inequalities
	Strong action or all planned actions have been made towards the objective		Strong progress is being made or has been made towards the objective outcomes with evidence of sound reductions in inequalities

This approach is important, because the overarching aim of the Tackling Inequalities Plan is to reduce and ultimately eliminate inequalities that are faced by our residents. At the same time, we know that there is no ‘quick fix’ or short-term approach that will successfully eliminate inequalities across all areas of life. However, through our Tackling Inequalities Plan we have clearly set a working principle of continuously and persistently meeting the challenges head-on. As such, this report measures our progress against both action (the extent to which we are persistently taking action to eliminate inequalities) and the outcomes of that action (assessing that we are being truly effective in delivering ‘on the ground’ for the benefit of all our communities).

Figure 1 below shows overall progress made on **action taken** towards individual objectives, as at 31 March 2024.

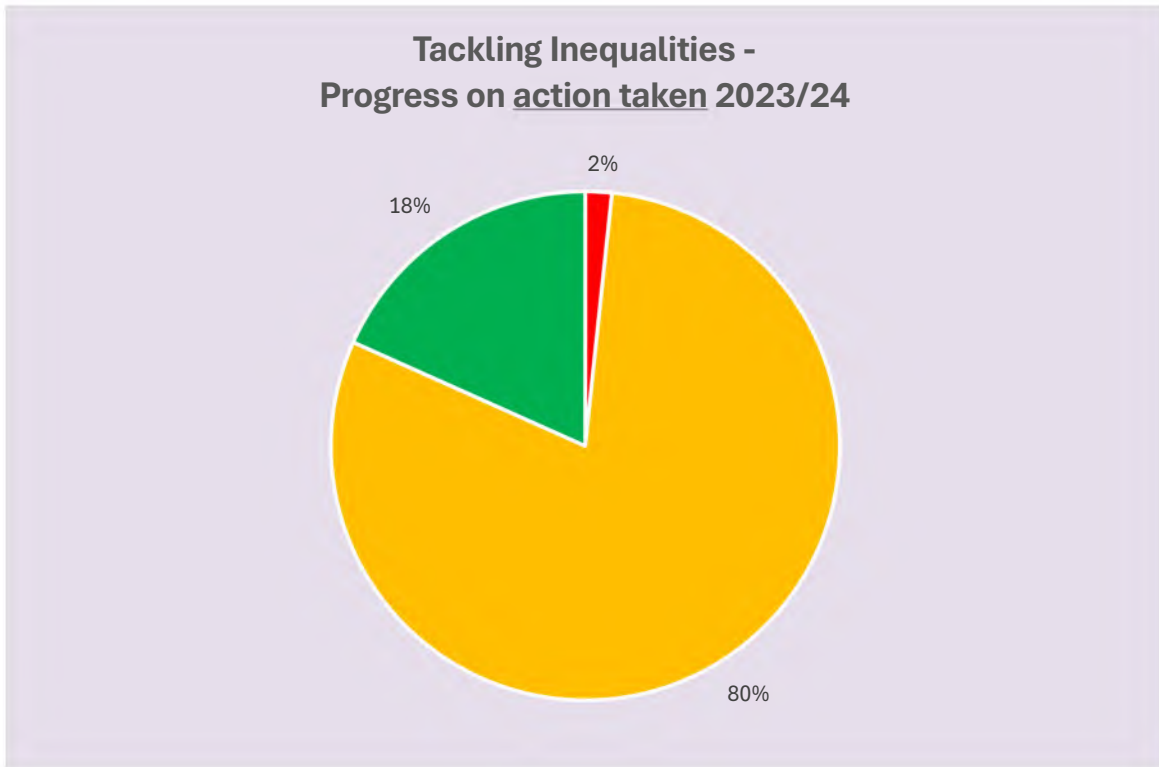


Figure 1: RAG rated progress made on action taken towards individual objectives in the Tackling Inequalities Plan, for the year 2023/24.

Figure 2 below shows overall progress made on **outcomes delivered** towards individual objectives, as at 31 March 2024.

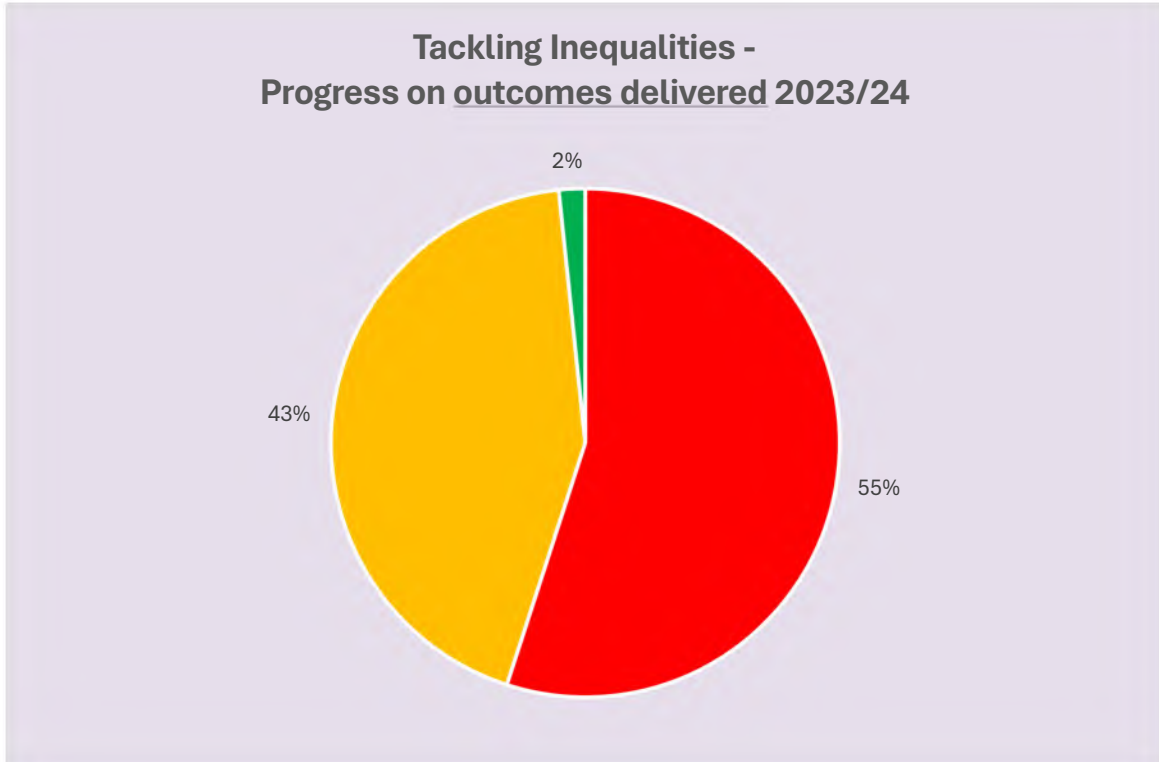










Figure 2: RAG rated progress made on outcomes delivered towards individual objectives in the Tackling Inequalities Plan, for the year 2023/24.

[Appendix 1](#) of this report provides a table of progress on action taken and outcomes delivered against all 60 objectives.

The Tackling Inequalities Plan 2024-28 sets out 10 Priority Areas, each with a set of associated objectives. The charts within Table 2 below, show the baseline RAG rated progress against each Priority Area’s objectives for the year 2023/24.

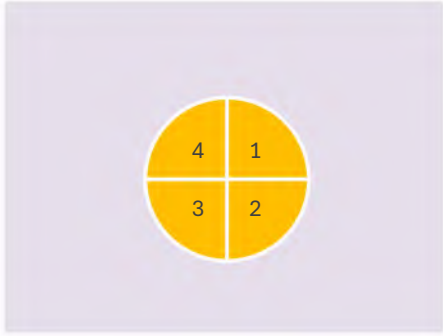
Table 2: Baseline RAG rated progress on action taken, and outcomes delivered, towards objectives under each Priority Area within the Tackling Inequalities Plan (2024-28).

Priority Area	Progress on action taken	Progress on outcomes delivered
<p>Health and Wellbeing</p>		
<p>Educational attainment and experience</p>		
<p>Poverty and financial hardship</p>		
<p>Housing</p>		

Adult Social Care



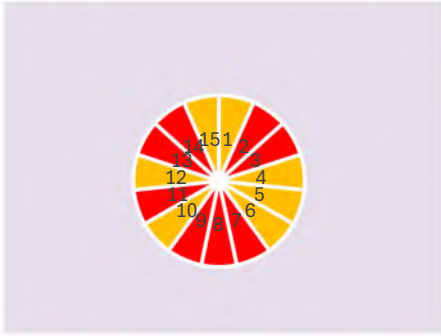
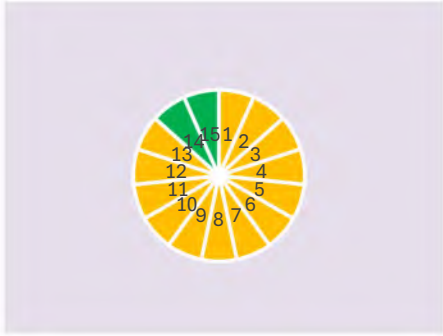
Children's Services



Employment



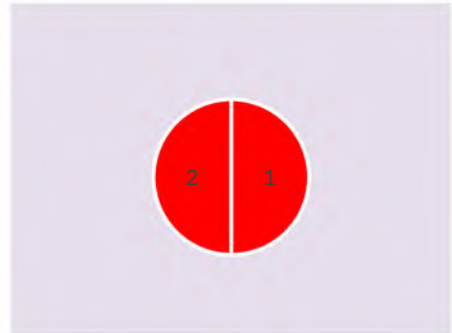
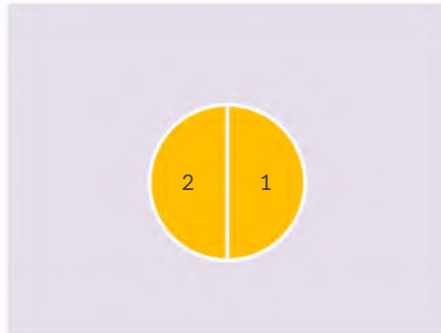
Accessibility



**Tackling Inequalities
as part of work to
address the Climate
and Nature
Emergency**



Hate Crime



1.0 Introduction

During Autumn and into the winter of 2023, the council consulted with residents on the areas of life that you felt should be prioritised within our work to tackle inequalities. Following this, a new [Tackling Inequalities Plan 2024-28](#) was adopted by Cabinet in March 2024 and was launched internally in April 2024.

The Tackling Inequalities Plan 2024-28 sets out the objectives that the council has prioritised which will ultimately result in the delivery of our [Council Plan 2024-28](#) goal to “reduce inequalities”.

We will report our progress against the objectives set out in the Tackling Inequalities Plan 2024-28 on an annual basis, meaning our first progress report will be published after April 2025.

This report focuses on the work delivered by the council during 2023/24, a time period **prior** to the adoption of the Tackling Inequalities Plan 2024-28 and as such, sets a baseline for our future progress to be measured against. It reports on our progress against our objectives and in so doing, sets out our position that we will build from in each of the four years between 2024 and 2028.

We know that there is no ‘quick fix’ or short-term approach that will successfully eliminate inequalities across all areas of life. However, through our Tackling Inequalities Plan we have clearly set a working principle of continuously and persistently meeting the challenges head-on, so that we are truly effective in delivering ‘on the ground’ for the benefit of all our communities.

1.1 Supporting our Objectives

Our Tackling Inequalities Plan sets out 9 objectives which aim to support the work of the whole council in reducing inequalities ‘on the ground’ across our Priority Areas. This section outlines action taken in relation to these Commitments.

Commitment 1

We will ensure that South Gloucestershire Equalities Voice continue to develop and increase the voice of minority and minoritised communities. And we will ensure that they are involved at the right times and in the right places to influence our work, including the delivery of the objectives set out in this Plan.

[South Gloucestershire Equalities Voice](#) continued to be funded during the year. The partnership leads the work of the South Gloucestershire Equalities Forum which grew in participation during 2023/24 and met on four occasions.


South Gloucestershire Equalities Voice partners were commissioned to provide support to council managers in identifying the most efficient and effective actions to tackle inequalities across Council activity. During the year, the following areas were supported:

1. Financial Support activity for residents
2. South Gloucestershire Tackling Inequalities Plan
3. Violence Against Women and Girls
4. Age Friendly Communities
5. South Gloucestershire Libraries
6. Adult Social Care
7. Council Revenue and Capital Budget 2024/25

Member organisations continued to work with the council’s Education, Learning and Skills Team contributing to the cross-party Equality in Education Steering Group and the established Taskforces for Race Equality in Education and LGBTQ+ Equality in Education. Each Taskforce includes representation from South Gloucestershire Equalities Voice and the purpose of each is to drive improvements in pupil experience and attainment across the school system in South Gloucestershire.

Member organisations of South Gloucestershire Equality Voice are included within Table 3, below.

Table 3: Member organisations of South Gloucestershire Equalities Voice.

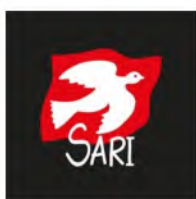
Member organisation logo	Overview of member organisation
	<p>The council works with Age UK South Gloucestershire to hear the voices of older people in the district and take action to meet identified needs.</p>



The council supports an area wide [LGBTQ+ Network](#) which is managed by the [Diversity Trust](#) and which acts as a voice LGBTQ+ communities and to bring issues to the attention of statutory organisations.



The South Gloucestershire Multi-Faith Forum continued to grow during the year and is spearheaded by [Southern Brooks Community Partnerships](#).



Stand Against Racism and Inequality (SARI) provides free and confidential support for anyone who is a victim of hate crime whether that's based on race, faith, disability, sexual orientation, transgender identity, age, or sex. SARI also works to build greater understanding and respect for diversity and difference within our community.



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 disabilities and to bring issues to the attention of statutory organisations. The Board also manages the [Learning Difficulties Development Fund \(LDDF\)](#).



The [South Gloucestershire Race Equality Network \(SGREN\)](#) meets regularly to discuss topics affecting culturally diverse communities in the district and advise statutory bodies of their findings, issues arising and recommendations for actions to address them.

Commitment 2

We will develop the South Gloucestershire Equalities Forum, which brings together organisations and individuals living and working in South Gloucestershire, so that it becomes a widely recognised leader of change and a driving force behind the advancement of equality across South Gloucestershire.

During the year, the South Gloucestershire Equalities Forum refreshed its Terms of Reference and grew in its participation.

The Forum brings together organisations and individuals living and working in South Gloucestershire to work to achieve a South



Gloucestershire where people and communities are able to live without fear or experience of discrimination and services are accessed and outcomes delivered on an equal basis for all.

In particular, the Forum believes that it can make progress towards achieving its vision through four key areas of work:

- **Challenging Discrimination** – by challenging discrimination where we see it we will give confidence to people from all diverse communities and help make them aware of the legal protections and support which exists for them.
- **Education** – by helping to dispel the myths around diverse communities we will help people respect individuals, whatever their background, and value living in a community of people from different cultures, needs, identities and experiences.
- **Advancing Equality** – working within the legal framework which imposes a duty on public organisations to advance equality of opportunity, we will share lessons learned within our member organisations and encourage all to adopt best practice.
- **Promoting Community Cohesion** – by encouraging activities to bring people together from all 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.

During 2024/25, we will: Seek to encourage further participation and adopt a plan setting out how the actions of the Forum can drive the advancement of equality across the district.

Commitment 3

We will keep our suite of equality policies and procedures up-to-date and will publish a fully refreshed Equality, Diversity and Inclusion Policy providing full clarity on the commitment of the Council to Equality.

South Gloucestershire Council operate a suite of equality policies and procedures including:

- Equality and Diversity Policy
- Customer Insight Equality Monitoring Policy
- Equality Impact Assessment and Analysis (EqIAA) Policy
- Equalities in Procurement Policy
- Equality and Diversity in Communications Policy
- Equality Framework

These Policies set out to support the council in delivering its responsibilities under the Equality Act 2010 and particularly in the positive advancement of equality across the district.

During 2024/25, we will:

- Refresh our Customer Insight Equality Monitoring Policy and Equality Impact Assessment and Analysis (EqIAA) Policy;
- Publicly consult on a refreshed Equality Diversity and Inclusion Policy along with a refreshed Equality Framework.
- Commence work on a new Equality and Diversity in Communications Policy.
- Commence work on a new Anti-Discrimination and Harassment Policy.

Commitment 4

We will develop and implement a new staff training and communications strategy to continue to develop understanding of Equality, Diversity and Inclusion issues across our workforce.

The council has in place a training strategy for staff which covers a wide range of topics. Training ranges from mandatory induction training covering Equality, Diversity and Inclusion principles, to mandatory training for managers, and topic specific training such as Equality Impact Assessment training and deaf awareness training. In addition, divisions within the council have been rolling out training for teams including Race Awareness training across all social care staff and managers, and Disability and Accessibility training for staff working on designing and delivering built environment work.

During 2024/25, we will:

- Develop a new Strategy for training and development for all staff across the spectrum of Equality, Diversity and Inclusion topics;
- Commence the implementation of a new internal communications strategy with the aim of ensuring increased awareness and understanding across the council of responsibilities and delivery of work to tackle inequalities across our work.

Commitment 5

We will refresh our communications strategy so that no community is left behind in understanding the work of and the support that the Council can offer.

We know that for some, knowing about and accessing the support that the council can offer can present challenges which can often centre around issues including accessibility, relationships and trust. In communicating with our diverse communities, we intend to be more highly visible to our communities 'where people are at'. During 2023, we attended Bristol Pride, worked closely with South Gloucestershire Race Equality Network attending their Black History Month schedule of events, engaged with the South Gloucestershire Multi-Faith Forum, attended the South Gloucestershire Refugee Festival, engaged with the South Gloucestershire Armed Forces Covenant Working Group, and continued to engage with our South Gloucestershire Equalities Voice partners.

During 2024/25, we will: Extend our range of community insights work to ensure that we are in the right place at the right time to engage with and hear the voices of our diverse communities and take action on the issues that matter most to them.

Commitment 6

We will continue to support and actively encourage our Staff Equality Groups in order that they are best placed to influence both internal and externally focussed work as well as providing supportive networks for colleagues.

We have continued to support our Staff Equality Groups during the year:

- The Women's Staff Network
- The Disabled Employees Group and the Neurodiverse Employees Group
- The Black and Minority Ethnic Staff Network
- The LGBTQ+ Staff Network

The groups have spearheaded our activities recognising Internal Women's Day, International Day for Persons with Disabilities, Black History Month and LGBTQ+ History Month.

Commitment 7

We will continue to develop our Community Conversations approach to ensure that we are hearing from and listening to all communities in South Gloucestershire and working together to better understand the lived experience of communities.

During 2023, we attended Bristol Pride, worked closely with South Gloucestershire Race Equality Network attending their Black History Month schedule of events, engaged with the South Gloucestershire Multi-Faith Forum, attended the South Gloucestershire Refugee Festival, engaged with the South Gloucestershire Armed Forces Covenant Working Group, and continued to engage with our South Gloucestershire Equalities Voice partners. These are all vitally important in understanding the lived experience of our communities so that we are equipped with the knowledge that will enable us to deliver most effectively and at pace to meet the needs diverse communities.

During 2024/25, we will: Extend our attendance at a wide range of diverse community events.

Commitment 8

We will implement and mature our Inequalities Dashboard, enabling us to take a whole system approach to tackling inequalities, involving partners across the system in tackling inequalities including the VCSE sector, NHS and Town and Parish Councils.

During 2023/24, we developed our Inequalities Dashboard. The Dashboard allows us to:

- Keep track of our progress and actions against the objectives set out in our Tackling Inequalities Plan;

- Draw out work taking place across the range of areas set out within our Tackling Inequalities Plan which complements each other, to ensure robustness and efficiency, and;
- Identify the interrelationships in areas of life so that we can most effectively tackle the causes of inequalities.

During 2024/25, we will: Roll-out the use of the Dashboard and report our progress.

Commitment 9

We will report our progress against the objectives set out in this Plan on an annual basis. We will report against the stated measures bringing together data and feedback from a wide range of sources such as Community Conversations feedback and feedback from partners and communities.

This annual report focuses on the work delivered by the council during 2023/24 against each objective set out in the Tackling Inequalities Plan. It sets out our position which we will build from in each of the four years between 2024 and 2028. This report sets out more detailed information concerning our actions, data and insights across each area of the Tackling Inequalities Plan 2024-28.

2.0 Priority Areas

There are many types of inequalities, some of which are more visible than others. People may experience a combination of inequalities that impact their lives. It is a challenge to understand the true picture of inequalities in South Gloucestershire, but we have a large amount of data and information that can help.

In putting together our Tackling Inequalities Plan 2024-28, we conducted an 11-year analysis which triangulated national data, local data and community feedback. As a result of this work, 10 Priority Areas were identified where inequalities exist which have a significant impact on life outcomes; these are:

- 1. Health and Wellbeing**
- 2. Educational attainment and experience**
- 3. Poverty & financial hardship**
- 4. Housing**
- 5. Adult Social Care**
- 6. Children's Services**
- 7. Employment**
- 8. Accessibility, especially in terms of:**
 - **Digital inclusion,**
 - **Transport,**
 - **The built and natural environment, and**
 - **Access to the wider economy**
- 9. Tackling inequalities as part of work to address the Climate and Nature Emergency**
- 10. Hate Crime**

The evidence shows that inequalities across these areas are persistent and, in some cases, growing at an alarming rate.

This section of the report takes each Priority Area and each objective in turn and provides information regarding our baseline progress.

2.1 Health and Wellbeing

Overall progress:

There are 5 Objectives set out under the Priority Area “**Health and Wellbeing**”. Of these, 5 objectives are rated as Amber for progress on action taken against the objectives, and 1 is rated as Amber and 4 as Red for progress on outcomes delivered against the objectives. This is detailed within Figures 3 and 4 and Table 4 below.

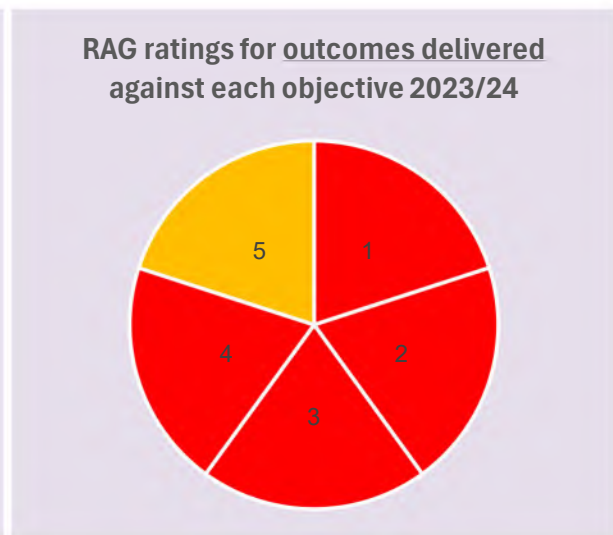


Figure 3: RAG rated progress made on action taken towards objectives under Priority Area ‘Health and Wellbeing’, for the year 2023/24.

Figure 4: RAG rated progress made on outcomes delivered towards objectives under Priority Area ‘Health and Wellbeing’, for the year 2023/24.

Progress against each objective:

Table 4: RAG rated progress against each objective under Priority Area ‘Health and Wellbeing’.

Objectives	RAG rating	
	Action taken	Outcomes delivered
1 We will develop a new delivery model of NHS Health Checks (commissioned by Public Health through GPs) to increase the uptake in priority groups including people from Black African, Black Caribbean and South Asian heritage, men and people living in areas of high deprivation.	Amber	Red
2 We will ensure that all public health commissioned services have identified inequalities relevant to that service and are actively reducing them.	Amber	Red
3 We will ensure that additional Stop Smoking funding (2024-2027) and Swap to Stop pharmacotherapy allocations are used to expand access and availability of evidence-based support. As smoking rates are significantly higher within areas of high deprivation, and some treatment and care populations are at increased risk of harm from	Amber	Red

	smoking (maternity, CVD, Respiratory, mental health) we will prioritise high coverage and access for these populations, using a proportionate-universalism approach.		
4	We will ensure the redesigned tier 2 healthy weight service is targeted and accessed by those most in need including men, those living in areas of high deprivation, pre-and-post natal women.		
5	We will work to support people moving into the area as part of Resettling Communities to access health and wellbeing services.		

Description of progress:

Table 5: Descriptor and Measure of Objective 1 under Priority Area ‘Health and Wellbeing’.

Objective 1	Measures
We will develop a new delivery model of NHS Health Checks (commissioned by Public Health through GPs) to increase the uptake in priority groups including people from Black African, Black Caribbean and South Asian heritage, men and people living in areas of high deprivation.	Percentage of priority groups receiving an NHS Health Check

This is a commissioned service which has traditionally paid a fixed sum for each NHS Health Check carried out. From 1 April 2024 a new service specification has been introduced comprising a two-tier tariff: ‘standard’ and ‘enhanced’ rates. Enhanced rates are payable when a Health Check is delivered to an eligible patient who lives in an area of high social deprivation (IMD level 1), or lives in IMD levels 2-5 and meets one of the additional criteria below:

- Are registered with a physical and/or learning disability
- Are registered with a Mental Health condition
- Are unemployed
- Are from Black-African, Black-Caribbean and South-Asian ethnic backgrounds
- Smoke
- Are unpaid Carers
- Have Armed Forces status
- Are from the LGBTQ+ community

Data regarding NHS Health Check uptake in South Gloucestershire according to some characteristics for 2023/24 is limited. This is due to either the information not being collected by the NHS Health Check Practitioner, or the data not being pulled by One Care when they run the reports on our behalf.

More data will be available from 2024-25 with the implementation of the new targeted model, including a more detailed breakdown of ethnicity. This will demonstrate impact on our ambition to increase the uptake in priority groups including people from Black African, Black Caribbean and South Asian heritage, men and people living in areas of high deprivation.

Table 6 below shows data from 2023/24.

Table 6: Number and percentage of sent and completed NHS Health Checks for the year 2023/24.

Sent and Completed NHS Health Checks	Number	Percentage
Invites sent	12,124	100%
Completed Checks (of which):	8,067	67%
Female	4,342	54%
Male	3,709	46%
Smokers	560	7%
Minority Ethnic Heritage	863	11%

During 2024/25, we will:

- Develop and deploy appropriate resources to support General Practices with identifying, inviting and referring eligible patients, together with any support required.
- Monitor the service delivered under the new contracts, with a review in October to audit the first six months' performance.

Table 7: Descriptor and Measure of Objective 2 under Priority Area 'Health and Wellbeing'.

Objective 2	Measures
We will ensure that all public health commissioned services have identified inequalities relevant to that service and are actively reducing them.	Improvements in addressing inequalities evidenced in provider performance data and reviews

There is a real focus on inequalities within all programme areas in public health and our commissioned contracts. Historically, data relating to some characteristics for contracts has sometimes been limited due to the information not being collected or recorded/reported effectively, but data is routinely requested from providers; and we continue to work with them to improve data quality and collection, alongside their understanding of how and why this is required in order to further develop services that meet the needs of our population.

The team continues to effectively utilise resources such as the [Joint Strategic Needs Assessment \(JSNA\)](#) and community insights, to support the development of our needs-led service specifications and work with both partners and the [Locality Partnership](#) to develop place-based approaches to service delivery which adapt in line with the needs of local communities.

There is an expectation for all programme area commissioned services to have an Equality Impact Assessment and Analysis (EqIAA) in place and providers also develop these for their services. Progress against the actions outlined in the EqIAA's is reviewed within the Public Health Equalities Assurance Group.

As mentioned elsewhere within this report the **NHS Health check programme** has been redesigned to better engage groups where inequalities are known to exist. The drug and alcohol services are undertaking significant work to support those experiencing inequalities, targeting work towards specific groups and addressing the wider determinants of health – collecting outcome data beyond drugs and alcohol treatment but also related to housing, education, employment and mental health.

As part of our internal programme development process, we undertake performance assurance group meetings with each programme area to review the available data relating to their programme area and contracts. Scrutiny of available inequalities data takes place within this forum as well as through contract management processes. Within the Programme Development Boards, attended by Public Health Leadership Team and Cabinet Member, Strategic Leads update on progress against their service EqIAA's and the actions within them.

During 2024/25, we will:

- Commence new service models for NHS Health Checks and drug and alcohol treatment as of April 2024, with further equalities data anticipated as a result.
- Provide data reporting in relation to inequalities through the contract monitoring process, as well as Programme Development Boards enabling the monitoring and adaption of services accordingly.

Table 8: Descriptor and Measure of Objective 3 under Priority Area 'Health and Wellbeing'.

Objective 3	Measures
<p>We will ensure that additional Stop Smoking funding (2024-2027) and Swap to Stop pharmacotherapy allocations are used to expand access and availability of evidence-based support. As smoking rates are significantly higher within areas of high deprivation, and some treatment and care populations are at increased risk of harm from smoking (maternity, CVD, Respiratory, mental health) we will prioritise high coverage and access for these populations, using a proportionate-universalism approach.</p>	<p>Stop Smoking data covering priority communities accessing services and quit rates</p>

The additional Smokefree Generation funding to be received in 2024/25 will enable our Smokefree service to be expanded. We have recruited a Public Health Principal to lead this work area and 2 additional Healthy Lifestyle Coordinators to deliver the stop smoking support service and engage with communities to promote all smokefree activities.

A **Health Needs Assessment** covering the Prevention and Control of Tobacco Dependency in South Gloucestershire was completed in early 2024. This identified key local population groups who will be the subject of our focus. We work closely within the BNSSG Smokefree Alliance in the delivery of our activity, including the Swap to Stop scheme where partners deliver direct support to maternity, mental health and hospital in-patient clients.

The workplan continues to develop and we are currently seeking specialist partners to potentially commission to deliver stop smoking support to specific client groups.

In 2022, smoking prevalence in adults ages 18+ in South Gloucestershire was 12.2%, which is similar to the Southwest region and England values. Data shows that this rises to 21.1% among those in 'routine and manual occupations'. Where smoking status at time of delivery was known, 8.3% of South Gloucestershire mothers were smokers. This is lower than the Southwest and England values (9%). Further data concerning smoking rates is available at the following links:

- [Population Health Intelligence Portal | BETA - South Gloucestershire Council \(southglos.gov.uk\)](https://southglos.gov.uk)
- [Smoking Profile - Data - OHID \(phe.org.uk\)](https://phe.org.uk)

Table 9 below shows data concerning those accessing Stop Smoking services in South Gloucestershire during 2023/24.

Table 9: Number and percentage of Stop Smoking services accesses for the year 2023/24.

Stop Smoking services accesses	Number	Percentage
Quit dates set	448	100%
Female	249	56%
Male	199	44%
White British and White Other	402	90%
Minority Ethnic Heritage	12	3%

During 2024/25, we will:

- Continue to maintain a staff presence at community events to engage directly with relevant populations. Examples include: the Refugee Festival, Armed Forces Day, and Bristol Pride.
- Continue to engage with local businesses which have a 'manual and routine occupation' element (we have visited over 100 to date). All of our interactions with communities include conversations about what clients would like in terms of support and we will use these insights to develop our services further.
- Continue to monitor equalities data from both our own service and that which we commission from GP practices or other partners, to ensure that we continue to reach relevant client groups.

Table 10: Descriptor and Measure of Objective 4 under Priority Area 'Health and Wellbeing'.

Objective 4	Measures
We will ensure the redesigned tier 2 healthy weight service is targeted and accessed by those most in need including men, those living in areas of high deprivation, pre-and-post natal women.	Demographic and protected characteristic data covering access, uptake, retention and outcomes

The local service provider has prioritised delivery in locations where the service is expected to be accessible to those most in need, for example, Yate, Kingswood and Bradley Stoke, and are now expanding delivery to Thornbury.

During 2024/25, we will:

- Launch a men's only programme to encourage new referrals; this includes bespoke communications and promotion targeted at men through social media and relevant community groups.

Table 11 below shows a snapshot of data for January to December 2023.

Table 11: Number and percentage of Healthy Weight service accesses for January to December 2023.

Programme referrals and success measures	People who started a programme		People who did not engage following a referral	
	Number	Percentage	Number	Percentage
Started a healthy weight programme	273	42% of total referrals	231	
Completed a healthy weight programme	152	56%	N/A	N/A
Reduced BMI	99	65%	N/A	N/A
Improved emotional wellbeing score	96	63%	N/A	N/A
Reporting positive behaviour change	121	80%	N/A	N/A
Demographics				
18 - 24	11	4%	6	3%
25 - 44	98	36%	78	34%
45 - 64	145	53%	105	45%
65 - 74	59	22%	37	16%
75+ years	12	4%	5	2%
Female	254	93%	182	79%
Male	55	20%	38	16%
Disability	35	23%	19	8%
Asian/Asian British	9	3%	3	1%
Black/ African/ Caribbean/ Black British	17	6%	10	4%
White	224	82%	167	72%
Other	12	4%	6	3%
Employed full time	140	51%		
Employed part time	41	15%		
Student	8	3%		
5 most common postcodes	BS15, BS16, BS30, BS32, BS37			

During 2024/25, we will:

- Closely monitor the uptake and service user feedback of the men's only programme to gather insights to support continued targeting; this may include suggested changes to session content to increase referrals and engagement.
- As the service continues to develop, engage further with pre-and-post natal women to increase uptake and engagement. For example, we will work closely with the free swimming in pregnancy local offer to gather insights on how we can adapt the service to increase access.
- Continue developing an overarching communications plan with the service provider to ensure targeted promotion with an aim of further increasing access among those most in need.
- Continue to review data to understand how the service is being accessed by priority groups and their outcomes.

Table 12: Descriptor and Measure of Objective 5 under Priority Area 'Health and Wellbeing'.

Objective 5	Measures
We will work to support people moving into the area as part of Resettling Communities to access health and wellbeing services.	Access to Primary Care Services data

Based on the data from Resettling Communities Support Services related to Afghan Resettlement Schemes, the Homes for Ukraine Programme and UK Resettlement Scheme, 100% of individuals and families resettling in South Gloucestershire under national resettlement programmes are currently registered with GP, Primary Care Services. Over 90% of the individuals and families on these schemes also reported that their health and wellbeing had improved as a result of support delivered by our Support Services.

Whilst we do not have an official data set related to our Hong Kong Community, a number of engagement sessions were held for this Community focused on accessing NHS Services including GP services. Overall feedback from the community is that individuals and families are aware of the process of registration and have a good level of confidence of using primary care services from the information/ welcome guide provided by the UK Government and Hong Kong Welcome Hubs across the country. Additionally, in collaboration with [HOPE Service](#), a series of group wellbeing sessions have also been delivered to our communities in our Hubs.

During 2024/25, we will:

- Explore the following areas with a view to delivering additional support (these were identified by outcomes-focused assessment of health and wellbeing needs of our resettling cohorts):
 - Additional wellbeing support.
 - Recognition of need in additional support with accessing primary and specialist services (cultural differences, confidence, language barrier/ translation).
 - Need in improving wellbeing/ trauma/ mental health support for all cohorts.
 - More and wider range of wellbeing activities for all cohorts.

2.2 Educational attainment and experience

Overall progress:

There are 7 Objectives set out under the Priority Area “**Educational Attainment and Experience**”. Of these, 2 objectives are rated as Green and 5 as Amber for progress on action taken against the objectives, and 2 are rated as Amber and 5 as Red for progress on outcomes delivered against the objectives. This is detailed within Figures 5 and 6 and Table 13 below.



Figure 5: RAG rated progress made on action taken towards objectives under Priority Area ‘Educational attainment and experience’, for the year 2023/24.

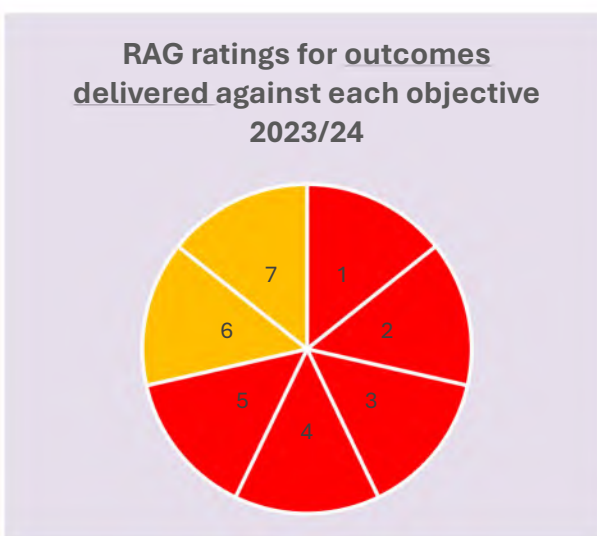


Figure 6: RAG rated progress made on outcomes delivered towards objectives under Priority Area ‘Educational attainment and experience’, for the year 2023/24.

Progress against each objective:

Table 13: RAG rated progress against each objective under Priority Area ‘Educational attainment and experience’.

Objectives	RAG rating	
	Action taken	Outcomes delivered
1 We will work in partnership with schools to improve attendance and reduce levels of persistent absence to ensure that pupils have the best opportunities to learn and attain.	Amber	Amber
2 We will work in partnership with schools to reduce levels of fixed-term and permanent school exclusion to ensure that pupils have the best opportunities to learn and attain.	Amber	Amber
3 We will continue to monitor elective home education levels, supporting families to make appropriate choices for their children.	Green	Amber
4 We will work in partnership with our schools to support them in improving pupil attainment.	Green	Amber

5	We will work in partnership with our schools to support them in improving pupil wellbeing.		
6	We will continue with our successful Equality in Education Taskforce which delivers specific work in respect of Race Equality, LGBTQ+ Equality and addressing the negative impact of socio-economic disadvantage.		
7	We will work to support children and young people within our Resettling Communities moving into the area to thrive in education.		

Description of progress:

Table 14: Descriptor and Measure of Objective 1 under Priority Area ‘Educational attainment and experience’.

Objective 1	Measures
We will work in partnership with schools to improve attendance and reduce levels of persistent absence to ensure that pupils have the best opportunities to learn and attain.	Persistent school absence data disaggregated according to protected characteristics and FSM

In 2023/24 the Department for Education (DFE) consulted on new improved arrangements for monitoring school attendance with new duties placed on local authorities and schools to improve attendance, including by working with partners who have the opportunity to influence school attendance.

As a consequence of feedback, some minor changes were introduced, and the new duties became a legal requirement from September 2024 with publication of statutory guidance “Working Together to Improve School Attendance” in August 2024.

South Gloucestershire Education teams have embraced the new approach and proactively established local arrangements in readiness for implementation of the statutory duties.

Targeted attendance support meetings have been implemented by the Education Welfare Service, with schools being RAG-rated dependent on the level of attendance/ absence, to determine the frequency and type of meeting (from a termly desktop review to a termly full meeting).

An attendance and exclusions data dashboard has been developed. School-level data is shared with schools in advance of their targeted attendance support meeting. We have resumed sharing cluster-level data with the Cluster Board of school-led clusters for children with additional educational needs (commonly referred to using the acronym SEND), so that cluster leads can play an active part in driving improvements. Children with additional educational needs are more likely to miss education due to Emotionally Based School Avoidance (EBSA) and therefore addressing this is a priority of the SEND Strategic Action Plan.

A training session on the new attendance guidance was held during the year and was well attended by school leaders.

Tables 15, 16 and 17 and Figure 7 below show attendance data for South Gloucestershire during 2023/24.

Table 15: Attendance data by school phase and type for South Gloucestershire and for the UK, 2023/24.

Phase and type of school	South Glos attendance	National attendance
All	92.8%	92.8%
Primary	94.3%	94.5%
Secondary	91.1%	90.9%
Special	88.4%	87%
SEN Support	89.4%	89.1% - Estimated
EHCP	85.5%	86.7% - Estimated

Table 16: Attendance data by school phase, split by school type, for South Gloucestershire and for the UK, 2023/24.

School phase	SEN K attendance		EHCP attendance	
	South Glos	National	South Glos	National
Primary	92.7%	92.5%	87.8%	89.7%
Secondary	85.9%	85.8%	78%	83%

Table 17: Attendance data by ethnicity for South Gloucestershire, 2023/24.

Ethnicity	Attendance	Absence	Authorised	Un-authorised	Persistentl y absent	Severely absent
White and Black Caribbean	89.3%	10.7%	6.6%	4.1%	25.3%	4.42%
White and Black African	92.1%	7.9%	5.0%	2.9%	21.5%	2.91%
White and Asian	94.2%	5.8%	4.0%	1.8%	13.1%	1.48%
White - Irish	89.8%	10.2%	8.4%	1.9%	33.3%	1.85%
White - British	92.7%	7.3%	5.1%	2.2%	15.6%	2.40%
Traveller of Irish heritage	75.7%	24.3%	12.4%	11.9%	65.8%	15.79%
Refused	91.7%	8.3%	5.2%	3.2%	19.5%	3.72%
Pakistani	91.5%	8.5%	5.8%	2.8%	31.0%	1.55%
Information not yet obtained	89.1%	10.9%	6.2%	4.7%	26.4%	7.27%
Indian	94.1%	5.9%	4.2%	1.7%	16.9%	0.91%
Gypsy/ Roma	80.2%	19.8%	13.1%	6.7%	59.6%	8.51%
Chinese	96.1%	3.9%	2.9%	0.9%	5.3%	1.72%
Black - Caribbean	93.7%	6.3%	4.2%	2.1%	17.2%	2.02%
Black - African	95.4%	4.6%	3.3%	1.2%	8.2%	2.41%
Bangladeshi	91.4%	8.6%	5.5%	3.1%	29.0%	1.87%
Any other White background	93.1%	6.9%	4.9%	2.0%	17.7%	1.73%
Any other Mixed background	92.2%	7.8%	5.2%	2.6%	19.5%	2.20%
Any other Ethnic Group	92.4%	7.6%	4.9%	2.7%	23.9%	2.13%
Any other Black background	94.7%	5.3%	3.8%	1.5%	8.3%	2.50%
Any other Asian background	94.8%	5.2%	3.9%	1.3%	14.2%	1.25%
	96.7%	3.3%	1.4%	1.9%	12.5%	12.50%

Attendance % by ethnicity per academic term

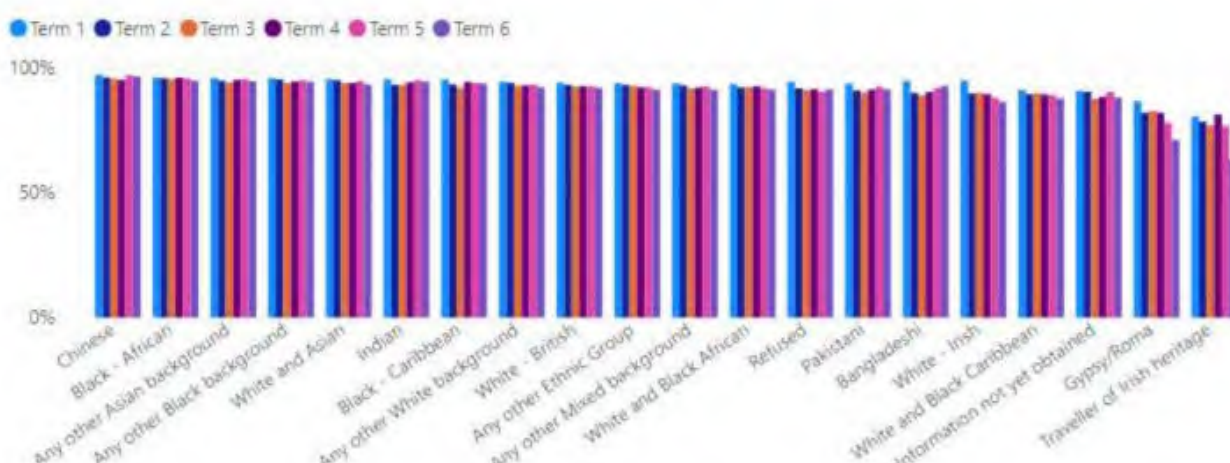


Figure 7: Attendance data by ethnicity per academic term for South Gloucestershire, 2023/24.

During 2024/25, we will:

- Work to embed Working Together to Improve School Attendance, and in particular the ‘support first’ approach, once it becomes statutory on 19th August 2024.
 - The principle of the support first approach is that children and young people, their parents and carers will be able to access support from services committed to enabling children and young people to improve their attendance. Services will work with families to help them overcome barriers to school attendance and bring about improvements over time. The use of penalty notices will be as a last resort once all possible opportunities to support have been exhausted.
- Invite schools to regular attendance surgeries to discuss complex cases, from September 2024.
- Develop even closer working with other teams (such as Youth Justice, EHC Coordination Team and Social Care) in relation to children with low school attendance.
- Develop a schedule of training for schools around attendance and related areas.

Table 18: Descriptor and Measure of Objective 2 under Priority Area ‘Educational attainment and experience’.

Objective 2	Measures
We will work in partnership with schools to reduce levels of fixed-term and permanent school exclusion to ensure that pupils have the best opportunities to learn and attain.	School exclusions data disaggregated according to protected characteristics and FSM

During 2023/24, Local Authority officers continued to work with secondary Heads to reduce the number of permanent exclusions. A Working Group was established with the aim of reviewing processes and establishing multi-agency decision making and support panels, providing schools with access to support and interventions, with the aim of preventing an exclusion of a child or young person at high risk of permanent exclusion.

A multi-agency High-Risk Group was established with funding to support intervention when considered necessary.

A desktop analysis of permanent exclusions has been completed and findings shared with Secondary Headteachers so that they can see how they compare with their peers and potentially seek advice from those schools with very low exclusion rates.

An Emergency High-Risk Group is to be trialed from March 2024 – July 2024, convening a multi-agency response where a pupil is at imminent risk of permanent exclusion. Membership of this group has been extended to include the Police, the Violence Reduction Unit and Social Care. A review of how well these new arrangements have been working will be undertaken during 2024/25.

Figure 8 below shows data relating to Fixed Term Exclusions during 2023/24, by ethnicity.

% of FEX by ethnicity breakdown

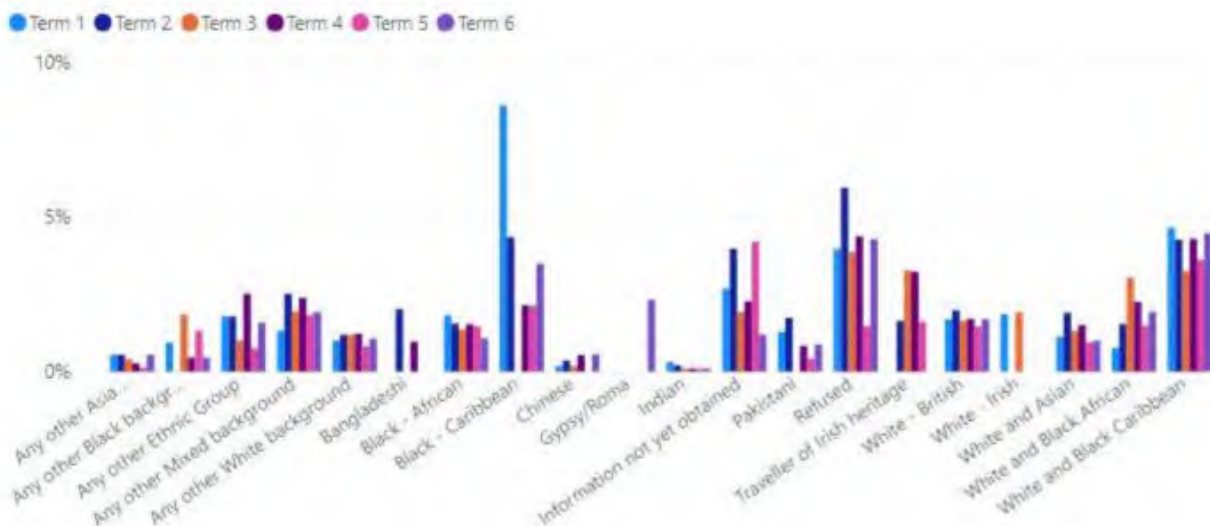


Figure 8: Fixed Term Exclusions data by ethnicity per academic term for South Gloucestershire, 2023/24.

Although we see a slight reduction in the RRI (relative relate index) for fixed term exclusions (FEX), both ‘Black’ and ‘Mixed Heritage’ Children and Young People were still more likely to receive a FEX than a ‘White’ child or young person in South Gloucestershire Schools.

Figure 9 below shows data relating to Permanent Exclusions during 2023/24, by ethnicity.

% of PEX by ethnicity breakdown

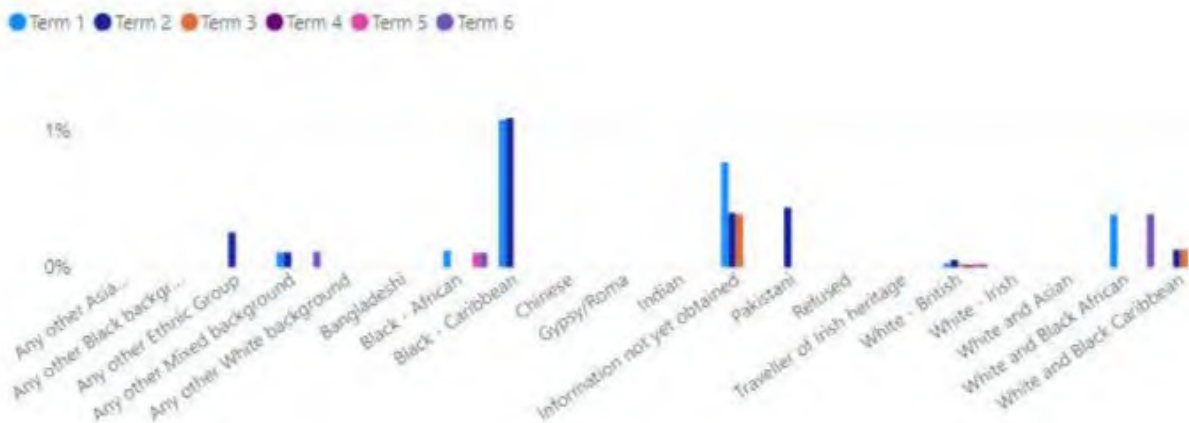


Figure 9: Permanent Exclusions data by ethnicity per academic term for South Gloucestershire, 2023/24.

We have seen an increase in the disproportionality between ‘Black’ and ‘White’ Children & Young People and ‘Mixed ethnicity’ and ‘White’ Children & Young People for Permanent Exclusions (PEX) in our Schools between the academic years 22/23 and 23/24. Both ‘Black’ & ‘Mixed Heritage’ Children and Young People were twice as likely to be permanently excluded than ‘White’ Children and Young People.

During 2024/25, we will:

- Embed the processes agreed as part of the Working Group and ensure that learning is shared across both primary and secondary cohorts.
- Ensure that there are strong links between the SEND Clusters and High-Risk Group so that their work is complementary - school-led SEND Clusters have responsibility for reducing exclusions of children and young people with additional educational needs.
- Ensure that data is shared on a termly basis with the SEND Cluster Boards, including rates to allow for comparative data, to understand impact and to evaluate the effectiveness of the approaches taken.

Table 19: Descriptor and Measure of Objective 3 under Priority Area ‘Educational attainment and experience’.

Objective 3	Measures
We will continue to monitor elective home education levels, supporting families to make appropriate choices for their children.	Elective home education data disaggregated according to protected characteristics and FSM

The number of children being Electively Home Educated (EHE) has increased significantly during 2023/24, which is a trend nationally. Along with the increasing numbers, the complexity of children and families who are electively home educating has also increased. This is reflected in a greater proportion of parents reporting that the reason for their decision to EHE

has not been due to positive choice (for example, educational philosophy or life choice), but more frequently it is reported to be due to medical reasons (in particular mental ill health), unmet needs, and the risk of prosecution for non-attendance at school or because the parents' first choice of school has not been offered.

The Local Authority has asked Headteachers to signpost parents to the team where they are aware that a parent is considering EHE, to ensure that parents are aware of the EHE expectations so that they can make an informed decision, taking account of the best interests of the child.

In South Gloucestershire, the number of Children and Young People being EHE in 2023/24 was 615 and the table below shows the percentage according to ethnicity.

Table 20: Percentage of Electively home educated Children and Young People by ethnicity for South Gloucestershire, 2023/24.

Electively home educated Children and Young People			
Ethnicity	Percentage	Ethnicity	Percentage
White British	71.4%	Pakistani	0.2%
White Irish	0.3%	Bangladeshi	0.2%
Traveller of Irish Heritage	5.5%	Any other Asian background	0.3%
Any other White background	5.7%	Black Caribbean	0.2%
Gypsy/Roma	4.2%	Black African	0.2%
White and Black Caribbean	1.1%	Any other Black background	0.3%
White and Black African	0.7%	Chinese	0.3%
White and Asian	0.8%	Any other ethnic group	0.3%
Any other Mixed background	1.8%	Refused	0.0%
Indian	0.2%	Information not yet obtained	0.3%

During 2024/25, we will:

- Continue to focus on what is in the best interests of the child in our conversations with parents around EHE.
- Establish regular reporting (currently annual) with the Children's Executive Partnership Board.
- Provide training to schools in relation to EHE, to enable schools to have fully informed conversations with parents who have stated that they are considering electively home educating their child.

Table 21: Descriptor and Measure of Objective 4 under Priority Area ‘Educational attainment and experience’.

Objective 4	Measures
We will work in partnership with our schools to support them in improving pupil attainment.	Pupil attainment data for all key stages disaggregated according to protected characteristics and FSM

We have worked with all our schools and commissioned support into 20 more vulnerable schools this academic year. This work is primarily focused on improving the quality of education and leadership and management. Improvements have been seen across all these schools and 8 have moved to a less intensive model of support. The total number of schools categorised as ‘vulnerable’ has reduced from 16 to 13.

School Effectiveness Officers have been appointed and start in April 2024 to work towards reducing inequalities across the system.

We have created an Equalities Dashboard which provides details of education outcomes of Children and Young People as a whole across the local area, ~~by each phase~~ (primary and secondary) at each key stage in their education. The outcomes can also be shown for different groups so that we can see the relative performance of different groups.

This means that should we see that a particular group of children are not achieving as well as other groups of the same age, we can take a targeted approach to support them to achieve. We can track outcomes over time to see whether the targeted intervention has had the desired impact.

For example, we can see that children who are at a socio-economic disadvantage tend to achieve less well than their peers. Schools can claim pupil premium to help provide targeted support for children eligible for free school meals (FSM), who may be at risk of falling behind their peers.

During 2024/25, we will:

- Implement the strategy we are developing to address achievement gaps for disadvantaged pupils.

Table 22: Descriptor and Measure of Objective 5 under Priority Area ‘Educational attainment and experience’.

Objective 5	Measures
We will work in partnership with our schools to support them in improving pupil wellbeing.	Pupil wellbeing data disaggregated according to protected characteristics and FSM

Education services teams work closely with colleagues in Public Health teams and with external organisations from the Health and Voluntary Sector, to develop strategies which deliver:

- Support to all children and young people across the system, and
- Targeted support for groups of children and young people whose mental health and wellbeing is poor.

We have focussed and targeted activity delivered via workstreams in our **Equality in Education** work programme, benefitting young people from our minority ethnic communities and/ or LGBTQ+ communities.

Improving pupil wellbeing is a key element of the work we do to enable schools to improve and deliver improved outcomes for their pupil population. We therefore encourage schools to make good use of their online pupil surveys which provide a rich source of information about how their pupils are feeling about school and specific aspects of school and wider life.

Our School Improvement team support schools and where needed, focussing on helping schools develop pupil wellbeing and personal development.

We are also able to promote a wide variety of services to schools via Headteacher Briefings and bulletins, including a menu of school awards all supporting pupil wellbeing.

Our new **Mental Health Teams** are also working in schools in Kingswood, Yate and Patchway/ Filton and a fourth team is planned for 2024/25.

The biennial Online Pupil Survey (OPS) allows us to collect health and wellbeing data from pupils in South Gloucestershire and increasing numbers of schools and pupils complete this survey. The survey completed in 2023 showed us that:

- 68% of all pupils (yr 8 – 11) had a wellbeing score of average or above and this was highest for males (81%) and lowest for other sex (27%) and gender fluid (36%) pupils.
- Only 28% of all pupils (yr 8 –11) agreed they would find mental health support in school easy to access and this was highest for males (37%) and lowest for gender fluid pupils (14%).
- Only 18% of all pupils agreed that their school stops or prevents bullying well.

Our Equalities task force has developed an action plan to address issues identified through the OPS data.

Table 23: Descriptor and Measure of Objective 6 under Priority Area ‘Educational attainment and experience’.

Objective 6	Measures
We will continue with our successful Equality in Education Taskforce which delivers specific work in respect of Race Equality, LGBTQ+ Equality and addressing the negative impact of socio-economic disadvantage.	Commentary covering work delivered by the Taskforces, including data covering schools working towards the South Gloucestershire Equality Mark for Schools

The council’s **Race Equality in Education Taskforce** and **LGBTQ+ Equality in Education Taskforce** aim to identify, diagnose and mitigate against issues facing the respective groups in our education settings. They bring together experts, local charities, professionals and young people with lived experience to represent the views of their peers within the Taskforces. The ultimate aim is to eliminate prejudice and discrimination from our education settings and facilitate parity of outcomes in order to allow minority ethnic and LGBTQ+ children and young people a positive experience of education. In the short to medium term, each Taskforce is looking to increase inclusivity in education and bring more equality for all to every setting.

Several schools are participating in the South Gloucestershire Equality Mark – an award based on how well a setting is practicing and promoting equality, diversity, and inclusivity. The Taskforces give the specifications that the criteria for the award is based on, and the organisations within the Taskforces support fulfilment of the action plans curated for each school participating.

The following schools are undertaking their action plans before being awarded the Equality Mark:

- John Cabot Academy
- Hanham Woods Academy
- Mangotsfield Secondary School
- Castle School (Thornbury)
- Kings Oak Academy
- Redfield Edge Primary School
- Longwell Green Primary

Based on the specific needs of each school, they will have received an intervention or training from SARI (Stand Against Racism and Inequality), The Diversity Trust, Black Families Educational Support Group, Representation Matters and/ or BCohCo (Building Cohesive Communities) as well as ongoing support and advice from the Equality in Education Officer.

During 2024/25, we will:

- Add at least 3 more secondary schools to the number of schools participating in the Equality Mark Award.
- Add at least 8 more primary schools to the number of schools participating in the Equality Mark Award.
- Embed the additional criteria proposed by the Taskforces into the Equality Mark Award.

- Aid SARI in fulfilling their staff training, classroom intervention and student mentoring work.
- Aid the Diversity Trust in fulfilling their staff training and their support materials work as well as promote their traded student mentoring offer.
- Aid Black Families in fulfilling their student mentoring work.
- Support the council's Gypsy, Roma and Traveller (GRT) team with identifying children and young people in need.
- Efficiently allocate Representation Matters CPDs (Continuing Professional Development) to school with the highest need.
- Support the fulfilment of the anti-hate crime ambassadors' program in participating schools.
- Continue to complete the Race and LGBTQ+ Equality in Education Action Plans.
- Continue to explore the possibility of a Women and Girls Taskforce and a Social Deprivation Taskforce.
- Rejuvenate and maintain the representation within the group.

Table 24: Descriptor and Measure of Objective 7 under Priority Area 'Educational attainment and experience'.

Objective 7	Measures
We will work to support children and young people within our Resettling Communities moving into the area to thrive in education.	School placement data. Attendance and attainment data

Collaboration with local schools, community groups, and social services has facilitated smooth transitions for students from resettling communities. Regular meetings with school staff ensure that individual educational needs are identified and addressed promptly.

Comprehensive support, including family assistance, cultural orientation, translation services, and student support, significantly contributes to academic progress. Furthermore, recommendations for schools focus on creating an inclusive environment, accommodating cultural and religious needs, and fostering successful integration.

School Placement Data:

- 98% of school-aged Ukrainian children are in full-time education.
- Similar high placement rates are estimated for people newly arriving from Hong Kong.
- Over 60 school-age children are enrolled across UKRS/ACRS/ARAP schemes.
- 11% of children are either waiting for placement or not attending school, including new arrivals and two families whose children are not attending school, necessitating social worker involvement. We are mindful of the additional inequalities within and between people arriving through different schemes and ensuring focused support.

Attendance and Attainment Data:

- Around 97% of children and young people attending school report being settled, enjoying school, and achieving in education.

Types of Work Undertaken:

- **Family Support and Information:** Providing essential information to families about the education system and available resources.
- **Cultural Orientation and Integration:** Organising orientation programs and cultural exchange events to help students and families adapt to their new environment.
- **Translation Services:** Offering interpretation services to assist non-English-speaking parents.
- **Administrative Support:** Assisting families with school registration and placement processes.
- **Community Engagement:** Collaborating with local community groups to create a supportive network for resettling families (social clubs).

During 2024/25, we will:

- **Enhance Staff Training:** Provide comprehensive training for all school staff on cultural competency, anti-racism, and the specific challenges faced by students from resettling communities, with the support of the council's Principal Educational Psychologist.
- **Translate of Information on Council Website:** Ensure that key resources and toolkits available on the council website are translated into different community languages, as they cannot be automatically translated by browser tools. Examples include the "EHAP Guide for Parents and Carers" and the "Primary Schools Admission Guide." This will help ensure that all families, have access to vital information.
- **Develop Informational Leaflets:** Create and distribute leaflets with key information that can be shared during events. They will cover important topics such as "How to Apply for a Free School Meal", "Moving your child between schools during the school year", "Transport Support for Travel to School". There are still, for example, many questions from Ukrainian families about how to apply for bus travel, as they do not fully understand the system. Leaflets with clear information will help address these questions and support the families effectively.
- **Partner with Local Organisations:** Continue to build partnerships with local organisations that can provide additional resources and support for our students and their families. These partnerships can offer extracurricular programs, mental health support, and other essential services.
- **Develop Support Programs for Refugees After Secondary School:** Create comprehensive support programmes for refugee students transitioning out of Secondary School. This could include:
 - **Career Counselling and Job Placement:** Providing guidance on career paths, resume writing, interview skills, and job placement services to help refugees enter the workforce.
 - **Higher Education Support:** Assisting students with applications, scholarships, and financial aid for colleges and universities. This can include partnering with local colleges to provide targeted support programs.
 - **Vocational Training:** Offering vocational training and certification programs in various trades to provide alternative career pathways for those who may not pursue traditional higher education.
 - **Mentorship Programs:** Establishing mentorship programs that connect refugee students with professionals in their fields of interest to provide networking opportunities, and career advice.

- **Language and Soft Skills Training:** Continuing to offer language support and training in soft skills such as communication, teamwork, and time management to ensure successful integration into the professional environment.
 - By implementing these initiatives, we can ensure that refugee students are well-prepared for life after high school, whether they choose to pursue further education or enter the workforce directly.
- **Develop Data Management and Analytical Capacity:** Address the data gap regarding refugee children in schools by developing enhanced data management and analytical capacity. This involves thinking about how to collect and analyse detailed attendance and attainment data for refugee children. For example: Attendance Data, Attainment Data, Gender, Language proficiency etc. Collecting and analysing this data will help in understanding the specific needs of refugee children and tailoring support to improve their educational outcomes.
- **Monitor and Evaluate:** Implement a robust monitoring and evaluation framework to track the progress and impact of our initiatives. Regular feedback from students, parents, and teachers will be crucial in refining our approaches and ensuring that our objectives are being met effectively.

2.3 Poverty and financial hardship

Overall progress:

There are 4 Objectives set out under the Priority Area “**Poverty and Financial Hardship**”. Of these, 1 objective is rated as Green and 3 as Amber for progress on action taken against the objectives, and 1 is rated as Amber and 3 as Red for progress on outcomes delivered against the objectives. This is detailed within Figures 10 and 11 and Table 25 below.

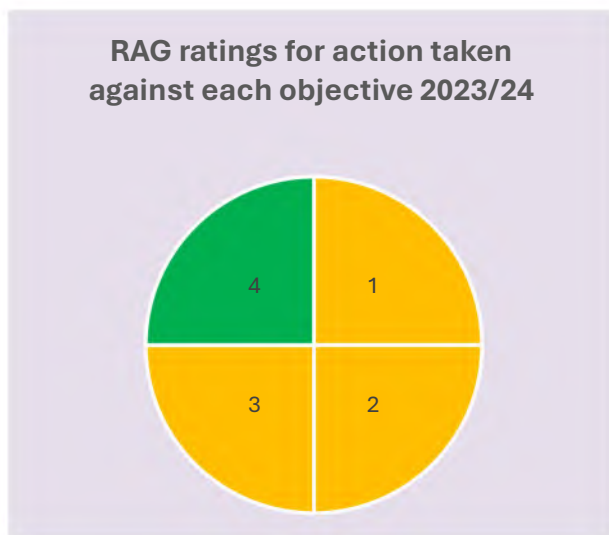


Figure 10: RAG rated progress made on action taken towards objectives under Priority Area ‘Poverty and financial hardship’, for the year 2023/24.

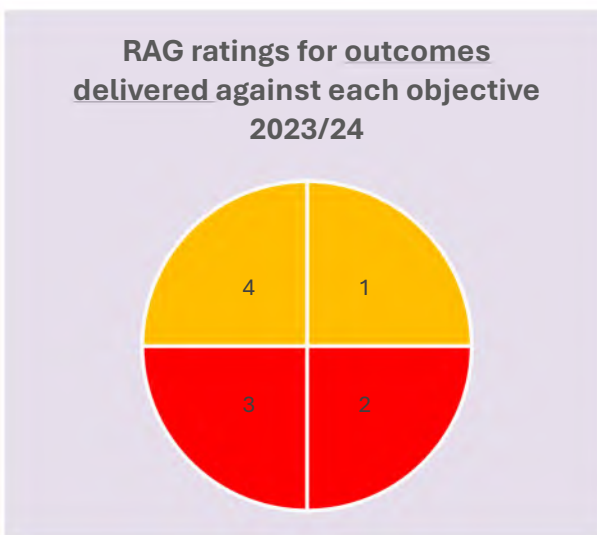


Figure 11: RAG rated progress made on outcomes delivered towards objectives under Priority Area ‘Poverty and financial hardship’, for the year 2023/24.

Progress against each objective:

Table 25: RAG rated progress against each objective under Priority Area ‘Poverty and financial hardship’.

Objectives	RAG rating	
	Action taken	Outcomes delivered
1 Working with our communities we will increase take-up of available financial support to those known to be disproportionately impacted by financial pressures.	Amber	Amber
2 We will increase the number of people taking up benefits that they are entitled to.	Amber	Red
3 We will reduce the gap between eligibility of Free School Meals and actual take up.	Amber	Red
4 We will move away from a crisis response to a strategic medium/long-term approach of tackling inequality/financial inequality through the adoption and implementation of a Financial Wellbeing Framework. We will work with communities to develop specific actions.	Green	Amber

Description of progress:

Table 26: Descriptor and Measure of Objective 1 under Priority Area ‘Poverty and financial hardship’.

Objective 1	Measures
Working with our communities we will increase take-up of available financial support to those known to be disproportionately impacted by financial pressures.	Percentage take-up of available financial support for protected characteristic groups and Armed Forces Veterans

It is estimated that there is around £4m in unclaimed pension credit across the South Gloucestershire area. During the second half of 2023/24, we launched our **“Take the Credit”** campaign to increase take up of Pension Credit, for customers of pension age.

Letters were sent to approximately 1,800 customers who were on low income and potentially eligible for pension credit. Data allowed us to identify postcode areas where low-income pension age customers are likely to live and roadshows and take up events were held in these areas. We promoted take up via our Customer Contact teams, whilst working closely with partners and local community groups. This was also supported by our partner organisation Warm & Well, who offer residents grants to help pay their energy bills and make their homes more energy efficient.

Emergency financial support is available via our One Stop Shop teams and we have provided additional funding to our welfare and advice partnership.

We have been creating stronger links with our community in order to build positive relationships. This includes links with Alphabets LGBTQ+ group and supporting them to promote the support they offer to the LGBTQ+ community. We have also visited Paul’s Place who support physically disabled adults to ensure our residents are getting all the support they are entitled to.

We partnered with Mamas in Bradley Stoke and TPX Impact to implement a co-designed project to find out the best ways we can support our communities and how to reach them so they have all the information they need. This is an ongoing project and the prototypes suggested in the workshops will be implemented in 2024/25.

We also have links with our Community Welcome Spaces, offering them grants to keep running and offer warm/ cool space for residents who are unable to achieve this in their home or may feel isolated. Many also offer hot meals and financial support.

We organised a relaunch week at the beginning of February 2024 to reach more residents who will benefit from these but may not have heard about it. We have been able to create 1,000 Cool Packs and 1,000 Warm Packs during 2023; these were distributed to our residents via One Stop Shops, Children’s Centres and partner organisations. They aim to heat/ cool the person not the home as many people are unable to afford heating/ fans due to energy bills.

Once Department for Work and Pensions (DWP) statistics become available we will evaluate the success of our campaign to increase uptake of Pension Credit.

We are updating Free School Meals (FSM) information and redistributing to key locations such as One Stop Shops, libraries, job centres and community welcome spaces to ensure all the support we offer is easily accessible.

During 2024/25, we will:

- Make 500 more Cool Packs and 1,000 more Warm Packs, and ensure we are reaching residents who will most benefit from them.
- Launch our Summer Food/ Cost of Living campaign to increase the uptake of FSM and Healthy Start vouchers, as well as reduce food waste and help people save money by making their food go further.

Table 27: Descriptor and Measure of Objective 2 under Priority Area ‘Poverty and financial hardship’.

Objective 2	Measures
We will increase the number of people taking up benefits that they are entitled to.	Percentage increase in take-up of benefits entitled to according to protected characteristic groups

Estimated unclaimed benefits sits at £19bn nationally, and £45m in the South Gloucestershire area. Recognising that residents of pension age are one of the identified groups likely to be more significantly impacted by the cost-of-living crisis in 2023/24, we undertook a pension credit campaign called “**Take the Credit**”. This involved writing to approximately 1,800 residents on low income but who were not claiming pension credit. A number of roadshows/ pop-up events were held as part of the campaign, ensuring a geographical split across the district whilst focussing on areas where our profiling advised us on locations likely to have higher number of pensioners struggling with the cost-of-living crisis.

A benefits calculator was purchased and is used in our One Stop Shop (OSS) sites so that we can identify what benefits residents may or may not be entitled to.

Additional funding was also put into the **Welfare and Debt Advice** service, enabling residents who are seeking advice to have an income maximisation and benefits check undertaken by partner agencies.

In-depth customer research was undertaken with Bristol Mamas to understand the perspective and challenges that residents face and support that may be required.

During 2024/25, we will:

- Evaluate the success of our Take the Credit Campaign – and determine further work required.

- Seek to make the benefits calculator used by OSS staff available for customers to self-serve on our website.
- Ensure future benefit take up campaigns are considered with the migration to universal credit.
- Certain benefits and groups will be subject to separate projects to maximise take up – i.e. Carers and free school meals.
- Continue to provide benefit checks and income maximisation support for customers through our OSS's and partners.

Table 28: Descriptor and Measure of Objective 3 under Priority Area 'Poverty and financial hardship'.

Objective 3	Measures
We will reduce the gap between eligibility of Free School Meals and actual take up.	Overall Free School Meals take-up data for protected characteristic groups. Eligibility versus take-up data for protected characteristic groups

During 2023/24, provisional agreement was reached to consider implementation of auto-enrolment to Free School Meals (FSM). A specific Equality Impact Assessment and Analysis (EqIAA) has been produced which is supporting the development of a decision report to be considered in September 2024.

We have continued work to promote take-up of FSM via our benefit take-up campaigns and also through our “**What’s on your plate**” campaign.

We have continued to work with with schools to promote awareness and eligibility of FSM.

Tables 29 and 30 below show the Autumn and Summer Census figures for FSM eligibility in South Gloucestershire schools.

Autumn Census Figures

Table 29: Autumn Census figures for FSM eligibility for South Gloucestershire, by school phase.

School phase	School years	Academic School Year 2023 – 2024*	Academic School Year 2024 – 2025**
The Primary Cohort	Overall:	13.71%	13.71%
	Reception – Year 2:	10.48%	10.29%
	Year 3 – Year 6:	16.08%	16.23%
The Secondary Cohort	Overall:	16.07%	16.80%
	Year 7 – Year 9:	17.34%	18.34%
	Year 10 - Year 11:	15.5%	16.40%
	Year 12+ (more an issue with the pupils staying on rather than applications):	12.84%	12.20%

* Pupil Premium figures were based on the Autumn 2022 Census when South Gloucestershire had 14.68% of their pupils eligible for FSM.

** Pupil Premium figures will be based on the Autumn 2023 Census when South Gloucestershire had 15.00% of their pupils eligible for FSM.

Summer Census Figures

Table 30: Summer Census figures for FSM eligibility for South Gloucestershire, by school phase.

School phase	School years	Academic School Year 2023 – 2024***	Academic School Year 2024 – 2025****
The Primary Cohort	Overall:	14.64% (273 pupils extra)	14.71% (285 pupils extra)
	Reception – Year 2:	12.12% (191 extra)	11.91% (192 extra)
	Year 3 – Year 6:	16.51% (82 extra)	16.80% (93 extra)
The Secondary Cohort	Overall:	16.42% (49 extra)	17.06% (35 extra)
	Year 7 – Year 9:	17.82% (48 more)	18.52% (21 more)
	Year 10 - Year 11:	15.96% (26 more)	16.56% (6 more)
	Year 12+:	12.30% (25 less)	12.87% (8 more)

***The Summer Census 2023 had 15.37% of pupils eligible for FSM, an increase of 322 pupils.

****The Summer Census 2024 had 15.68% of pupils eligible for FSM, an increase of 320 pupils.

During 2024/25, we will:

- Undertake detailed analysis of the gap between FSM eligibility and take-up and how this breaks down according to protected characteristics. This analysis will enable more detailed work to be taken forward.

Table 31: Descriptor and Measure of Objective 4 under Priority Area ‘Poverty and financial hardship’.

Objective 4	Measures
We will move away from a crisis response to a strategic medium/long-term approach of tackling inequality/financial inequality through the adoption and implementation of a Financial Wellbeing Framework. We will work with communities to develop specific actions.	Commentary covering actions developed and implemented

Engaging with a wide range of groups to help build our insights, we developed a Financial Security Framework, including our “**PLAN FAN**” - this can be used by teams across the council as well as partners to identify how they can best support residents. The Framework ensures that support packages are tailored to customer needs.

The Framework sets out the following 6 priority areas:

1. Insights & Advocacy,
2. Responding to crisis,
3. Increasing income,
4. maximisation income,

5. Building resilience and
6. System Planning.

During 2024/25, we will:

- Share the Framework within the council and with external organisations to better understand the actions that are taking place to support these 6 priority areas.

2.4 Housing

Overall progress:

There are 6 Objectives set out under the Priority Area “**Housing**”. Of these, 1 objective is rated as Green and 5 as Amber for progress on action taken against the objectives, and 3 are rated as Amber, 2 as Red and 1 as Green for progress on outcomes delivered against the objectives. This is detailed within Figures 12 and 13 and Table 32 below.

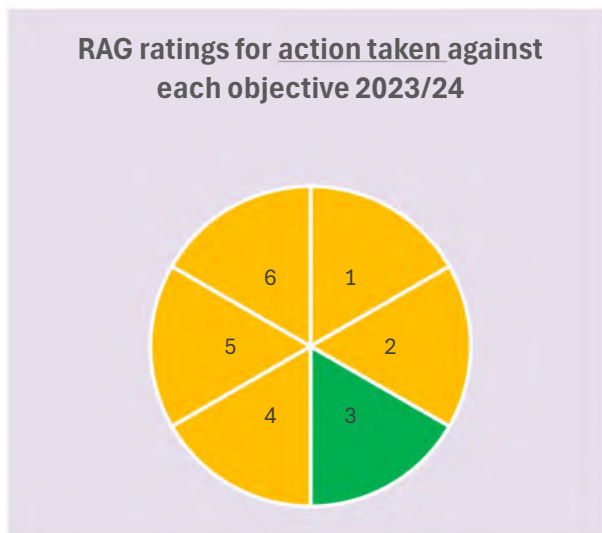


Figure 12: RAG rated progress made on action taken towards objectives under Priority Area ‘Housing’, for the year 2023/24.

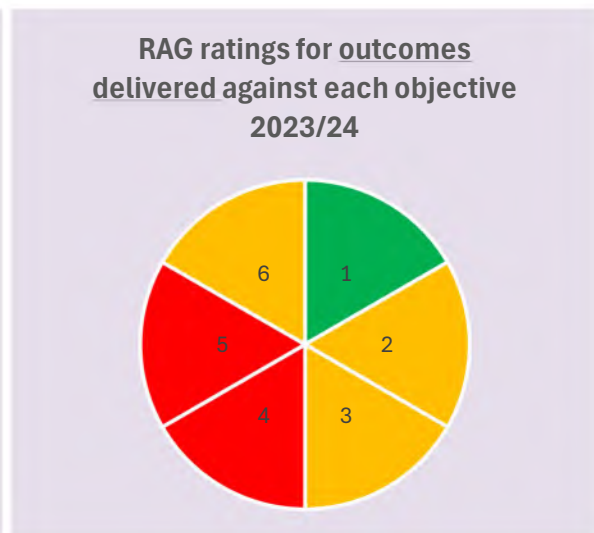


Figure 13: RAG rated progress made on outcomes delivered towards objectives under Priority Area ‘Housing’, for the year 2023/24.

Progress against each objective:

Table 32: RAG rated progress against each objective under Priority Area ‘Housing’.

Objectives	RAG rating	
	Action taken	Outcomes delivered
1 We will increase the supply of high-quality housing to meet identified need.	Amber	Green
2 We will reduce fuel poverty by providing home improvements for low-income households.	Amber	Amber
3 We will support people to maintain and adapt their homes to meet current and future needs (age well at home).	Green	Amber
4 We will ensure appropriate provision is made for Gypsy, Roma, Traveller accommodation and increase the supply of Gypsy, Roma, Traveller pitches to meet need.	Amber	Red
5 We will take a cross-department approach to identify the issues leading to, and those at risk of, homelessness, especially amongst LGBTQ+ communities, and develop a strategy to improve access to focused homelessness advice and support and safe housing.	Amber	Red

- 6 We will work to support people moving into the area as part of Resettling Communities to access housing.

Description of progress:

Table 33: Descriptor and Measure of Objective 1 under Priority Area 'Housing'.

Objective 1	Measures
We will increase the supply of high-quality housing to meet identified need.	Number of affordable homes delivered against target. Number of Rural homes delivered. Number of Family homes (3 bed +). Number of supported housing units delivered. Number of wheelchair accessible units delivered M4(3) standard. Number of units delivered M4(2) adaptable standard.

The Strategic Housing Enabling Team works closely with Registered Provider (RP) partners to deliver affordable housing through s106 agreements and on RP-led affordable housing schemes. We work with RPs and developers to secure affordable housing which is policy compliant in terms of quality and accessibility standards and that will meet identified needs.

Our **Housing Strategy 2023** sets out how housing plays an important role in helping to:

- Reduce inequalities
- Give children the best start in life
- Improve health and wellbeing
- Support people to reach their full potential

We acknowledge the importance of treating people fairly and that housing is a basic need which is linked to all strands of opportunities in health, education, employment and community cohesion. As part of our Housing Strategy we have carried out an Equality Impact Assessment and Analysis (EqIAA) to understand the inequalities experienced by diverse communities in relation to housing, this can be found at [Appendix 2](#).

The evidence both nationally and in South Gloucestershire shows that some groups are disproportionately more negatively impacted by opportunities for housing and therefore, maximising our delivery of affordable housing will help address these inequalities.

Through the delivery of the Council's Local Plan and the determination of planning applications, the council contributes to meeting the housing needs of existing and future residents – which includes both open market and Affordable Homes. Through new homes completed each year, the council is supporting the supply of high-quality housing to meet the identified need.

Table 34 below shows the 2023/24 completions data for Affordable Homes.

Table 34: Number of Affordable Homes delivered in South Gloucestershire by housing type, 2023/24.

Housing type	Number of affordable homes delivered
Number of Rural homes delivered	19
Number of Family homes (3 bed +)	201
Number of supported housing units delivered	0
Number of wheelchair accessible units delivered M4(3) standard	25
Number of units delivered M4(2) adaptable standard	298 (further 34 delivered to Lifetime Homes)
Total:	567 (higher than target of 450 homes)

Based on the full housing completions data for 2023/24, the Planning Service recorded that of the 1,393 new homes completed on large sites (10+ dwellings) in that year:

- 879 homes (63%) were of 3+ beds
- 51 homes (4%) were in rural communities in South Glos

The Planning Service is currently finalising the overall housing completions data for 2023/24 and this will be reported later in the year (this is normally as part of the publication of the Annual Monitoring Report (AMR) in December).

During 2024/25, we will:

- Continue to work with partners to deliver affordable housing to meet the needs identified in the [Local Housing Needs Assessment 2023](#).
- Continue to look for opportunities to deliver supported and specialist affordable housing - we have two schemes for supported housing in the pipeline
- Be developing our Affordable Housing and ExtraCare policies as part of the new [Local Plan](#), ensuring these are fit for purpose and allow us to maintain and improve our supply of high-quality affordable housing.

The Council is also bringing forward a new Local Plan with increased policy ambitions regarding the delivery of high-quality homes to meet identified needs.

Table 35: Descriptor and Measure of Objective 2 under Priority Area 'Housing'.

Objective 2	Measures
We will reduce fuel poverty by providing home improvements for low-income households.	Data covering uptake of the Warm and Well scheme according to protected characteristics

The **Warm & Well Scheme** has been operating for nearly 20 years, providing essential support and funding for those in fuel poverty. It provides a free advice line and administers support and grant funding for residents in fuel poverty, and home visits are undertaken for the most vulnerable customers. The advocacy service has supported 271 households providing advice savings of £25,976 and advising 491 residents at community drop-in sessions.

For the year 2023/24 the scheme has dealt with over 1,632 enquiries, of which 54% of persons had health conditions, 24% were over the age of 65 and 31% were in receipt of benefits. A total of 69 measures were funded and installed in 37 homes, through various funding streams totaling £374,247. Warm & Well interventions have led to an estimated £8,037 of annual bill savings as a result of the energy measures grant funded and installed through Warm & Well.

The Warm & Well contract also allows other Council/ Government funding to be administered by Severn Wye Energy Agency quickly under the contract.

During 2024/25, we will:

- Retender the contract for Warm & Well – work has started to prepare the tender specification.
- Through the scheme, continue to bid for and administer Government funding for schemes to improve energy efficiency and help those in fuel poverty.

Table 36: Descriptor and Measure of Objective 3 under Priority Area ‘Housing’.

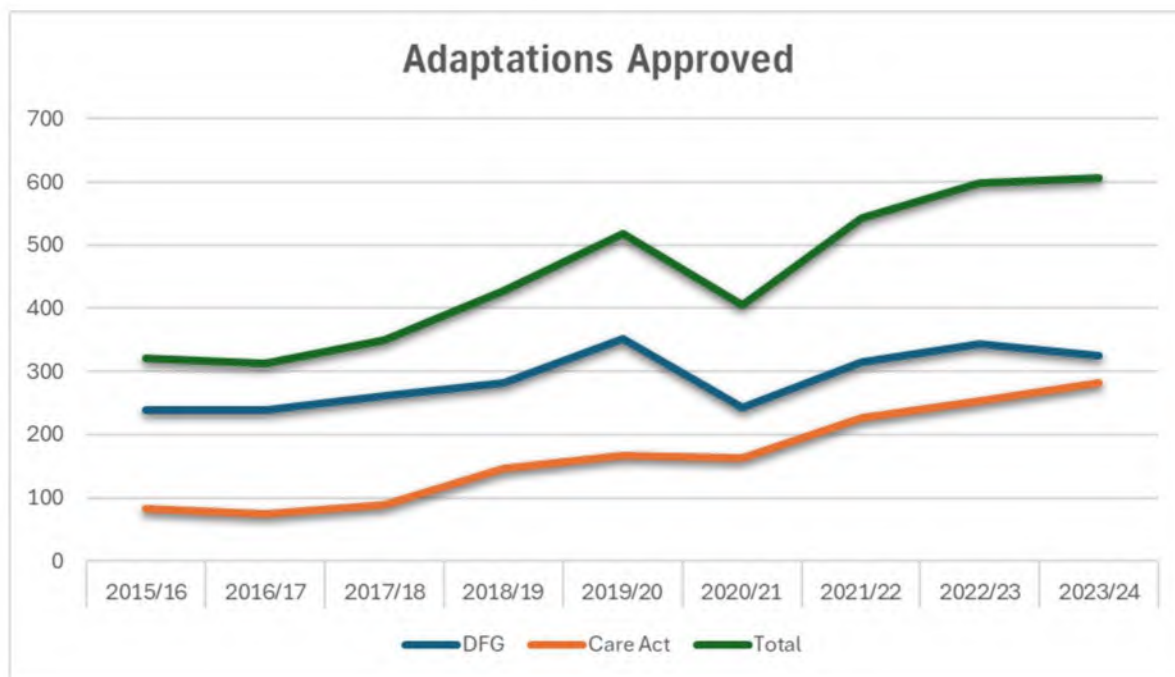
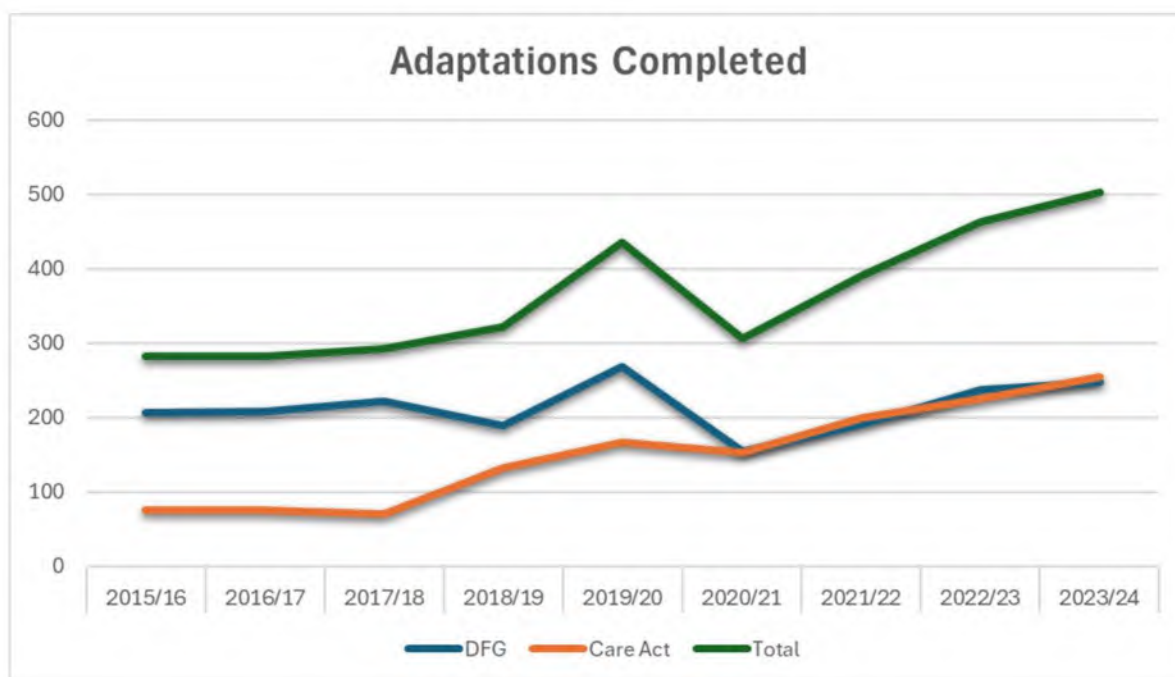
Objective 3	Measures
We will support people to maintain and adapt their homes to meet current and future needs (age well at home).	Number of Care Act Grants delivered. Number of Disabled Facilities Grants delivered.

Private Sector Housing, supported by the Occupational Therapy Service, has continued to deliver record numbers of adaptations and funding to support residents to adapt their homes to meet need through the delivery of [Disabled Facilities Grants and Care Act adaptations](#).

We have continued to operate the [Celestine Centre](#), our aids and adaptation demonstrator and training house, renewing the contract with Bromford Housing for another 5 years. The property, as well as allowing assessments, allows grant applicants and those self-funding to try out adaptations and be assessed by Occupational Therapists (OT's).

2023/24 has seen record numbers of Grant approvals (606), comprising 281 Care Act and 325 Disabled Facilities Grants (DFG). There has also been a record number of homes adapted (503), comprising 254 Care Act and 248 DFG's.

Grants are funded through the **Better Care Fund** DFG allocation, which for 2023/24 was £2,543,081. As a result of increasing demand, increasing complexity of adaptations and rising costs, there was an overspend of £346,759 to meet demand.

Number of adaptations approved and completed per year**Figure 14: Number of home adaptations approved per year (from year 2015/16 to 2023/24).****Figure 15: Number of home adaptations completed per year (from year 2015/16 to 2023/24).**

Reported outcomes from grant recipients include:

- Less likely to have a fall or accident at home **56%**
- It is now easier to move around the home/between floors **28%**
- I now have safer access to the property and/or garden **55%**
- Bathing/toilet use is now possible unassisted/is easier **41%**
- I now have less reliance on carers **9%**
- It is now easier to care for the disabled person at home **13%**

- It has enabled me/ a disabled person to leave hospital or care away from the home, or allowed me/ them to remain at home. **6%**

How the adaptation has affected their life:

- More freedom **41%**
- More independence **54%**
- More dignity **31%**
- More confidence **56%**
- Happier **45%** (indicator of mental health)
- Safer **69%**
- More optimistic **11%** (indicator of mental health)
- Increased sense of wellbeing **23%**
- Only **24%** felt they would have had the work done without the grant funding

An analysis report is being prepared in partnership with the council's People Department for additional funding to cover the predicted significant overspend on adaptations for 2024/25. Demand is rising for adaptations and costs of specialist adaptations continue to rise.

Table 37: Descriptor and Measure of Objective 4 under Priority Area 'Housing'.

Objective 4	Measures
We will ensure appropriate provision is made for Gypsy, Roma, Traveller accommodations and increase the supply of Gypsy, Roma, Traveller pitches to meet need.	Number of pitches against target

Through Phase 1 of the Local Plan, the Council made clear its commitment to meeting the accommodation needs of South Gloucestershire's travelling communities (which includes but is not restricted to Gypsy, Roma and Traveller communities). As part of this, the Council committed to refreshing its evidence base (the Gypsy and Traveller Accommodation Assessment, GTAA) to facilitate an up to date understanding of need.

Through Phase 3 of the Local Plan, we set out and consulted on the level of need we will seek to provide for (124 pitches for Gypsies/Travellers, and 65 plots for Travelling Showpeople) and our proposed approach to identifying sites with potential to contribute to meeting needs. We also published draft criteria-based policies (relating to Gypsy, Roma and Travellers and Travelling Showpeople) which seek to facilitate the delivery of new 'windfall' provision through the planning application process.

The council's role in being able to contribute to the supply of sites, alongside other landowners, is being considered as part of this process.

The management of council-owned sites is also under review to ensure these are managed effectively to better meet the needs of these families.

Alongside the Phase 3 Local Plan consultation, the Council published an evidence paper on [Meeting the needs of our Gypsy, Traveller and Travelling Showpeople communities](#), and the [GTAA](#) was included. This information is available to view on the [Local Plan evidence base webpage](#).

Through taking the approach described in the evidence paper, the level of need (which has been updated to take account of planning permissions granted since the GTAA was undertaken) equates to:

- 124 new pitches for Gypsies/Travellers in the period 2022-2042; split between 81 private pitches and 43 socially provided pitches, and;
- 65 new plots for Travelling Showpeople in the period 2022-2042.

At the time of publication, the council considered that the figures set out above represent the level of demonstrable need for Gypsy/Traveller pitches and Travelling Showpeople plots which it should plan for. Future monitoring (post Local Plan adoption) will focus on delivery against the figures set out above.

During 2024/25, we will:

- Continue to work to identify and assess sites with potential for use by Gypsies/Travellers (inc GRT) and Travelling Showpeople, through preparing the next stage of the Local Plan.
- Publish, and in doing so confirm, the list of sites we intend to allocate for new provision for Gypsies/Travellers (inc. GRT) and Travelling Showpeople, through the next stage of the Local Plan. This will be subject to further public consultation ahead of these matters being considered at the Local Plan Examination in Public (EiP). The EiP is expected to take place in 2025.

The management of Council owned sites is also under review to ensure these are managed effectively to better meet the needs of these families.

Table 38: Descriptor and Measure of Objective 5 under Priority Area 'Housing'.

Objective 5	Measures
We will take a cross-department approach to identify the issues leading to, and those at risk of, homelessness, especially amongst LGBTQ+ communities, and develop a strategy to improve access to focused homelessness advice and support and safe housing.	<p>Percentage of people identifying as LGBTQ+, who positively resolve their housing situation when compared to the total number of approaches.</p> <p>Information and data from local organisations supporting young people and LGBTQ+ communities in support of our work to address this issue.</p>

During 2023/24, we started to review the data from the council's HomeChoice team relating to approaches for housing assistance and compared this to Government data on homelessness. In partnership with the council's Insights Team, a review of additional data will be conducted to feed into the data gathering process.

Government data on the number of households making a **formal homeless application** nationally during 2023/24, split by sexual orientation, shows that 71% identified as

heterosexual, 3% as LGBTQ+ and 26% stated prefer not to say/ not known. The equivalent figures for South Gloucestershire council (SGC) are 52%, 5% and 43%. Clearly the largest discrepancy relates to the not-known category.

Data on the number of households where **homelessness was prevented/ relieved** in 2023/24, split by sexual orientation shows that 55% of people identified as heterosexual, 5% as LGBTQ+ and 40% stated prefer not to say/ not known. This is in line with the figures for homeless applications taken.

During 2024/25, we will:

- Seek to put in place a cross-departmental working group to explore the issues related to this objective and engage with local organisations supporting young people and LGBTQ+ communities.
- Work to reduce the number of cases where sexual orientation data is 'not known'.

Table 39: Descriptor and Measure of Objective 6 under Priority Area 'Housing'.

Objective 6	Measures
We will work to support people moving into the area as part of Resettling Communities to access housing.	Homelessness and housing data

The Government's decision to fast-track asylum decisions during the last quarter of 2023 and the closure of the Filton asylum hotel in March 2024, put considerable pressure on services, including housing and resettling communities. Services were put in place at short notice to provide advice and assistance to support people to access housing.

Community Support & Integration Hubs for resettling communities continued to operate across the district, providing support around housing, employment, benefits/ financial help and education.

Weekly meetings held between HomeChoice, Resettling Communities and commissioned support services provided the opportunity to discuss cases and agree action plans for anyone who presented as homeless, or was threatened with homelessness.

Housing-related support is available for advice and assistance to help people access the private sector and financial support is available to cover the cost of a deposit/ first month's rent.

During 2023/24:

- 32 Ukrainian households made a formal homeless application and 5 households were placed in temporary accommodation under the council's statutory homeless duties where they had no other accommodation available.
- 31 social housing properties were delivered via funding made available through the Local Authority Housing Fund (LAHF), primarily for Ukrainian households, with three properties secured for UK Resettlement Scheme (UKRS) families. In addition, a further 8 UKRS households have been rehoused into permanent social housing.

- The council accommodated 35 former asylum-seeking households under a statutory homeless duty and 69 households under our Localism Act powers. Homelessness was prevented/ relieved in 29 cases.

Clearsprings Ready Homes have indicated that they will be doubling the number of dispersed spaces for asylum seekers within the district, increasing the demand for housing moving forward. Further discussions with Clearsprings Ready Homes are ongoing to understand the procurement timetable.

81 Ukrainian households are currently living with sponsors in the South Gloucestershire area, with the majority not wishing to move on from their sponsor's homes. At this stage, the group are not threatened with homelessness, however we will monitor this closely to ensure households can be supported to move on in a planned way where necessary.

During 2024/25, we will:

- Actively work with private rented sector providers and support services to access accommodation for former asylum seekers.
- Rehouse up to six UKRS/ ACRS/ ARAP households per year entering the UK via these schemes. The process for identifying properties and matching prospective households is in place.

2.5 Adult Social Care

Overall progress:

There are 7 Objectives set out under the Priority Area “**Adult Social Care**”. Of these, 3 objectives are rated as Green and 4 as Amber for progress on action taken against the objectives, and 4 are rated as Amber and 3 as Red for progress on outcomes delivered against the objectives. This is detailed within Figures 16 and 17 and Table 40 below.



Figure 16: RAG rated progress made on action taken towards objectives under Priority Area ‘Adult Social Care’, for the year 2023/24.

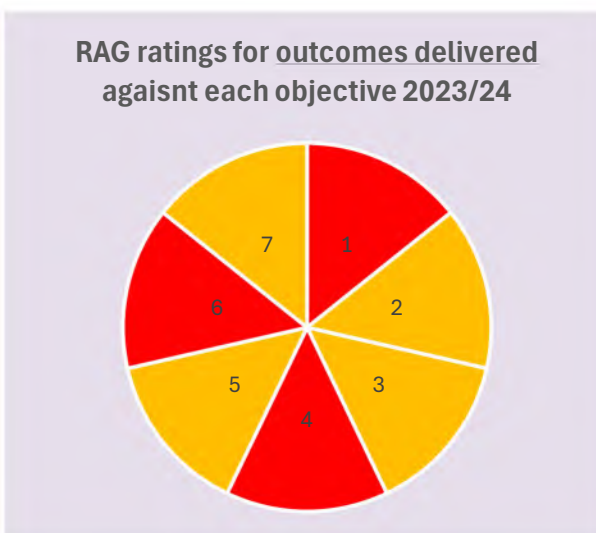


Figure 17: RAG rated progress made on outcomes delivered towards objectives under Priority Area ‘Adult Social Care’, for the year 2023/24.

Progress against each objective:

Table 40: RAG rated progress against each objective under Priority Area ‘Adult Social Care’.

Objectives	RAG rating	
	Action taken	Outcomes delivered
1 We will ensure high satisfaction levels across all adult social care service users.	Green	Red
2 We will ensure excellent Care Homes in South Gloucestershire which meet the needs of all.	Amber	Amber
3 We will deliver excellent Home Care services for all.	Amber	Amber
4 We will assess our commissioning approach to Home Care to ensure it sufficiently reflects the changing needs arising from increasing diversity in our community.	Green	Red
5 Adult Social Care – we will increase the proportion of older people (over 65yrs) who are still at home 91 days after discharge from hospital.	Green	Amber

6	We will ensure excellent reablement services which meet the needs of all diverse service users.		
7	We will increase independent living opportunities for people with Learning Disabilities.		

Description of progress:

Table 41: Descriptor and Measure of Objective 1 under Priority Area ‘Adult Social Care’.

Objective 1	Measures
We will ensure high satisfaction levels across all adult social care service users.	Service user satisfaction data disaggregated according to protected characteristic

The Service updated the **Adult Social Care (ASC) Equality, Diversity and Inclusion Plan** in 2023, creating a task and finish group to oversee delivery. The Plan was informed by the Adult Social Care Annual Survey, feedback from Service Users and incorporates feedback from South Gloucestershire Equalities Voice and other partners.

The Service is seeking to increase our community presence at events and engage with communities through outreach. In 2024/25 the Service will be attending the South Gloucestershire Refugee Festival, South Gloucestershire Armed Forces Day event, Bristol Pride and Trans Pride Bristol to name a few.

In response to the Council budget survey results, the Service worked with [South Gloucestershire Race Equality Network \(SGREN\)](#) who conducted research and presented a report on **“The experiences of culturally and ethnically diverse adult social care service users in South Gloucestershire”**. The report contains a set of Recommendations, all of which have been integrated into the ASC Equality, Diversity and Inclusion Plan.

The 2023 ASC and Commissioning Conference focused on tackling inequalities for those who draw on ASC. A comprehensive learning and development programme has run throughout the year to build practitioner awareness and confidence, including mandated Race Awareness training for all staff and managers.

Figures 18 to 21 below show the results from the ASC Survey user feedback data, for people who draw on ASC services.

Satisfaction levels according to Sex

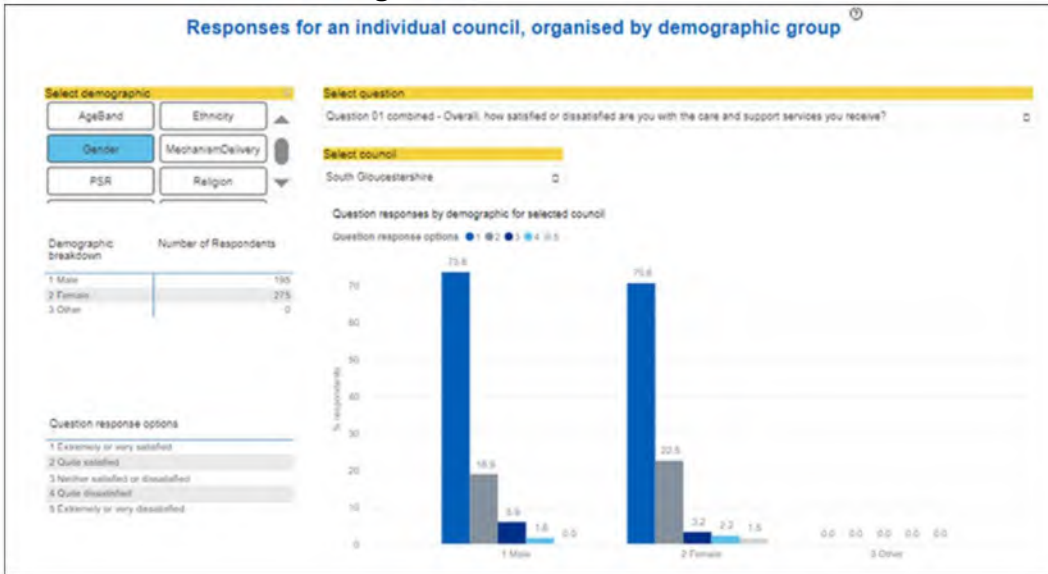


Figure 18: ASC Survey satisfaction levels responses by Sex, for the year 2022/23 (latest data).

Satisfaction levels according to 'Primary Support Reason'

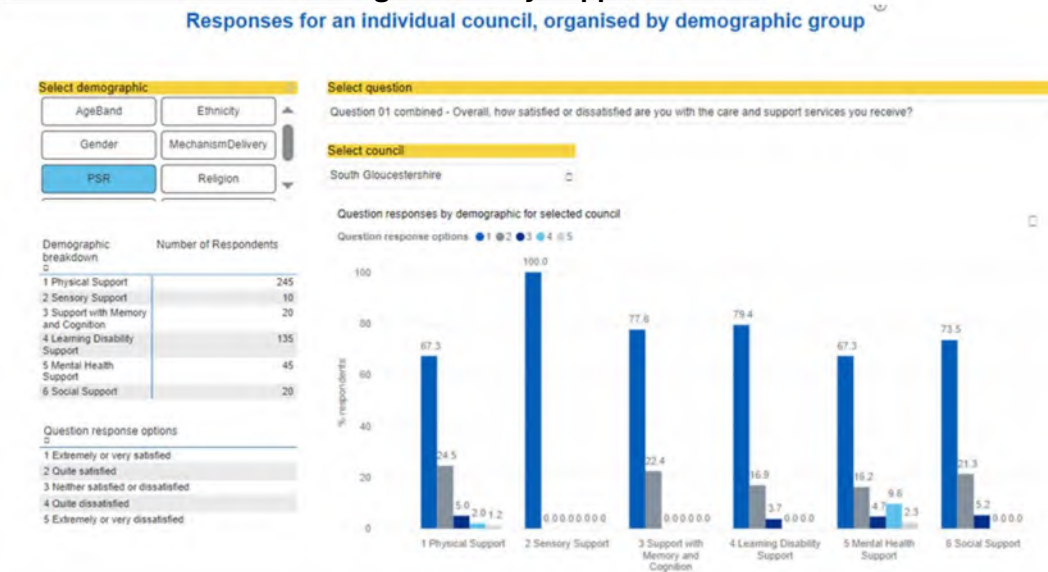


Figure 19: ASC Survey satisfaction levels responses by 'Primary Support Reason' (PSR), for the year 2022/23 (latest data).

Satisfaction levels according to Age Groupings

Responses for an individual council, organised by demographic group

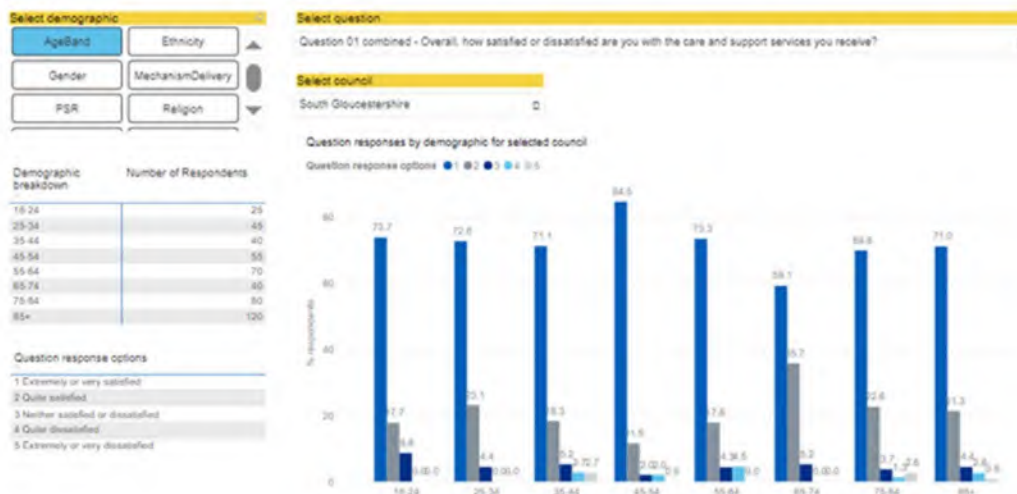


Figure 20: ASC Survey satisfaction levels responses by Age, for the year 2022/23 (latest data).

Satisfaction levels according to Ethnicity

Responses for an individual council, organised by demographic group

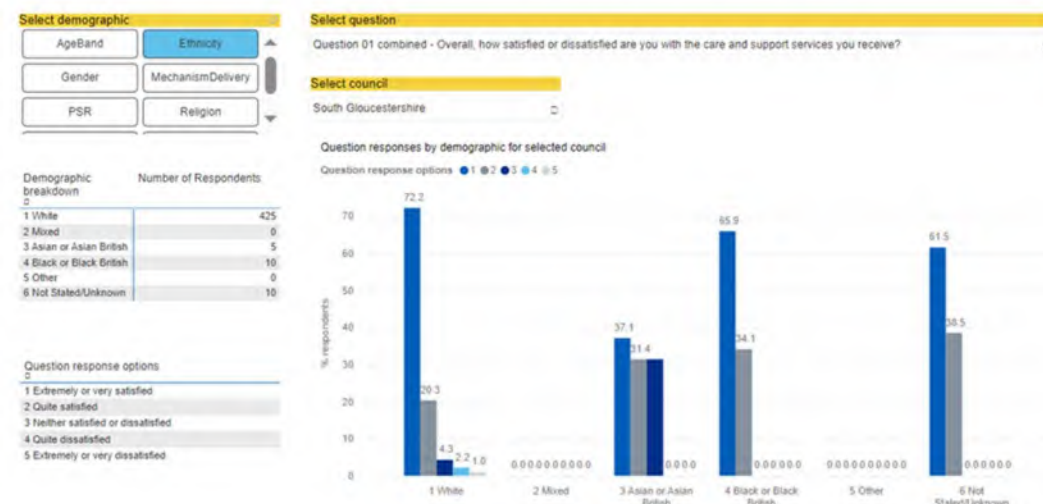


Figure 21: ASC Survey satisfaction levels responses by Ethnicity, for the year 2022/23 (latest data).

During 2024/25, we will:

- Continue to deliver actions through the ASC Equalities Task and Finish Group, including:
 - Commissioning Stand Against Racism and Inequality (SARI) to provide reflective sessions with staff on working with minoritised groups.
 - Exploring the adoption of NHS Workforce Race Equality Standard data for the ASC workforce.
 - Continued development of community presence through attendance at events.
 - Implementing the South Gloucestershire Race Equality Network (SGREN) report recommendations.
 - Strengthening the equality and diversity practice guidance held on the ASC internal staff SharePoint site.

- Exploring the commissioning of HealthWatch to undertake focused research and feedback of peoples' experiences to inform service improvement.
- Continuing to deliver of the Learning and Development programme.
- Exploring the provision of materials in a wider range of languages.

Table 42: Descriptor and Measure of Objective 2 under Priority Area 'Adult Social Care'.

Objective 2	Measures
We will ensure excellent Care Homes in South Gloucestershire which meet the needs of all.	<p>Annual feedback data and information from Care Homes regarding protected characteristics.</p> <p>Commentary regarding actions planned and taken to meet the needs of all diverse service users.</p>

The Care Home Commissioning Team collect information from Care Homes regarding the number of individuals they support within their accommodation, according to protected characteristics. Information is also collected in respect of any additional support or tailored method of service delivery that has been put in place for individuals – for example, large print information, interpreters, support with cultural requirements including meals, additional equipment etc. The team also assesses details of any complaints from individuals who have made a complaint or where there has been safeguarding concern.

This information was first requested through a letter written to each Care Home directly by the Commissioning Team. Following a poor response from the Care Providers, a dedicated Assistant Commissioning Officer was identified to follow up with all Care Homes.

The support provided to meet individual needs is considered and discussed as part of the **Care Homes Team Quality Assurance** process and this includes use of a Provider Assessment and Market Management Solution system, which indicates whether a provider is compliant or non-compliant in any area. Any areas for improvement are agreed with the Care Home and the Commissioning Team, who monitor and support the Care Home until actions are achieved.

During 2024/25, we will:

- Review the Care Homes' organisational Equalities Policies.
- Analyse and identify good practice and gaps in provision from the Care Homes' data collected that relates to support provided to meet the needs of service users with diverse needs.
- Use this data and analysis to inform an action plan which will be developed to support those services.
- Provide a commentary of the actions and good practice, which will be presented to the Care Home Forum for further discussion and an opportunity to identify further areas of support used by our providers.

Table 43: Descriptor and Measure of Objective 3 under Priority Area ‘Adult Social Care’.

Objective 3	Measures
We will deliver excellent Home Care services for all.	Annual Home Care satisfaction survey results according to protected characteristic with commentary on actions planned and taken as a result

A digital, telephone and letter-based survey was issued in mid-August 2023 to 1,147 people who use home care services (including people who use a direct payment), to understand how people experience care in their own homes. The Care Forum was commissioned to analyse the results, including by different protected characteristics, and prepare a report.

338 people participated (29.5% response rate). Respondents were characterised as detailed in Figures 22 to 27 below.

Survey respondents by Ethnicity

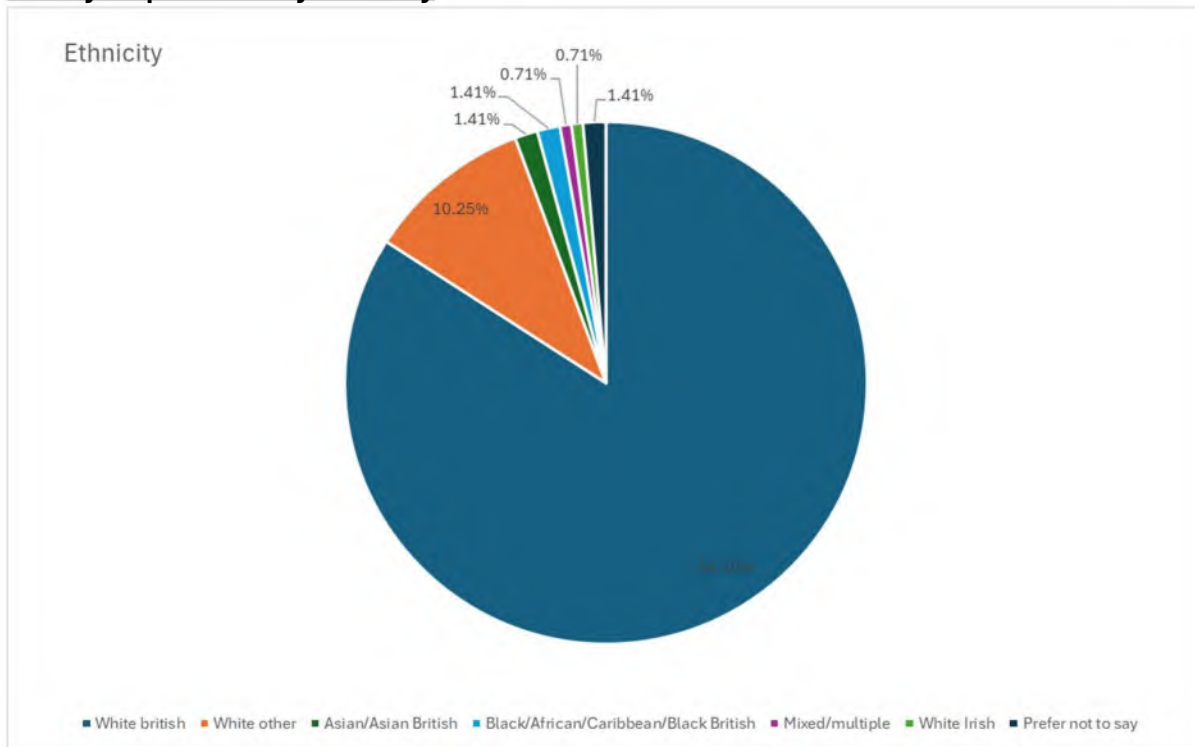


Figure 22: Home Care Services Survey (issued August 2023) respondents by Ethnicity.

For ethnicity, some variations in satisfaction were measured. This is a low response rate from people not identifying as ‘White British’ – this will be investigated to find out how to improve uptake.

Survey respondents by Disability

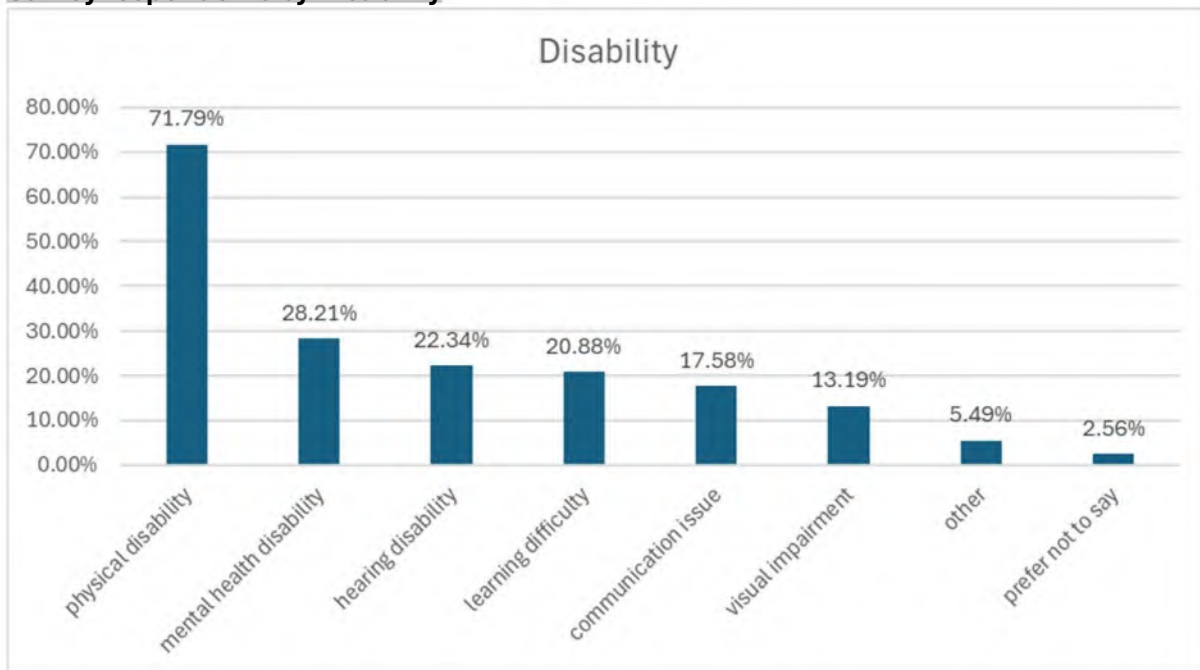


Figure 23: Home Care Services Survey (issued August 2023) respondents by Disability type.

82.25% of respondents reported having a disability. People with a disability reported the following ‘types’ of disability (NB. totals add up to more than 100% because some people have selected more than one ‘category’).

Survey respondents by Sex

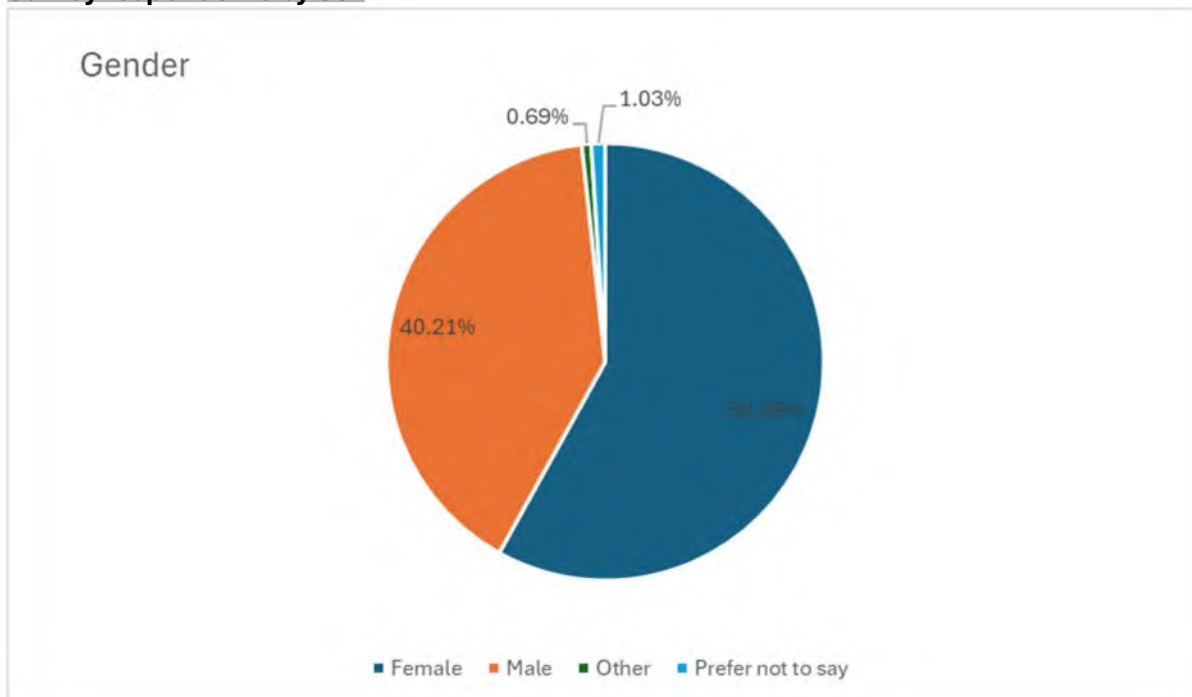


Figure 24: Home Care Services Survey (issued August 2023) respondents by Sex.

In terms of Sex, across some questions women tended to report lower satisfaction rates than men (40.83% vs 50.43% for overall satisfaction).

Survey respondents by Age

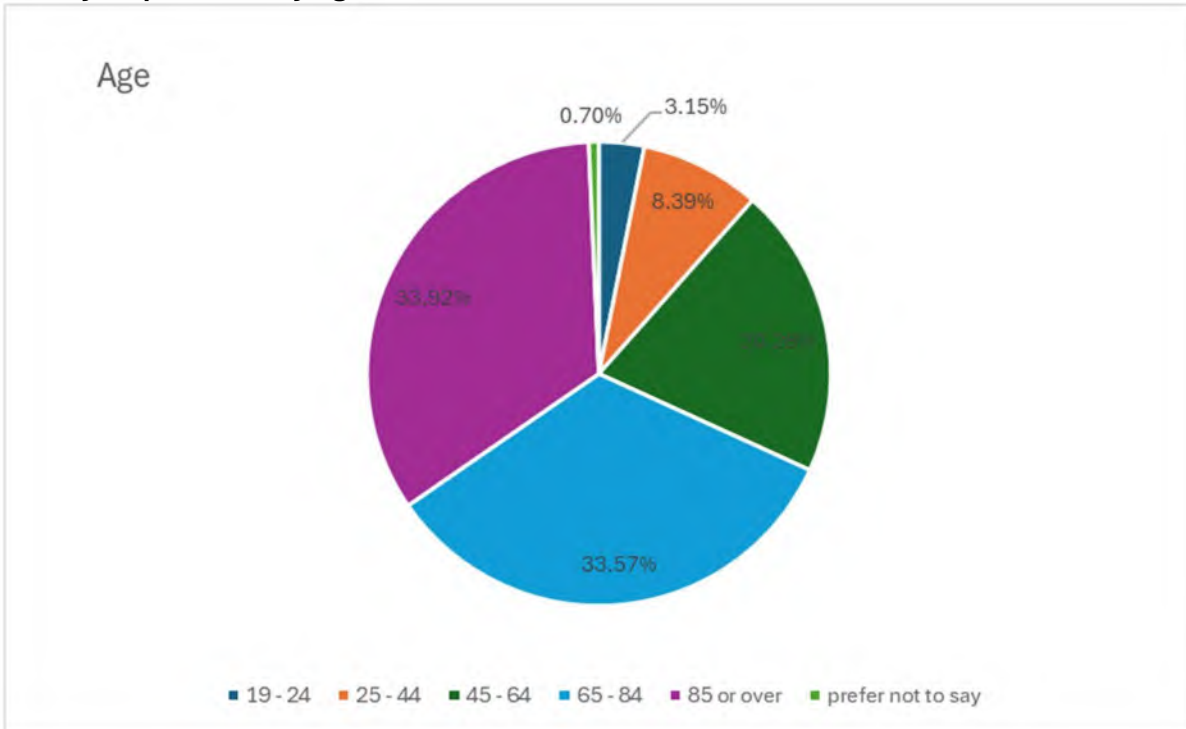


Figure 25: Home Care Services Survey (issued August 2023) respondents by Age.

For age, some variations in satisfaction were measured.

Survey respondents by Sexual Orientation

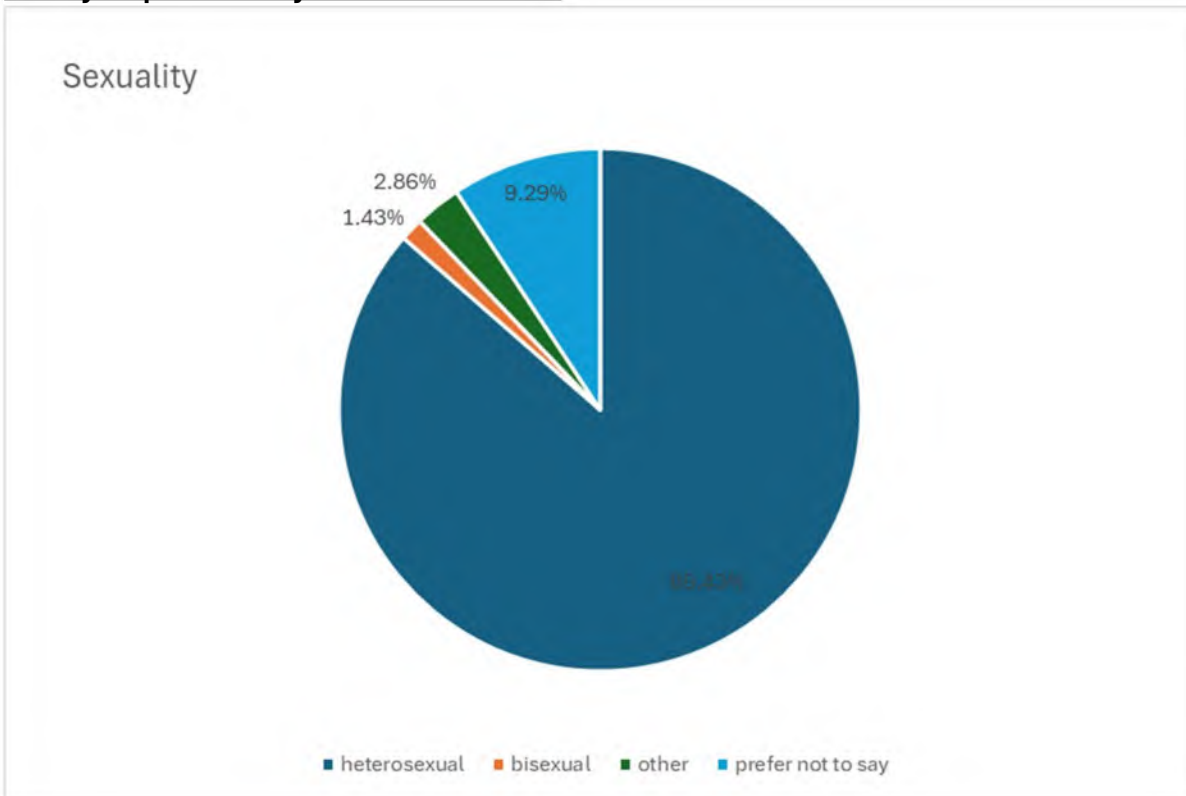


Figure 26: Home Care Services Survey (issued August 2023) respondents by Sexual Orientation.

Survey respondents by Religion or Belief

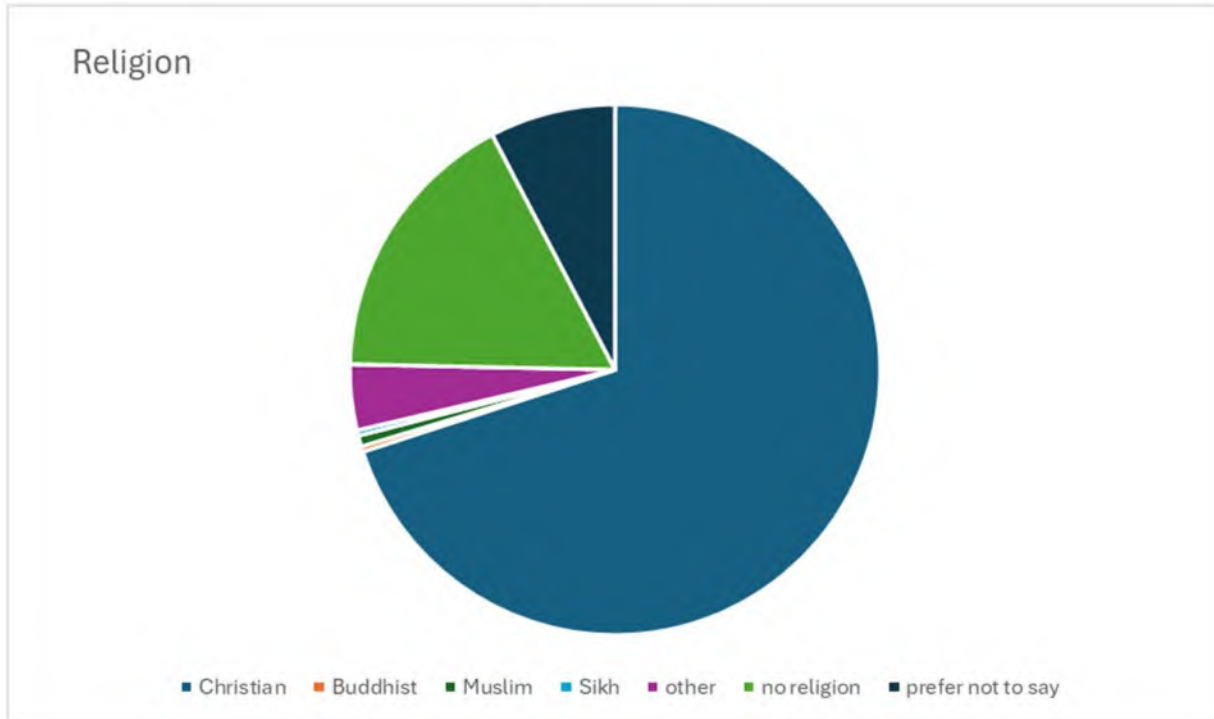


Figure 27: Home Care Services Survey (issued August 2023) respondents by Religion or Belief.

See below some of the survey questions and their key results.

- **Question 3 - Overall satisfaction with your care**

Overall, 85.71% of respondents stated that they were either satisfied or very satisfied with the service of care (44.07% were very satisfied, 41.64% (137) were satisfied). 9.12% (30) of respondents were neither satisfied nor dissatisfied with 17 people being dissatisfied or very dissatisfied. 25% (1) of Black/ African/Caribbean/Black British respondents were dissatisfied.

Women reported lower satisfaction rates than men (40.83% vs 50.43% for overall satisfaction).

- **Question 4 - Do your care workers arrive at the time that has been agreed with their agency?**

The Care Forum reported that there appeared to be no difference in responses between different ethnic groups, but there were some differences between different age groups and also between ‘primary support reason’, shown in the charts below.

Satisfaction with times of visits by Age groups

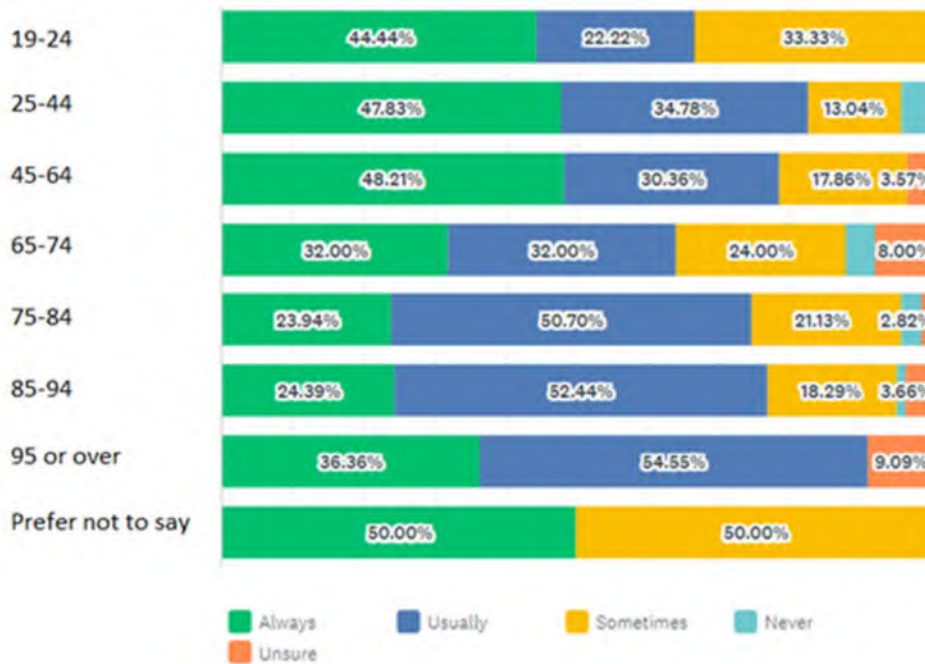


Figure 28: Home Care Services Survey (issued August 2023) satisfaction with times of visits, by Age group.

Satisfaction with times of visit by Disability



Figure 29: Home Care Services Survey (issued August 2023) satisfaction with times of visits, by Disability type.

- **Question 5 - Does your care provider let you know about day-to-day changes in your care? (such as a change in time or that you'll have a different care worker)**

35.35% (111) respondents stated they always know about changes with 14.97% (47) stating they are never told.

When filtered by age, people aged 19-24yrs responded most positively with 77.78% stating that they always knew about change. In contrast, only 18.18% (2) of people aged 95 or over agreed, with 27.27% of people in the same age bracket stating they never knew.

When filtered by ethnicity, 25% of people who identified as 'Asian/Asian British' and 'Black/African/Caribbean/Black British' stated that they are never informed of day-to-day changes. 15.95% of 'White – English/Welsh/Scottish/Northern Irish/British' and 18.52% of 'White – Other' stated they are not informed regarding day-to-day changes in their care.

- **Question 6 - Do you ever feel like your care workers are in a rush?**

33.23% of respondents suggested care workers have enough time with 23.42% stating they are sometimes in a rush and 5.38% stating they are often in a rush.

When analysed by ethnicity, 75% of people who identified as 'Asian/Asian British' and 'Black/African/Caribbean/Black British' stated that care workers have plenty of time. This falls to 50% for 'Mixed/Multiple ethnic groups', 23.40% for 'White British' and 18.52% for 'White – Other'.

- **Question 7 - Do your care workers spend less time with you than what was agreed in your care plan?**

Generally, all ethnicities agreed that only on few occasions did care workers provide less care than agreed in their care plan. 11.59% of those who identified as White British stated their care workers often or always spent less time with them or that they were unaware of what their care plan stated.

- **Question 8 - Do your care workers do what you expected as when the care plan was set up?**

62.15% of respondents stated that 'care workers always do what they needed doing'. 29.34% stated that they 'nearly always do what they needed care workers to do'.

- **Question 9 - Do you always see the same care workers?**

60.13% of respondents stated that they 'nearly always see the same carer' and 13.61% stated that they 'hardly ever saw the same care worker'.

- **Question 11- Overall, how do you feel about the way your care workers treat, interact and engage with you? (such as, whether they are polite and friendly and treat you with respect)**

The majority (67.82%) of respondents stated that they were always happy with the way their care worker treats them with a further 27.76% stating that they were usually happy.

Viewing the results from an ethnicity filter shows us variation in responses. 50% of people identifying as Black/ African/Caribbean/Black British (2) agreed that they were always happy about how they were treated by their care worker. 75% of people identifying as Asian/Asian British (3), 100% Mixed/Multiple ethnic group (2), 66.38% White British (156), 71.43% White

other (20) and 75% of people who preferred not to state their ethnicity (3) felt more strongly about their position on this point.

- **Question 12 - Do you feel the support plan you agreed with your social worker enables you to achieve what you want to meet your needs?**

94.46% (282) respondents stated 'Yes, they do feel the support plan they agreed enables them to achieve what they want to meet their needs'. 7.54% (23) answered no.

When filtered by age, almost all of the age groups have an agreeability percentage above 80%, with 83.33% (20) from people within the 65-74yrs age bracket, representing the lowest percentage.

When filtered by ethnicity, 25% of people who identify as Black/African/Caribbean/Black British (1), 6.14% White British (14), 10.34% White other (3) and 25% of people who preferred not to state their ethnicity (1) felt that their agreed support plan did not enable them to meet their needs.

- **Question 13 - Did the social worker involve you in the conversation to agree your support plan?**

92.11% (280) respondents answered yes and 7.89% (24) answered no.

When considering age, 10.71% (6) of people aged 45-64yrs, 8.70% (6) of people 75-84yrs, 12.50% (10) of people 85-84yrs, and 50% (1) of people who preferred not to state their age, stated they had not had a conversation regarding their support plan.

When considering ethnicity, 50% (2) of Asian/Asian British, 7.02% (16) White British, 13.79% (4) White Other and 25% (1) of people who preferred not to state their ethnicity, stated 'No, they were not involved with agreeing their support plan'.

- **Question 15 - For many people, the Council arranges the care they need. People who receive a Direct Payment are given money by the Council to arrange and buy their care or support services for themselves. Do you know what a Direct Payment is and has anybody talked to you about having one?**

57.82% (170) of respondents stated that they knew what direct payment is and they have had someone talk to them about it. 10.2% (30) stated that they had been talked to about it but did not know what direct payment is, and 31.97 (94) stated that they did not know what it was and no-one had discussed it with them.

When filtered by age, 6 of the age brackets stated they did not know what direct payment was and that no one had discussed it with them. This was 18.18% of people aged 25-44yrs (4), 37.25% of people 45-64yrs (19), 32% of people 65-74yrs (8), 36.92% of people 75-84yrs (24), 30.67% of people 85-94yrs (23), and 50% of people 95yrs and over (6).

When filtered by ethnicity, two groups answered significantly differently than the remaining groups. This was 50% of people who identified as Asian/Asian British (2), and 32.88% of people who identified as White British (72).

Survey results - Actions to be taken:

- Investigate the low response rate from non-white British groups to find out how to improve uptake, including engagement with these communities. The low number of responses from these groups means that any difference in satisfaction levels are not statistically reliable, which is similarly the case for religion and sexuality.
- Determine the number of males vs females receiving services, to understand if the unbalanced number of responses from males compared to females is representative or not.
- **For the next survey:**
 - Specify the analysis of responses by disabilities.
 - Specify the presentation of different groups' responses raw data, as well as providing narrative.
 - Specify a better analysis of the different groups' responses. A strategic recommissioning of our home care framework includes specific focus on quality including inequalities.

Some progress has been made so far, however moving forward, we have an opportunity to focus more closely on the needs of all equalities groups through our new Framework. The Framework will have quality and equality at its heart, and will offer the opportunity for VCSE and equalities groups to partner with registered care providers for some provision.

Table 44: Descriptor and Measure of Objective 4 under Priority Area 'Adult Social Care'.

Objective 4	Measures
We will assess our commissioning approach to Home Care to ensure it sufficiently reflects the changing needs arising from increasing diversity in our community.	Commentary covering developments to commissioning approaches

The way we purchase (commission) home care services will change during 2024/25. The engagement plan for this work included talking to our South Gloucestershire Equalities Voice partners to understand the different issues that should be addressed through the recommissioning process.

The LGBTQ+ community and the Sikh community represented at the forum identified the need for care agencies with experience of supporting diverse population groups to be encouraged to apply to provide services in South Gloucestershire. The new model of home care will include provision for home care agencies to link with voluntary and community sector organisation partners, to help them understand how to support different types of needs, or to work together to provide the support needed. Training in LGBTQ+ considerations was also identified as key.

The contract with care agencies will include the requirement to provide appropriate training and support to those with different cultural, religious, or LGBTQ+ needs. Care agencies will be supported to access appropriate training.

Table 45: Descriptor and Measure of Objective 5 under Priority Area ‘Adult Social Care’.

Objective 5	Measures
Adult Social Care – we will increase the proportion of older people (over 65yrs) who are still at home 91 days after discharge from hospital.	Data assessing the proportion of older people (over 65yrs) who are still at home 91 days after discharge from hospital disaggregated according to protected characteristic

The Service has a strengths-based approach to practice, called **Three Conversations**, which works with individuals to achieve the outcomes important to them and in doing so, optimises independence. The Service embeds this practice approach in every intervention with individuals, and makes best use of Assistive Technology, Occupational Therapy Aids and Equipment to assist people to recover and remain at home after a period in hospital.

During 2023/24, the **Market Sustainability Fund** was used to increase capacity in Occupational Therapy Assistive Technology Technicians, to ensure people returned home in a timely way with the support they needed. The timely provision of support aids in recovery and maintenance of independence.

The **Rapid Response** service provides emergency support for Telecare users in the event of a fall. The Service is currently piloting an extension of the Falls service to reduce avoidable hospital admissions.

Through the Better Care Fund, our partners **Southern Brooks** provide Link workers and a **Welcome Home** service supporting people at point of discharge and for up to 6 weeks afterwards, with signposting and connection to communities, to support recovery and optimise independence.

The Service are also participating in a system partnership project aimed at supporting older people to reduce risk of hospital admission.

Table 46 below shows our latest data.

Table 46: Percentage of users aged 65+ who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services (effectiveness of the service)

Period	South Gloucestershire (%)	Minimum for Southwest (ADASS Region) (%)	Mean for Southwest (ADASS Region) (%)	Maximum for Southwest (ADASS Region) (%)
2017/18	86.5	67.1	82.6	100.0
2018/19	85.5	42.9	77.3	87.0
2019/20	88.6	42.9	80.0	93.8
2020/21	86.6	42.1	74.8	91.9
2021/22	85.7	65.5	83.2	100.0
2022/23	86.6	71.6	81.9	100.0

ASCOF data 2022- 2023 latest data (Source: NHS England)

During 2024/25, we will:

- Continue to embed our strengths-based approach to practice, called Three Conversations, embedding this practice approach in every intervention with individuals.
- Continue to make best use of Assistive Technology, Occupational Therapy Aids and Equipment to assist people recover and remain at home after a period in hospital.
- Continue to use the Market Sustainability Fund to extend increased capacity in Occupational Therapy Assistive Technology Technicians, to ensure people return home in a timely way with the support they needed.
- Evaluate and potentially adopt the extension of the Falls service to reduce avoidable hospital admissions.
- Continue, through the Better Care Fund and Southern Brooks, to provide Link workers and the Welcome Home service, which will continue to participate in a system partnership project aimed at supporting older people to reduce risk of hospital admission.
- Additionally, through the Market Sustainability Fund, make training available in areas such as supporting people with dementia to South Gloucestershire Social Care Providers, to ensure that care provided best meets local needs.

Table 47: Descriptor and Measure of Objective 6 under Priority Area 'Adult Social Care'.

Objective 6	Measures
We will ensure excellent reablement services which meet the needs of all diverse service users.	Reporting against quality standards for reablement providers in relation to meeting culturally specific needs as part of reablement, with commentary on actions planned and taken.

A pilot reablement service has been running since 2022. This service works with individuals at home to achieve individual goals that improve or maintain their independence. Individual outcomes achieved through the pilot period were analysed to compare outcomes between diverse groups, and this found that:

- 66% of referrals were female, 33% were male and 1% undisclosed
- In respect of people who had been supported by the reablement service: 89% of people identifying as 'Asian/Asian British' heritage ended the service independent, 20% of people identifying as 'Black/Black British' heritage ended the service independent, 32% of people identifying as 'White' ended the service independent, 21% of people who did not state an ethnicity ended the service independent and 10% who stated their ethnicity as 'Other ethnic group' ended the service independent.

During 2024/25, we will:

- Further investigate the data from the pilot reablement service, bullet pointed above.
- Further investigate the data and define actions to tackle emerging disparities. (A Key Performance Indicator (KPI) for the reablement service is that 30% of people should finish independent).

The way we purchase (commission) Reablement Services is due to change from July 2025. We will ensure that any changes relating to inequalities will be included in that process and an analysis of outcomes according to different characteristics will form part of this, to ensure consistent parity of outcomes.

Table 48: Descriptor and Measure of Objective 7 under Priority Area 'Adult Social Care'.

Objective 7	Measures
We will increase independent living opportunities for people with Learning Disabilities.	Proportion of people with a learning disability who are living independently

The commissioning team is working to provide more supported living opportunities for people with learning disability, both through council-led schemes and through working in partnerships with care and support providers.

The council is currently leading on a supported living scheme in Bradley Stoke, which is due for completion in February 2025. This will provide an additional 12 units of self-contained accommodation. We are also working with Bristol City Council and North Somerset Council on the building of a specific supported living scheme for people being discharged from secure hospital settings; this will comprise 6 units and is due to be ready in February 2025.

The council is also looking at other opportunities to continue to increase the single accommodation option for people with learning disabilities, including use of council land.

The council has also recently re-tendered its transitional supported living contract for the Blackhorse House scheme in Downend, for people looking to move out of their family home for the first time, supporting them with this transition and then looking to move onto more independent living. The Council awarded the contract to Milestones Trust for an initial 5-year contract period and option to extend by a further 2 years to commence in November 2024.

The commissioning team is also working with provider partners to increase the options and availability of supported living through the new **Specialist Provider Framework**, where we have increased our supported living options for people with a number of new providers. We have increased our number of providers offering supported living services from 35 to 47 since the start of the framework, with more providers requesting to join the framework.

We have also worked with one of our main housing providers – **Live West** – to streamline referrals into their accommodation for people with learning disabilities and opening access directly through the Adult Social Care brokerage team, rather than through bidding on HomeChoice.

Figure 30 below shows two years of information through the Adult brokerage service, evidencing that since the start of the specialist provider framework, people have not been waiting as long as they previously have for a supported living service.

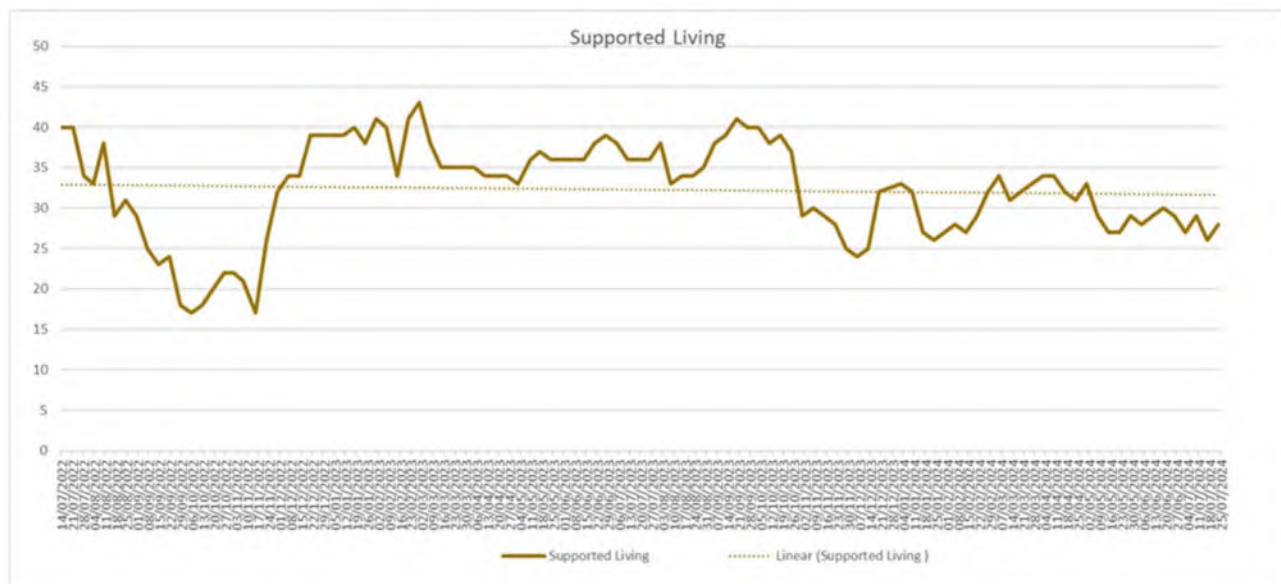


Figure 30: Number of people waiting for Supported Living over the last two years.

Table 49 below has been presented at the Learning Difficulties Partnership Board (LDPB) and work is ongoing to support people into employment.

Table 49: Percentage of adults with learning disabilities in paid employment, and 16-19yr olds with SEND in NEET (or not known), in South Gloucestershire, WECA, CIPFA/ similar LA’s, and England.

Measure	South Glos 2021/22	South Glos 2022/23	WECA	CIPFA/ similar LA’s	England
Adults with learning disabilities in paid employment	5.2%	7.0%	7.2%	6.0%	4.8%
16 -19 with SEND (EHCP or statement) NEET/not known	7.7%	6.1%	9.0%	8.2%	9.8%
16 - 19 with SEND support NEET/not known	12.5%	14.6%	14.4%	8.4%	10.1%

During 2024/25, we will:

Supported Living:

- Continue to look at all possible options to increasing independent living – including building on Council land.
- Continue to work with housing organisations and care agencies on the types of buildings and services that we need in South Gloucestershire.

Employment:

- Continue to share the opportunities available for people wanting to move into work and not just from children to adulthood and will work with organisations that provide support for employment to do so.
- Continue to support employment projects through the Learning Difficulties Development Fund (LDDF). These are grants administered by The Learning Difficulties Partnership Board (LDPB), for organisations to run projects that help people with learning disabilities.

2.6 Children’s Services

Overall progress:

There are 4 Objectives set out under the Priority Area “**Children’s Services**”. Of these, 4 objectives are rated as Amber for progress on action taken against the objectives, and 1 is rated as Amber and 3 as Red for progress on outcomes delivered against the objectives. This is detailed within Figures 31 and 32 and Table 50 below.



Figure 31: RAG rated progress made on action taken towards objectives under Priority Area ‘Children’s Services’, for the year 2023/24.

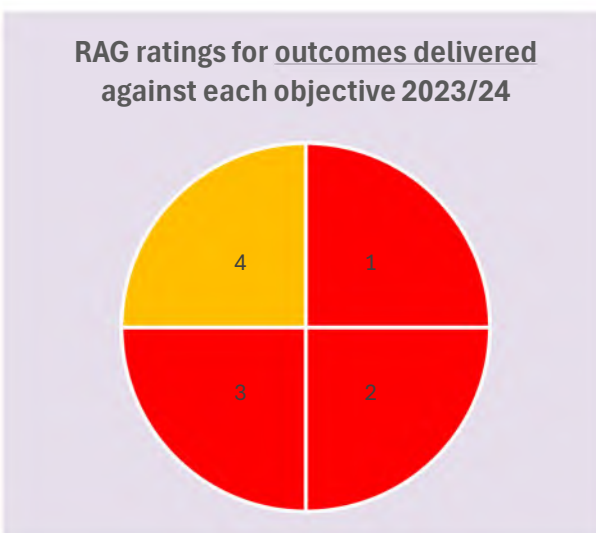


Figure 32: RAG rated progress made on outcomes delivered towards objectives under Priority Area ‘Children’s Services’, for the year 2023/24.

Progress against each objective:

Table 50: RAG rated progress against each objective under Priority Area ‘Children’s Services’.

	Objectives	RAG rating	
		Action taken	Outcomes delivered
1	All children and families get the Right help in the Right way at the Right time.	Amber	Red
2	We want the children in our care, or who have been in our care to have a safe, stable home, be thriving and be prepared for a successful adult life.	Amber	Red
3	We will treat all children and families with respect, we will listen, make a positive difference to them.	Amber	Red
4	We will work with care leavers to co-produce changes to council policy and processes that provide more recognition and reassurance that we value them.	Amber	Amber

Description of progress:

Table 51: Descriptor and Measure of Objective 1 under Priority Area ‘Children’s Services’.

Objective 1	Measures
All children and families get the Right help in the Right way at the Right time.	Outcomes scorecard disaggregated for protected characteristics (referrals, assessments, plans)

In respect of contacts received into the service, there are a similar number of children who identify as male and female. However, the rate of children subject to a Child in Need plan shows a rise in the proportion of males compared to females.

When considering ethnicity, the 2021 census data tells us that the proportion of residents aged 0-19 stating a minority ethnic heritage was 18.1%. In regard to contacts received by Children's Services, 73% of contacts received are for children who identify as ‘White’. There is disproportionality that we need to explore, as 27% of contacts received were from persons from an ethnic group other than ‘White’.

Table 52 below shows baseline data, as at 31-03-2024.

Table 52: Baseline data for Access Contacts, Rate of Children in Need Plans, and Rate of Child Protection Plans by sex and ethnicity, as at 31 March 2024.

Measure description	Rate/ Number	Sex		Ethnicity				
		Male	Female	White	Mixed	Asian or Asian British	Black or Black British	Other Ethnic Groups
Access Contacts (No. and Rate per 10,000 of population 1/04/23-31/03/24)	1,367.6 (8,227)	51%	49%	73%	10%	2%	3%	12%
Rate of Children in Need Plans (No. and Rate per 10,000 of population on 31/03/24)	86.9 (523)	57%	43%	81%	12%	2%	3%	2%
Rate of Child Protection Plans (No. and Rate per 10,000 of population on 31/03/24)	40.6 (244)	50%	50%	78%	11%	7%	2%	1%

During 2024/25, we will:

- Consider the baseline data in the table above to identify any areas of disproportionality compared to the context of the wider demographics of South Gloucestershire.
- Explore and consider each service area’s responses to children and families of Global Majority Heritage and males of all heritages, focusing on staff training and application of cultural and behavioral norms within assessment of need and risk.

Table 53: Descriptor and Measure of Objective 2 under Priority Area ‘Children’s Services’.

Objective 2	Measures
We want the children in our care, or who have been in our care to have a safe, stable home, be thriving and be prepared for a successful adult life.	Data disaggregated for protected characteristics (EET, placement data moves/stability/permanence, health checks, passports to independence, pathway plans)

We have more males than females in our care and as care leavers.

94.9% of our all Care Leavers are in suitable accommodation.

With regards to employment, education or training (EET), the overall EET status for 16/17yr olds is higher than the EET status of Care Leavers 18+yr old. Both children in our care and Care Leavers in EET report higher engagement of males than females.

Table 54 below shows baseline data, as at 31-03-2024.

Table 54: Baseline data for our Children in Care and Care Leavers by sex and ethnicity, as at 31 March 2024.

Measure description	Rate/ Number	Sex		Ethnicity				
		Male	Female	White	Mixed	Asian or Asian British	Black or Black British	Other Ethnic Groups
Rate of Children in Care (No. and Rate per 10,000 of population on 31/03/24)	35.6 (214)	65%	35%	74.3%	7.9%	0.5%	6.5%	10.7%
Children in Care with 3+ Placement over 12 mths (on 31/03/24)	3.2%	71%	29%	57.1%	28.6%	0.0%	0.0%	14.2%
EET of Children in Care aged 16-17yrs on 31/03/24	72.6%	75%	25%	54.7%	7.5%	1.8%	7.5%	28.3%
EET of Care Leavers aged 18+yrs on 31/03/24	55.8%	71%	29%	42.7%	2.7%	9.1%	10.9%	34.5%
Care Leavers in Suitable Accommodation on 31/03/24	94.9%	62%	38%	54.0%	3.2%	6.5%	8.6%	27.6%

During 2024/25, we will:

- Explore why more males end up in the care system than females.
- Focus on analysing the available data regarding protected characteristics for each of our core measures to provide a fuller understanding of our children in care. Ensure our service response is able to accommodate the specific related circumstances and cultures of the

increasing numbers of children who are unaccompanied asylum seekers entering the care system.

- There is work to be done on placement stability and experiences of all our children in care of all heritages.
- Continue the focused work underway in relation to promoting EET opportunities for our children in care and Care Leavers., including a fuller focus on females aged 16+yrs old.

Table 55: Descriptor and Measure of Objective 3 under Priority Area ‘Children’s Services’.

Objective 3	Measures
We will treat all children and families with respect, we will listen make a positive difference to them.	Children and families feedback

During 2023/24, each service area sent out feedback forms to parents/carers and children and young people to gather feedback in terms of whether they felt listened to, respected and whether we made a difference to their lives. The feedback received has been very positive.

From July 2024, equalities monitoring questions are to be added to these feedback forms to gain data in respect of the population who respond. We are in the process of gathering the information for Quarter 2 of 2024 which can be shared in next year’s report.

During 2024/25, we will:

- Incorporate the collated and analysed results into focused pieces of work looking at this within the whole service area.
- Our generic feedback to date has reassured us that respondents feel listened to and respected, but this needs to be assessed and analysed for all protected characteristic groups to identify any disproportionality.

Table 56: Descriptor and Measure of Objective 4 under Priority Area ‘Children’s Services’.

Objective 4	Measures
We will work with care leavers to co-produce changes to Council policy and processes that provide more recognition and reassurance that we value them.	Commentary covering policy development and impacts delivered

During 2024, a motion to adopt Care Leaver as if it were a protected characteristic identified by the Equality Act 2010, will be taken to Cabinet for consideration.

Should this motion be adopted, updates to the council’s corporate Equality, Diversity and Inclusion Policy, Equality Impact Assessment and Analysis (EqIAA) Policy and Customer Insight Equality Monitoring Policy will be taken forward to ensure practical application of the motion.

Workshops for Service Directors across the council will take place during 2024/25 to ensure awareness of the implications of the motion and the updated policies, and to ensure the clear monitoring of progress in outcomes across council work for Care Leavers.

2.7 Employment

Overall progress:

There are 7 Objectives set out under the Priority Area “**Employment**”. Of these, 1 objective is rated as Green, 5 as Amber and 1 as Red for progress on action taken against the objectives, and 3 are rated as Amber and 4 as Red for progress on outcomes delivered against the objectives. This is detailed within Figures 33 and 34 and Table 57 below.

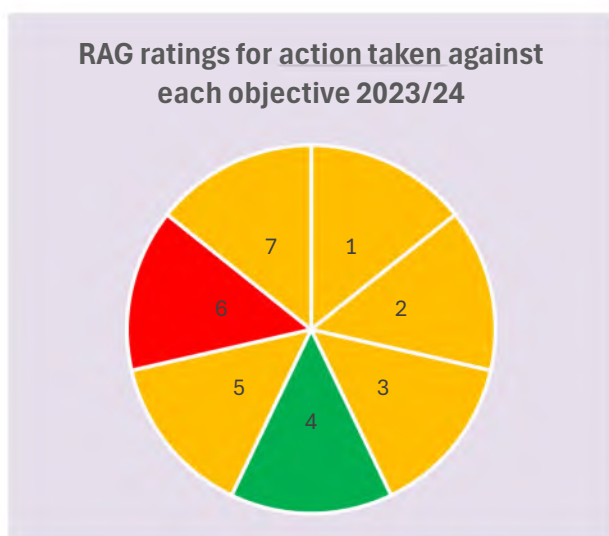


Figure 33: RAG rated progress made on action taken towards objectives under Priority Area ‘Employment’, for the year 2023/24.

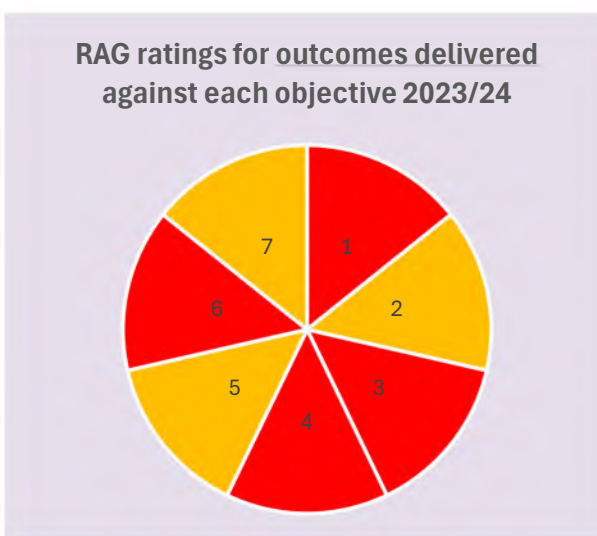


Figure 34: RAG rated progress made on outcomes delivered towards objectives under Priority Area ‘Employment’, for the year 2023/24.

Progress against each objective:

Table 57: RAG rated progress against each objective under Priority Area ‘Employment’.

Objectives	RAG rating	
	Action taken	Outcomes delivered
1 We will reduce the Gender Pay gap in South Gloucestershire Council.	Amber	Red
2 We will reduce gaps in employee satisfaction levels between protected characteristic groups in South Gloucestershire Council.	Amber	Amber
3 We will improve management representation according to protected characteristic in South Gloucestershire Council.	Amber	Red
4 We will improve staff representation in South Gloucestershire Council.	Green	Red
5 We will reduce disparities in Adult Education outcomes, especially in terms of positive destinations post qualification.	Amber	Amber
6 As a core component of the work of the South Gloucestershire Partnership, we will prioritise representation in Green Skills and job participation by those who are under-represented.	Red	Red

- 7 We will work to support people moving into the area as part of Resettling Communities to thrive in employment.

Description of progress:

Table 58: Descriptor and Measure of Objective 1 under Priority Area 'Employment'.

Objective 1	Measures
We will reduce the Gender Pay gap in South Gloucestershire Council.	Mean gender pay gap figure

We recognise that inequality gaps exist throughout employment. We are committed to improving diversity and reducing inequalities for everyone. We want our culture to promote an inclusive and supportive workplace that enables us to deliver better services. We want to:

- Create a culture where everyone is valued, included, and recognised for the work they do.
- Ensure that staff recognise - and tell us - that the Council cares about them, supports them and communicates with them in an open and honest way.
- Ensure everyone is able to express how they feel at work. We want staff to feel encouraged to contribute ideas because they know their opinions will be respected and valued.
- Ensure staff feel empowered to challenge negative attitudes and behaviours that get in the way of our ambitions.
- Have a workforce that represents the community's diversity, with a management and leadership population that reflects our workforce and community.
- Ensure flexible working practices promote equality of opportunity in the workforce e.g., adoption leave, childcare vouchers, dependants care leave, flexible working, homeworking, maternity leave, parental leave, paternity leave, well-being support and initiatives. South Gloucestershire council provide enhanced benefits above the statutory entitlement for many of these areas.
- Continue existing good practice to take a fair and consistent approach to pay and grading through robust job evaluation processes.
- Continue to produce and publish an Annual Equalities in Employment report to assess a wide range of equalities in employment issues and continue to report on, monitor and review an annual Gender Pay Gap report. We have started monitoring employee sentiment against protected characteristics on an annual basis.
- Continue to publish a welcome message on our recruitment website stating that South Gloucestershire Council is committed to treating everyone fairly, to challenging inequalities and to promoting equality of opportunity for all. We welcome applications from everyone and value diversity in our workforce.

The 2023 9% mean gender pay gap at South Gloucestershire Council has decreased from 9.8% in 2022. It is important to note the mean is known as a 'sensitive' measure as it can be easily distorted by outliers in the dataset.

9 public authorities with a similar number of employees to South Gloucestershire Council (1,000 to 4,999) submitted their mean gender pay gap for 2023 and based on this sample (as at December 2023), the average mean gender pay gap was 6.1%. South Gloucestershire

Council's mean gender pay gap is 2.9% above this. Note that the composition of the council's workforce has a significant impact (i.e., higher numbers of lower graded operational posts, as at 31/03/2023) such as Integra catering and cleaning, which are predominantly occupied by women.

South Gloucestershire Council is committed to improving our gender pay gap. The mean gender pay gap is still 2.7% lower than 2018, highlighting the improvement that the council has made in recent years.

Full details can be seen in the [Gender Pay Gap report - March 2023 \(southglos.gov.uk\)](https://southglos.gov.uk).

During 2024/25, we will:

Launch '**Our People Strategy**' which highlights our strategic people aims to support the council plan, with everything we do informed by evidence. Equality, Diversity and Inclusion sit at the heart of the strategy, with commitments that our people are representative of our community, and everyone has a sense of inclusion, fairness and belonging.

The areas of focus of the strategy are:

- Recruit and retain - Talented people are attracted to work and stay at the council.
- Role of managers and leaders - Managers and leaders are skilled in helping people to do outstanding work within our new ways of working.
- Organisation development & change - Systematic improvement in service performance as our people experience change and transformation positively whilst demonstrating a positive mindset towards new ways of working.
- Environment for people to thrive - Our people flourish - sign up to our shared purpose and have a mindset focused on doing their best every day to benefit our communities.
- Workforce engagement & wellbeing - Our people feel valued, stay well, trust us and promote the work we do.
- Organisation design, pay & policy - Our shape, structure and employment frameworks align with and enable delivery of our council strategy.
- Learning and performance - Our learning and development focus upskills for the future, inspires and improves productivity and performance.

Table 59: Descriptor and Measure of Objective 2 under Priority Area 'Employment'.

Objective 2	Measures
We will reduce gaps in employee satisfaction levels between protected characteristic groups in South Gloucestershire Council.	Staff satisfaction data disaggregated according to protected characteristics

During the annual employee engagement survey, we track sentiment across protected characteristic groups to determine if there are different experiences of working at South Gloucestershire Council.

In 2023, the feedback from disabled employees was stark and as a result a **Disability Equality Taskforce** was established by the Chief Executive with the sole aim of addressing

this imbalance. The Taskforce meets quarterly with a specific action plan detailing the various areas of focus for the organisation.

The latest survey in 2024 sees an improving picture with the Employee Net Promoter score (eNPS) for disabled employees improving from -29.7 in 2023 to +6.1 in 2024. Despite this, there is still work to do across all groups and this will continue to be tracked year on year.

Employee Net Promoter Score (eNPS) is a way of measuring on a scale of 0-10 how likely employees are to recommend the organisation as a good place to work. eNPS scores can range from +100 to -100, with anything above 0 being an acceptable score. A good eNPS score is between 10 and 30; above 30 is considered to be excellent.

The council also measures employee sentiment in the style of Gartner's Inclusion Index, which is a seven-question measure of our ability to foster an inclusive work environment. The index tests initiatives along seven key dimensions, including fair treatment, decision making, trust, and diversity. The greater the degree to which employees agree with the statements, the more inclusive the organisation.

Employee engagement Survey data shows the following:

2023 - Employee Net Promoter Score (eNPS)

- Whole Council = 3.3
- Disabled employees = -29.7
- BAME employees = 36.4
- LGBTQ+ employees = c. 11
- Female employees = 6

2024 - Employee Net Promoter Score (eNPS)

- Whole Council = 6.8
- Disabled employees = 6.1
- BAME employees = 37.8
- LGBTQ+ employees = 13.6
- Female employees = 11.3

Gartner Inclusion Index

- 2022 = 0.54
- 2023 = 0.58
- 2024 = 0.70

All Service Directors are responsible for the development of individual action plans for their areas based on their own employee survey results. They are expected to develop the top three areas of focus for their division as well as incorporating council-wide priorities into these plans. The council-wide priorities identified by the Senior Manager Network include:

- A continued focus on equalities building on the Disabled Employee Taskforce, and;
- Recognising ongoing concerns from female employees regarding influence.

Table 60: Descriptor and Measure of Objective 3 under Priority Area 'Employment'.

Objective 3	Measures
We will improve management representation according to protected characteristic in South Gloucestershire Council.	Management representation data for protected characteristics

We continue to use our recruitment advertising to attract a diverse range of applicants, ensuring adverts are placed in a wide variety of places to further this aim, alongside supporting all staff who are employed.

We have introduced **Reasonable Adjustment Passports** to ensure that disabled employees receive and maintain adjustments in a timely and effective manner.

We have supportive Employee Equality Groups in place.

Information is given below under objective 4, to improve staff representation. Information about specific management representation is not yet available for 2023/24, therefore it will be carried forward until an evidence base is available.

Table 61: Descriptor and Measure of Objective 4 under Priority Area 'Employment'.

Objective 4	Measures
We will improve staff representation in South Gloucestershire Council.	Staff data according to protected characteristics with reference to demographics of the local area

We continue to use our recruitment advertising to attract a diverse range of applicants, ensuring adverts are placed in a wide variety of places to further this aim, alongside supporting all staff who are employed. We have introduced **Reasonable Adjustment Passports** to ensure that disabled employees receive and maintain adjustments in a timely and effective manner. We also have supportive Employee Equality Groups in place.

South Gloucestershire Council employed 3,079 people as at March 2024 (1.9% of the working age and employed population of South Gloucestershire). Of these staff employed by the council:

- 69% are female (compared to a whole South Gloucestershire percentage of 50.5%).
- 15.7% identify as being from a minority ethnic heritage (compared to 14.5% of the South Gloucestershire population).
- 4.9% identify as LGBTQ+ (compared to 2.8% of the South Gloucestershire population which is reported by the Census 2021).

- 6.4% report having a disability (compared to 6.3% of the South Gloucestershire population).

Our Annual Equalities in Employment report shows details of the demographic diversity of our staff at the council. See here for all of our equality reporting: [Reporting on equality and diversity | BETA - South Gloucestershire Council](#).

During 2024/25, we will:

- Continue to encourage a diverse range of applicants and ensure staff working within the council feel supported to stay (our Staff Equality Groups will continue as part of this support).

Table 62: Descriptor and Measure of Objective 5 under Priority Area ‘Employment’.

Objective 5	Measures
We will reduce disparities in Adult Education outcomes, especially in terms of positive destinations post qualification.	Participation data and Success rates for protected characteristics and socio-economic groups. Positive destinations data for protected characteristics and socio-economic groups. Employment rates among people with learning disabilities.

Our bespoke employability services provide client-led support for specific groups of adults. These services include ‘**We Work for Everyone**’ which supports people with learning disabilities and autism, and the ‘**International Communities Employment Programme**’ which supports our resettling communities.

The **Education, Employment and Training (EET) Forum** has been created and is having an impact on expanding workplace opportunities for young people with additional educational needs (SEND) and Care Leavers, such as increasing opportunities for Supported Internships in Amazon and Rolls Royce and developing a Care Leavers work experience programme.

In 2022/23 in South Gloucestershire:

- 7% of adults with learning disabilities were in paid employment, compared to 4.8% in England.
- 6.1% of 16–19yr olds with an Education and Health Care Plan (EHCP) were NEET (not in employment, education or training), compared to 9.8% in England.
- 14.6% of 16–19yr olds with additional educational needs (without an EHCP) were NEET, compared to 10.1% in England.

Table 63: Descriptor and Measure of Objective 6 under Priority Area ‘Employment’.

Objective 6	Measures
As a core component of the work of the South Gloucestershire Partnership, we will prioritise representation in Green Skills and job participation by those who are under-represented.	<p>Participation in GCSE, ‘A’-Level and further and higher education STEM subjects according to protected characteristics.</p> <p>Positive destination data for GCSE, ‘A’-Level and further and higher education STEM subjects according to protected characteristics</p>

As part of the South Gloucestershire Partnership, the council has been part of setting up a sub-group with the aim of tackling inequalities within the Green Skills and Science, Technology, Engineering and Maths (STEM) careers sectors.

The under-representation of girls in STEM subjects has been recognised as a problem needing urgent attention, with high-profile reviews calling for increased participation in STEM by women and under-represented minority ethnic groups. This is important for us because the West of England has the second highest GVA outside of London with 3 distinct and overlapping ‘sector strengths’:

- Advanced engineering including aerospace;
- Creative, cultural and digital industries; and
- Financial, business and legal ‘tech’ services.

Boosting the pipeline of high-level skills is vital to sustaining the growth of the innovation ecosystem, and in particular, STEM skills.

Projections also show that low-carbon jobs currently represent less than 1% of all jobs (6,250 out of 7,000,000) in the West of England, however the potential for green job creation is significant. For the region to meet net zero by 2030, more than 50,000 new jobs would be required, therefore we need to provide our workers with skills in emerging technologies.

The West of England has a substantial number of applied research and technology centres. These include:

- Bristol Robotics Lab – based in South Gloucestershire
- National Composites Centre - based in South Gloucestershire
- Institute for Advanced Automotive Propulsion Systems - based in South Gloucestershire
- Bristol Digital Futures Institute
- Bristol VR lab

With STEM being central to such a significant economy, it is vital that these inequalities are tackled for the benefit of our area, the sector, and the career opportunities for girls, women and under-represented Global Majority ethnic groups in South Gloucestershire. The Local Industrial Strategy identifies ‘Inclusive Growth with a focus on ‘opportunities for employment

and progression for all' as a priority; the West of England wants to remain a place where businesses are keen to locate, where people want to live and where residents have aspiration.

In the next Annual Tackling Inequalities Report, we will report on the actions of the sub-group and emerging outcomes.

Table 64: Descriptor and Measure of Objective 7 under Priority Area 'Employment'.

Objective 7	Measures
We will work to support people moving into the area as part of Resettling Communities to thrive in employment.	Employment support data and employment rates data

Over 90% of Ukrainian adults in South Gloucestershire are in employment or further education. However, a significant percentage say that their job does not match their qualification of experience.

Over 60% of adults arriving through the Hong Kong BNO scheme are in employment or further education. A significant proportion, however, indicated that they are not currently looking for work. Almost half of those in employment report that their current employment does not match their qualifications or experience.

30% of adults in Afghan/UKRS are in employment or further education, **37% of those able to work are not in employment or education** (a large proportion are new to South Gloucestershire, and 53% of those out of work reported that they were not aware of programmes to support them).

30 out of 82 (37%) of newly recognised refugees/ former Asylum Seekers on wrap-around support are currently working with our new Employability Services scheme and a number of people are already in employment.

The ICEP programme is in its second year, providing employment skills, employability mentoring and ESOL courses to support Hongkongers, Ukrainians, Sudanese and Afghan residents, and signposts residents to additional specialist support. The ESOL courses complement those being delivered through Adult Community Learning, meaning all residents will be eligible for an ESOL course if they need it. Both mentors employed by the programme have full caseloads and are currently working with 74 residents to understand the labour market, improve employability skills and improve their English language.

The Resettling Communities Education Officer supports families and children to navigate the system including schools, childcare and access to services. Some progress is being made in developing provision and approaches, which addresses some inequalities, but inequalities persist, more strongly experienced by some of our resettling communities than others.

The bulk of evidence derives from quarterly monitoring data submitted to the Resettling Communities Service by our Commissioned Support Service.

In respect of the Hong Kong Community, the data is derived from a local survey administered by the Service. Information from our designated employability service, ICEP, has also been utilised to inform the overall data set.

During 2024/25, we will:

- Continue to work jointly with our Support Service to improve access to employment/ further education amongst resettling cohorts. This particularly applies to our Afghan cohort and the cohort of National Asylum Support Service (NASS) leavers/ former asylum seekers where employment rates are still comparatively low.
- Continue to deliver and develop the ICEP designated Employability Programme (automatic enrolment has already been introduced for everyone receiving support on resettlement schemes) and seek funding to continue the programme and the Resettling Communities education officer post beyond March 2025.

2.8 Accessibility (especially in terms of digital inclusion, transport, the built and natural environment and access to the wider economy)

Overall progress:

There are 15 Objectives set out under the Priority Area “**Accessibility**”. Of these, 2 objectives are rated as Green and 13 as Amber for progress on action taken against the objectives, and 7 are rated as Amber and 8 as Red for progress on outcomes delivered against the objectives. This is detailed within Figures 35 and 36 and Table 65 below.

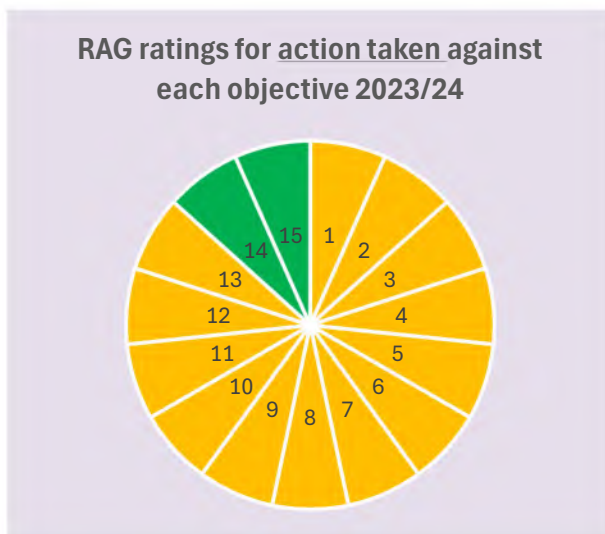


Figure 35: RAG rated progress made on action taken towards objectives under Priority Area ‘Accessibility’, for the year 2023/24.

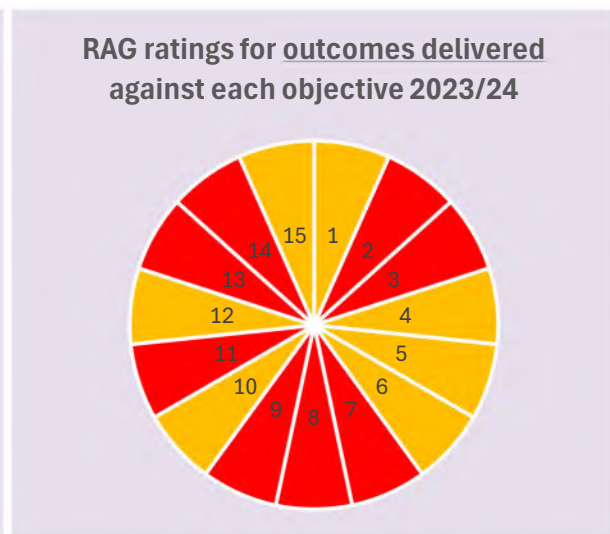


Figure 36: RAG rated progress made on outcomes delivered towards objectives under Priority Area ‘Accessibility’, for the year 2023/24.

Progress against each objective:

Table 65: RAG rated progress against each objective under Priority Area ‘Accessibility’.

Objectives	RAG rating	
	Action taken	Outcomes delivered
1 We will increase opportunities for residents to become digitally active, especially disabled people, older people and people on lower incomes.	Yellow	Yellow
2 We will maintain and improve bus stops and shelters to support access to public transport, especially people with access needs.	Yellow	Red
3 We will work with the West of England Combined Authority (WECA) to support delivery of the regional Bus Service Improvement Plan.	Yellow	Red
4 We will work to improve accessibility on our high streets.	Yellow	Yellow

5	We will work to improve mobility facilities at uncontrolled crossing points in priority areas.		
6	We will work to improve accessibility to parks and open spaces.		
7	We will undertake accessibility audits of our public toilets and deliver prioritised work to enhance accessibility for all.		
8	We will undertake accessibility audits of our libraries and deliver prioritised work to enhance accessibility for all.		
9	We will undertake accessibility audits of our One Stop Shops and deliver prioritised work to enhance accessibility for all.		
10	We will deliver more Changing Places Toilets in South Gloucestershire so that everyone, regardless of their access needs or disability can use a toilet facility with dignity and hygienically.		
11	We will work in partnership with Circadian Leisure Trust to support work which enhances accessibility to both facilities and activities.		
12	We will work in partnership with Circadian Leisure Trust to support work which enhances accessibility to both facilities and activities.		
13	We will improve the accessibility of information about Council services to Gypsy, Roma, Traveller communities and continue to improve understanding and meet the needs of Gypsy, Roma, Traveller communities by ensuring a robust and accessible means of getting their voices heard.		
14	We will celebrate Gypsy, Roma, Traveller History Month annually, and we will continue to celebrate LGBT History Month, International Women's Day, International Day for Persons with Disabilities and Black History Month.		
15	The Council business support programme will incorporate delivery of: <ul style="list-style-type: none"> – A targeted “Women in Business” measure as part of the wider business ecosystem development. – A focused, business support measure aimed towards driving employment growth. Particularly in areas of higher unemployment and within under-represented groups. 		

Description of progress:

Table 66: Descriptor and Measure of Objective 1 under Priority Area ‘Accessibility’.

Objective 1	Measures
We will increase opportunities for residents to become digitally active, especially disabled people, older people and people on lower incomes.	<p>Digital activity rates for residents with protected characteristics analysis.</p> <p>Percentage of disabled people, older people and people on lower incomes stating they wish to see more council services available online.</p>

The council continues to provide free access to PCs and Wi-Fi in public libraries and its One Stop Shops. All library PCs have now been upgraded to Windows 10 and usage is one of the highest amongst councils in the Southwest.

The council's **Digital Champion Volunteer Scheme** provides free one-to-one digital help and support to anyone who needs it and we have taken further steps to both support and develop this service.

A 'Benefits of Being Online' workshop was delivered in October 2022, focusing on raising awareness of the advantages of using the internet, the different devices available and how people can gain and develop their digital skills. The session, aimed at those with very little to no previous online experience, was designed and delivered in conjunction with South Gloucestershire Over 50s Forum, Healthwatch BNSSG, and SGC Community Skills and Learning Service.

[Digital Divide – A Guide for South Gloucestershire](#) is a booklet created with Community Groups and Voluntary organisations in mind but can be used by anyone. The purpose of the booklet is to raise awareness of the digital divide, highlight the benefits of being online and identify local services for computer and internet access.

The council continues to work with internal services, partners and community organisations to address the digital divide in our communities.

The following points outline our key actions during the year:

- We utilised our Digital Champion Volunteer Scheme to promote the council's online transactional forms to support online learning and channel shift.
- We transitioned the work of HealthWatch BNSSG project [HealthClick](#) to our Digital Champions to ensure support for accessing online health services continues.
- Our Digital Champions have attended community groups to provide support and assistance at local level.
- Where appropriate we signpost people to [Age UK South Glos Digital Scheme](#) that supports people in their own homes (where people are unable to access help and support in the community.)
- We made a successful application to the National Data Bank (Good Things Foundation), allowing us to provide free mobile data connectivity to people who can't afford it. We are now able to provide access to free SIMS/data via our One Stop Shops and Emersons Green Library, and signpost people without devices to The Good Things Foundation National Device Bank.
- We have linked up cost of living with digital exclusion, identifying need and highlighting to customers the opportunities for free or reduced cost broadband.
- We have supported partner organisations at outreach events.

Figure 37 below is based on the most recent research through survey and focus groups. It identifies areas of inequality by digital exclusion.

Areas of inequality by digital exclusion

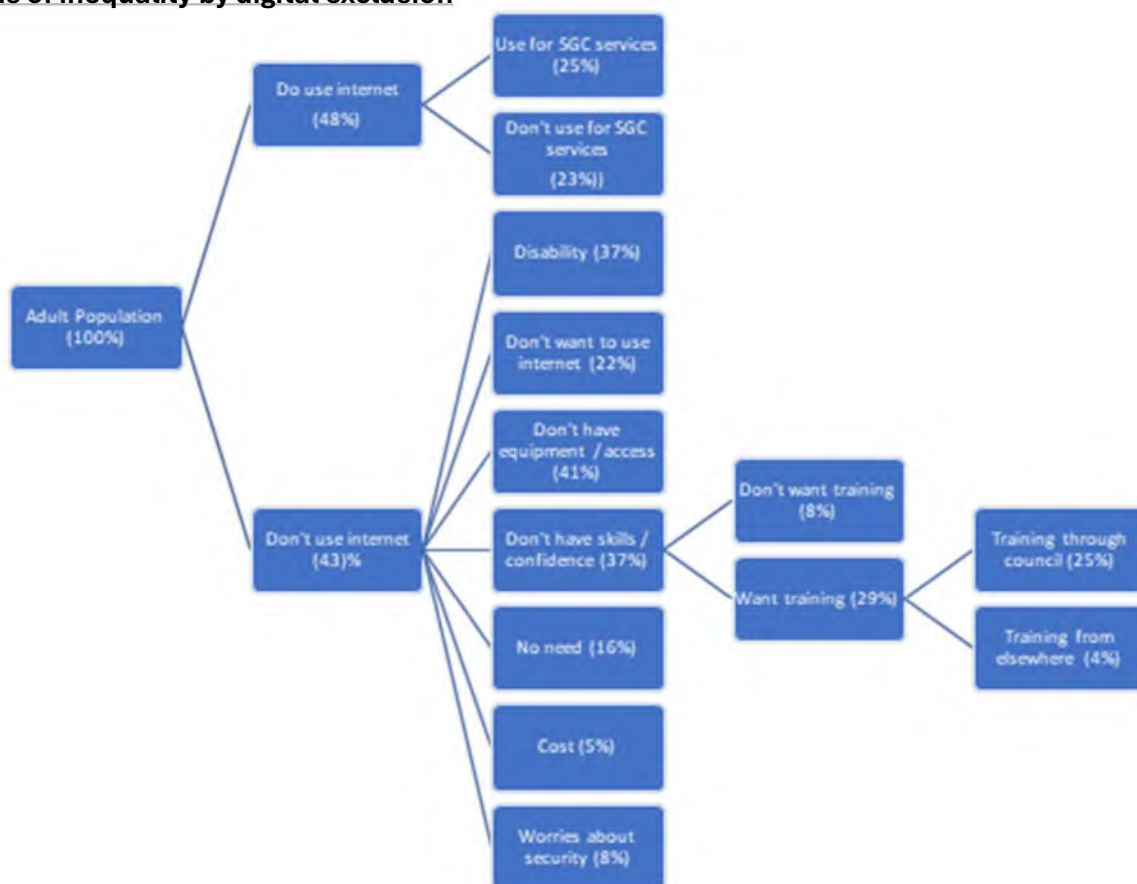


Figure 37: Map of areas of inequality by digital exclusion, from the most recent research through survey and focus groups.

It is difficult to identify equality criteria related to digital inclusion as available results have only been published by single criteria (i.e. not intersectional analysis), but we can tell that:

- Disability was the main reason given for not going online, as stated by 72% of offline respondents (37% all residents) who took part in the residents’ survey.
- 72% of the over 75s had never used the internet, compared to 28% of adults under 75.
- 5% of residents cite cost as a reason for not using the internet, while 41% say they do not have the equipment or access. Although this cannot be proved, it is reasonable to assume it is related to income levels.

National research carried out by Ofcom indicates that:

- As of December 2021, 6% of households do not have access to the internet.
- Those more at risk of digital exclusion included older citizens, the most financially vulnerable, people not in work, people living alone, and people impacted by a limiting condition, i.e. a hearing or vision impairment.

The 2023 Consumer Digital Index (Lloyds Bank) states that:

- 96% of the UK have been online in past 3 months.
- Their research illustrates three pain points with Digital Exclusion, including (i) cost of living, (ii) fear of fraud, and (iii) lack of motivation to learn. It also highlights that customers 60+ yrs old lack digital confidence when compared with other age groups.

In addition, the Council asks residents on an annual basis the extent to which they would support the council (a) making more services available online, and (b) using digital technology more widely to support the delivery of services. The results of this are shown in Tables 67 and 68 below. This data is also consistent with the above findings.

Table 67: Support for the Council making more services available online, by year (from year 2014/15 to 2024/25).

Budget year	Total (all respondents)	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	61%	60%	64%	89%	69%	37%	41%	63%	61%	74%																			
2015/16	62%	63%	62%	80%	67%	44%	51%	64%	62%	61%																			
2016/17	64%	62%	68%	85%	57%	45%	46%	67%	66%	62%																			
2017/18	56%	53%	60%	81%	66%	42%	42%	58%	55%	64%																			
2018/19	56%	54%	60%	86%	67%	47%	41%	60%	57%	56%																			
2019/20	68%	69%	70%	96%	65%	46%	55%	72%	69%	77%	86%	76%	70%	52%	90%	69%	70%	67%	59%	100%	33%	100%	0%	65%	80%				
2020/21	60%	58%	63%	89%	67%	46%	46%	64%	60%	62%	71%	73%	83%	48%	100%	61%	61%	20%	56%	67%	50%	60%	-	62%	70%				
2021/22	64%	60%	68%	83%	74%	51%	49%	67%	64%	66%		62%		100%	65%	66%	80%	60%	100%	100%	67%	0%	53%	73%					
2022/23	59%	52%	66%	72%	75%	59%	46%	63%	59%	76%		72%		-	60%	60%	50%	55%	-	0%	100%	-	64%	70%					
2023/24	72%	70%	77%	78%	76%	67%	73%	73%	75%	67%			68%				78%								69%	74%	78%	73%	
2024/25	70%	67%	72%	87%	75%	59%	65%	71%	69%	80%			84%				74%								67%	74%	72%	73%	

Table 68: Support for the Council using digital technology more widely to support the delivery of services, by year (from year 2017/18 to 2024/25).

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

During 2024/25, we will:

- Ensure WiFi printing is available in libraries.
- Review the census and other research to understand trends, behaviours etc. and why customers don't go online.
- Undertake local qualitative research in the form of focus groups to understand if the barriers/ issues presented previously still apply.
- Continue to support and develop the Digital Champion Volunteer Scheme to deliver a range of activities during National Get Online week.
- Work with colleagues in the Community Development division to plan and deliver a range of promotional activities to raise awareness and encourage usage of the council's Information, Advice and Guidance (IAG) site.

- Continue to visit and work with community groups (and where possible increase our representation at these) to promote the benefits of being online and support people to attain the skills required to access and navigate the internet.
- Explore the rollout of data/SIMS from further library sites and not just Emersons Green.
- Continue to link up the work of the cost of living and digital exclusion.
- Plan and deliver scam awareness sessions in conjunction with Trading Standards staff to ensure customers remain safe whilst online.
- Promote [Learn My Way](#) educational resources to encourage and enable individuals to get online and benefit from internet use.

Table 69: Descriptor and Measure of Objective 2 under Priority Area ‘Accessibility’.

Objective 2	Measures
We will maintain and improve bus stops and shelters to support access to public transport, especially people with access needs.	<p>Number of new and upgraded bus stops - with commentary.</p> <p>Satisfaction levels of residents with bus stops/shelters according to protected characteristics (as captured via bi-annual Streetcare Satisfaction Survey).</p>

Through the work of our in-house maintenance team, South Gloucestershire Council maintains all council-owned bus stops and our work includes the enhancement of accessibility within 50m of a stop. During 2023/24, through funding made available from the [West of England Combined Authority \(WECA\)](#) and some developers required to provide new infrastructure under planning rules, we delivered 19 new and/or upgraded bus stops in Thornbury, Rudgehay, Cribbs Causeway, Wickwar, Oldland Common and Mangotsfield, with accessibility a standard consideration in our bus stop design.

During 2024/25, we will:

- Continue to deliver new/ upgraded accessible bus stops through our capital programme, developers and projects such as City Region Sustainable Transport Settlement A38/A432 corridors.

Table 70: Descriptor and Measure of Objective 3 under Priority Area ‘Accessibility’.

Objective 3	Measures
We will work with the West of England Combined Authority (WECA) to support delivery of the regional Bus Service Improvement Plan.	Commentary on support work delivered

During the course of 2023/24 we have been working closely with [WECA](#) to deliver the **Bus Service Improvement Plan (BSIP)**. Key outputs during this period include the enhanced bus services Y1, Y2, T1 and 525, [WESTlink](#) demand responsive transport covering most of Yate and Thornbury and ‘free travel for your birthday month’ which all help improve accessibility for South Gloucestershire residents.

The council also lobbied the WECA committee/Transport Board to recruit an in-house equalities officer to advance work around accessibility, and contributed to the regional Bus stop guidance which includes accessibility considerations as well as the WEST branding (regional travel brand) which took into account accessibility considerations.

During 2024/25, we will:

- Continue to work closely with WECA to support the delivery of BSIP to time and budget. 2024/25 is the last year for BSIP delivery.
- Feed in accessibility issues from a South Gloucestershire perspective to AssessWEST, which is tasked with reviewing the region’s bus network and being progressed under BSIP. There will be a strong accessibility focus here.

Table 71: Descriptor and Measure of Objective 4 under Priority Area ‘Accessibility’.

Objective 4	Measures
We will work to improve accessibility on our high streets.	Commentary covering high streets which have received both significant and minor works which have improved accessibility for residents and visitors – especially disabled residents and visitors

As part of delivering the Thornbury High Street project, an accessibility group was established. The input from the group helped shape the completed scheme design and inform the way in which the objectives and aims of the project were communicated. The model and learning from the establishment of this group has been adopted and used for both the current regeneration activity in Kingswood and Hanham High Streets, including increased access to public toilet facilities and the design and location of new public realm seating.

As part of ongoing work with the **High Street Partnership** groups, the team regularly improve access and accessibility through local seating etc. and as part of the wayfinding project which is currently underway, access and legibility of the high street will be improved for all users. The signage has been specifically designed to allow all to access the information it contains.

During 2024/25, we will:

- Install the wayfinding signs and continue our work as part of the partnership meetings to improve access for all.
- As part of accessibility audits we are commencing for all our High Streets, review and consider the role that the introduction of [NaviLens](#) could have in improving access even further.

Table 72: Descriptor and Measure of Objective 5 under Priority Area ‘Accessibility’.

Objective 5	Measures
We will work to improve mobility facilities at uncontrolled crossing points in priority areas.	Number of crossing points upgraded

The council operates a rolling programme of crossing improvements on routes to key attractors such as retail centres, schools, health centres and leisure facilities through measures such as installation of flush kerbing, to facilitate a smooth transition between footway and road. In addition to this, buff coloured tactile paving is installed to assist visually impaired people.

In 2023/24, we completed the following crossing improvements:

- Kingswood - 1
- Yate - 1
- Stoke Gifford – 1
- Oldand Common – 2
- Patchway - 14

During 2024/25, we will:

- Complete 40 improvements on the main routes to Kingswood town centre from Hanham and Staple Hill, as part of the Active Travel Tranche 3 scheme funded by WECA.
- Continue with our rolling programme within the resource available, with priority within the Active Travel Tranche 3 scheme.

Table 73: Descriptor and Measure of Objective 6 under Priority Area ‘Accessibility’.

Objective 6	Measures
We will work to improve accessibility to parks and open spaces.	Commentary covering key work delivered for parks and open spaces which have improved accessibility

The Place Improvements team conduct significant consultation with local residents and as a result of this work, 2023/24 has seen several live projects that improve accessibility to parks and open spaces. These projects, including newly commissioned projects, include:

- **Kingswood Park, Kingswood** – Delivery of the [National Lottery Heritage Fund \(NLHF\)](#) project will include accessibility improvements throughout the park, including new accessible paths, accessible toilets and changing places toilet, and an accessible play area. A wide range of events and activities will also be accessible to all communities. This will continue to be delivered through to 2026.

- **Sims Hill Community Woodland, Cheswick** – Phase two of an accessible path creation scheme has been undertaken which consists of a 284 linear metre path, 3m wide with 3 bench seats.
- **Southey Park, Kingswood** – Installation of a new flight of steps has been undertaken with a rise of 4m, enabling safer access from the upper field to the lower field.
- **Somerdale Bridge, Hanham** – The design team has been commissioned to provide Landscape design services to improve accessibility (create new surfaced paths) to the proposed new Somerdale bridge across the River Avon. The planning/ development stage will take place during 2024/25, with implementation in 2025/26.
- **QEII Park, Dodington** – The design team were commissioned by the Parish Council to provide landscape design services to implement new accessibility and path works to their public open space.
- **The Park, School Lane, Frampton** – The design team were commissioned by the Parish Council to provide landscape design services to implement new accessibility and path works to their public open space.
- **High Street, Hanham** – The design team have designed a series of accessibility improvements, including new paving and ramp to the public toilet block, provision of high street benches, cycle stands and outside garden space to the library. Works will take place during 2024/25 with completion due in August 2024.
- **Blakeney Mills Play Area and public open space, Yate** – We are currently working on S106 funded refurbishment plans to the existing play area, which will include improvements and enhancements to entrances, surfacing, accessibility and seating opportunities, to be completed during 2024/25.

Future work will include Grimsbury Farm changing places toilet completion and Page Park changing places toilet and public toilets completion.

Table 74: Descriptor and Measure of Objective 7 under Priority Area ‘Accessibility’.

Objective 7	Measures
We will undertake accessibility audits of our public toilets and deliver prioritised work to enhance accessibility for all.	Number of public toilets where works to enhance accessibility has been delivered with commentary

The council’s Property Services division have collated a schedule of all public toilets and have a plan to undertake all inspections by the end of December 2024. We will deliver a schedule of required works for consideration in January 2025.

Table 75: Descriptor and Measure of Objective 8 under Priority Area ‘Accessibility’.

Objective 8	Measures
We will undertake accessibility audits of our libraries and deliver prioritised work to enhance accessibility for all.	Number of libraries where works to enhance accessibility has been delivered with commentary

The council’s Property Services division collated a schedule of all libraries and have a plan to undertake all inspections by the end of December 2024. We will deliver a schedule of required works for consideration in January 2025.

Table 76: Descriptor and Measure of Objective 9 under Priority Area ‘Accessibility’.

Objective 9	Measures
We will undertake accessibility audits of our One Stop Shops and deliver prioritised work to enhance accessibility for all.	Number of One Stop Shops where works to enhance accessibility has been delivered with commentary

The council’s Property Services division has collated a schedule of all One Stop Shops and have a plan to undertake all inspections by the end of December 2024. A schedule of required works will be considered during January 2025.

Table 77: Descriptor and Measure of Objective 10 under Priority Area ‘Accessibility’.

Objective 10	Measures
We will deliver more Changing Places Toilets in South Gloucestershire so that everyone, regardless of their access needs or disability can use a toilet facility with dignity and hygienically.	Number of Changing Places Toilets delivered

During 2024 new facilities being delivered will open in Page Park. We will work to agree where there is a need for additional changing place provision by March 2025 and work to identify suitable funding.

Table 78: Descriptor and Measure of Objective 11 under Priority Area ‘Accessibility’.

Objective 11	Measures
We will work in partnership with Circadian Leisure Trust to support work which enhances accessibility to both facilities and activities.	Facilities enhanced. Inclusive activities delivered

There have been improvements made to a number of centres and we have a plan to undertake all inspections by the end of December 2024. We will deliver a schedule of required works for consideration in January 2025.

Table 79: Descriptor and Measure of Objective 12 under Priority Area ‘Accessibility’.

Objective 12	Measures
We will ensure that local planning policies enable new housing to be served by appropriate levels of infrastructure (services and facilities) to meet the needs arising from the development e.g., bus links, pavements, accessible and attractive green spaces, health facilities and schools etc.	Policy developments made

The council continues to apply its adopted **Local Plan** planning policies, **Core Strategy** policies CS8, CS23 and CS24, and **Policies, Sites and Places** policy PSP11 to determine development proposals, with strong regard for accessing sustainably key services and facilities. Adopted planning policies require provision or contribution to infrastructure such as open space, community buildings, public transport and other community infrastructure, and include an expectation and requirement that new development contributes to new and ongoing infrastructure provision through Section 106 agreements and Community Infrastructure Levy (CIL) payments.

- Details about the plans that comprise the council’s adopted **Development Plan** is available at: <https://beta.southglos.gov.uk/development-plan/>
- Details about the council’s adopted **CIL** is available at: <https://beta.southglos.gov.uk/community-infrastructure-levy-cil/>

Baseline information from 2020 published online as part of the new Local Plan sets out relative quantum and level of access to services and facilities. This evidence is a snapshot in time. Planning officers, transport officers and those determining applications are required to understand the latest position ‘on the ground’ to ensure gains and losses of key services and facilities, including public transport, are taken into account.

The currently adopted planning policies CS8, CS23, CS24 and PSP11 will be saved as part of a new Local Plan. Higher level strategic objectives and Transport Policy in the new Local Plan will reflect the importance of sustainable access to key services and facilities, when considering proposals for new development. New monitoring reporting indicators will be developed to support this.

As part of planning for new communities, the new Local Plan will contain strategic site allocation policies and supporting concept plans which will define expectations for new infrastructure, including primary schools, space for retailing, employment, health and locations and opportunities to enhance or extend public transport networks.

Infrastructure Position Statement (IPS) and Viability Position Statement (VPS) were published as part of Phase 3 consultation, setting out the need for and approach to working with partners. An Infrastructure Delivery Plan (IDP) and Viability Statement (VS) will be prepared to

support the next stages (Regulation 19 Publication draft and Submission) of the new Local Plan, as infrastructure requirements and their deliverability are key considerations informing where we should locate new jobs and homes. This work continues to be subject to Equality Impact Assessment and Analysis (EqIAA), ensuring that all elements consider and advance the tackling of inequalities in South Gloucestershire.

Table 80: Descriptor and Measure of Objective 13 under Priority Area ‘Accessibility’.

Objective 13	Measures
<p>We will improve the accessibility of information about Council services to Gypsy, Roma, Traveller communities and continue to improve understanding and meet the needs of Gypsy, Roma, Traveller communities by ensuring a robust and accessible means of getting their voices heard.</p>	<p>Set up of an accessible page on the Council’s website, specifically aimed at the Traveller communities.</p> <p>Creation of a Gypsy, Roma, Traveller Women’s Group that is effective in raising support community issues in the right places at the right times.</p> <p>Commentary covering community engagement work delivered and resultant improvement actions implemented.</p>

The Travellers Team, the Ethnic Minority & Traveller Achievement Service, and South Gloucestershire Communications Team have worked together to assess suitable content to be added to the Council’s website that will provide information which is accessible to and meets the key needs of Gypsy, Roma, Traveller communities

Initial discussions have taken place with a small number of Gypsy, Roma, Traveller women to gauge interest in the creation of a Gypsy, Roma, Traveller Women’s Group and the best way forward.

The council’s **Gypsy, Roma, Traveller Workers Group** meeting is held on a regular basis with representatives from Education, Health, Fire Service, Corporate Equalities, Stand Against Racism and Inequality (SARI), the Corporate Traveller Unit, Communications representatives and other interested parties to share information and address issues being experienced by the community.

During 2024/25, we will:

- Produce an information booklet which is accessible to and meets the key needs of Gypsy, Roma, Traveller communities.
- Take forward the Gypsy, Roma, Traveller Women’s Group, supported by the Traveller Unit along with Health Professionals.
- Collate and share good news stories for the Gypsy, Roma, Traveller communities, from the Gypsy, Roma, Traveller Workers Group.

Table 81: Descriptor and Measure of Objective 14 under Priority Area ‘Accessibility’.

Objective 14	Measures
We will celebrate Gypsy, Roma, Traveller History Month annually, and we will continue to celebrate LGBTQ+ History Month, International Women’s Day, International Day for Persons with Disabilities and Black History Month.	<p>Delivery of events at Gypsy, Roma, Traveller site(s) alongside partners (e.g. Fire Service, Ambulance Service, Waste Management Division), promoting family safety.</p> <p>Delivery of events to celebrate and recognise LGBT History Month, International Women’s Day, International Day for Persons with Disabilities and Black History Month</p>

The council’s **Gypsy, Roma, Traveller Workers Group** meeting is held on a regular basis; Gypsy, Roma Traveller History Month is a standing item on the agenda of this meeting. Gypsy, Roma, Traveller History Month is celebrated in schools and libraries through the Ethnic Minority & Traveller Achievement Service.

The Ethnic Minority & Traveller Achievement Service and Corporate Traveller Unit developed a Gypsy, Roma, Traveller training package for the Fire Service which was delivered throughout the month of June as part of their wider equalities training.

The council has continued to celebrate International Day for Persons with Disabilities, in 2023 lighting up the foyer at its Badminton Road building in purple. Black History Month (BHM) has also continued to be celebrated, especially in partnership with the South Gloucestershire Race Equality Network (SGREN), and International Women’s Day (IWD) continues to be celebrated, organised by the council’s Women’s Staff Network.

During 2024/25, we will:

- Hold a Family Safety Day at Highwood Park involving the Fire Service, Ambulance Service and numerous Health Professionals, including activities for children.
- Share the Gypsy, Roma, Traveller training package more widely. It will be available as part of the Councils training packages for all staff.
- Continue to celebrate BHM, IWD and International Day for Persons with Disabilities, and celebrate LGBTQ+ History Month.

Table 82: Descriptor and Measure of Objective 15 under Priority Area ‘Accessibility’.

Objective 15	Measures
<p>The Council business support programme will incorporate delivery of:</p> <ul style="list-style-type: none"> – A targeted “Women in Business” measure as part of the wider business ecosystem development. – A focussed, business support measure aimed towards driving employment growth. Particularly in areas of higher unemployment and within under-represented groups. 	Output data and demographic data captured through delivery of the business support service

The South Gloucestershire Council **Business Support Programme** incorporates a project aimed towards developing a series of business networks. The approach includes a “Women in Business” event and following the successful March 2024 networking event (72 delegates attended), a further International Women’s Day Business Event is planned for March 2025.

The South Gloucestershire Council Business Support Programme incorporates a project aimed towards driving employment growth, particularly in areas of higher unemployment. The project has a key focus on geographical areas of highest priority within South Gloucestershire, including Patchway, Staple Hill, Oldland (Cadbury Heath) and Kingswood wards, as defined through the Income, Employment and Education, Skills & Training indices of deprivation (SGC, 2019: Priority Domains Neighbourhood Overview). To date, 53 residents/businesses from Priority Neighbourhoods have been supported through this programme.

A new social impact element has been added to the Business Support Programme during the year – in partnership with [Business on Purpose](#), Cool Ventures (the South Gloucestershire Council delivery partner) which will pilot a [BCORP](#) Bootcamp designed to help larger businesses achieve BCORP certification. The 12-week programme, with sessions lasting 2 hours per week, will support businesses in becoming "submission ready."

2.9 Tackling inequalities as part of work to address the Climate and Nature Emergency

Overall progress:

There are 3 Objectives set out under the Priority Area “**Tackling inequalities as part of work to address the Climate and Nature Emergency**”. Of these, 3 objectives are rated Amber for progress on action taken against the objectives, and 3 are rated as Red for progress on outcomes delivered against the objectives. This is detailed within Figures 38 and 39 and Table 83 below.



Figure 38: RAG rated progress made on action taken towards objectives under Priority Area ‘Tackling inequalities as part of work to address the Climate and Nature Emergency’, for the year 2023/24.

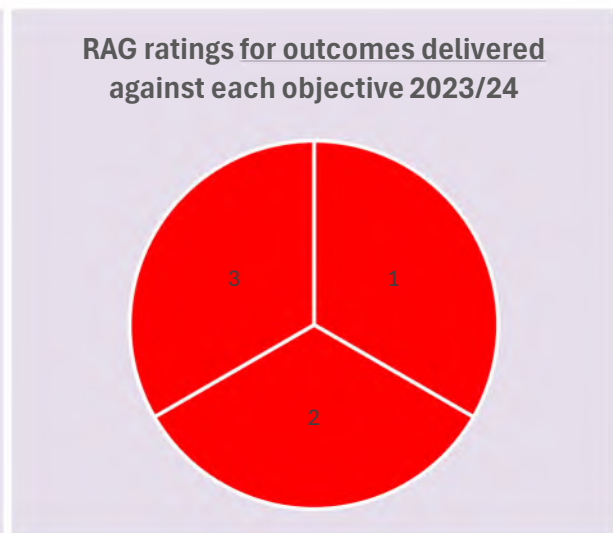


Figure 39: RAG rated progress made on outcomes delivered towards objectives under Priority Area ‘Tackling inequalities as part of work to address the Climate and Nature Emergency’, for the year 2023/24.

Progress against each objective:

Table 83: RAG rated progress against each objective under Priority Area ‘Tackling inequalities as part of work to address the Climate and Nature Emergency’.

Objectives	RAG rating	
	Action taken	Outcomes delivered
1 We will communicate the local impacts of a changing climate and the likely risks that all our diverse communities and individuals will face.	Amber	Red
2 We will build individual and community resilience to the impacts of a changing climate.	Amber	Red
3 We will support a just transition in moving to a zero carbon and climate resilient economy.	Amber	Red

Description of progress:

Table 84: Descriptor and Measure of Objective 1 under Priority Area ‘Tackling inequalities as part of work to address the Climate and Nature Emergency’.

Objective 1	Measures
We will communicate the local impacts of a changing climate and the likely risks that all our diverse communities and individuals will face.	Number of targeted engagement activities with diverse communities and communities who experience socio economic inequality

In terms of communicating the risks from the local impacts of a changing climate on health and wellbeing to all our diverse communities, this year we have been working on the evidence base in the form of a pilot project with the UK Health Security Agency (UKHSA), to develop a mapping tool. This tool assesses population vulnerability in relation to flooding and extreme heat, intended to support the council to plan and prepare service delivery to account for some of these key risks in the local area to project the health of the local population.

This work included data in relation to age and socioeconomic vulnerability, but did not include mapping for other protected characteristic groups. This was a pilot project, and some health-related data was excluded as it was considered sensitive and could lead to the identification of individuals. We are awaiting the outcome of the pilot project and feedback report from the UKHSA.

All 81 projects in the Year 5 **Climate and Nature Emergency Action Plan** are required to identify how they will deliver their project in a way that reduces local inequalities, and these are documented in our annual projects log and reviewed each December. This year, to better support project managers to be able to tackle local inequalities through their project, we organised a dedicated session with the Equalities Manager to enable them to get specific advice and input on their project.

In terms of targeting specific socioeconomic groups, supported by our **Step-up South Gloucestershire** dedicated energy advocate, we already collect information on age and health conditions of clients supported through advocacy. For this year’s project we have added a requirement for a wider range of information to be collected on protected characteristics to improve the targeting of the service. Our energy advocate has regularly attended the One Stop Shops and local libraries as well as specific events held by South Gloucestershire Equalities Voice partner organisations, including Age UK.

During 2024/25, we will:

- Continue to develop our council Adaptation and Resilience Plan that covers all aspects of adaptation and resilience and not just health, building on the evidence we are gathering to be able to run specific campaigns and events related to the local impact of a changing climate for specific communities.

- The first stage of this will be to develop a plan for council services, with tackling local inequalities embedded into it using the council’s Tackling Inequalities Plan and the latest ONS Census data.
- The second stage will be an area-wide adaptation and resilience plan in 2025, which we would then use to inform and provide targeted communications to all our diverse communities.
- Work with the council’s equalities officers and the South Gloucestershire Equalities Voice partner organisations to improve the number and range of our targeted engagement activities and communications campaigns.

Table 85: Descriptor and Measure of Objective 2 under Priority Area ‘Tackling inequalities as part of work to address the Climate and Nature Emergency’.

Objective 2	Measures
We will build individual and community resilience to the impacts of a changing climate.	Number of communications campaigns delivered. All projects in the annual Climate and Nature Emergency Action Plan will be assessed for equalities impacts with actions identified and reported via the annual equality report

All 81 projects in the Year 5 **Climate and Nature Emergency Action Plan** are required to identify how they will deliver their project in a way that reduces local inequalities, and these are documented in our annual projects log and reviewed each December. This year, to better support project managers to tackle local inequalities through their project, we organised a dedicated session with the Equalities Manager to enable them to get specific advice and input on their project.

In terms of targeting specific socioeconomic groups, supported by our Step-up South Gloucestershire dedicated energy advocate, we already collect information on age and health conditions of client supported through advocacy. For this year’s project we have added a requirement for a wider range of information to be collected on protected characteristics to improve the targeting of the service. Our energy advocate has regularly attended the One Stop shops and local libraries as well as specific events held by organisations South Gloucestershire Equalities Voice partner organisations, including Age UK.

In terms of our broader work on the Climate and Nature Emergency, as part of our work on **Community Engagement for Nature** we have held specific events this year with the Jewish Community (tree planting) and for a British Sign Language (BSL) users’ group. We advertise our quarterly community engagement events to members of South Gloucestershire Equalities Voice.

During 2024/25, we will:

- Run a Climate and Nature Emergency stall at the Refugee Festival and Bristol PRIDE.

- Build on the evidence we are gathering to be able to run specific campaigns and events related to the local impact of a changing climate on specific communities.
- Work with the equalities officers and the South Gloucestershire Equalities Voice partner organisations to improve the number and range of our targeted engagement activities and communications campaigns.
- Continue to deliver the 81 projects (April 24-25) measuring progress in December on the delivery of the equalities aspects of each identified project. We will also be developing our Year 6 Action Plan (April 25-26) and in April 2025, all project managers will set out how they intend to reduce inequalities through the delivery of their project. We will ensure that they use the South Gloucestershire Tackling Inequalities Plan and the latest ONS Census data to inform their approach.

Table 86: Descriptor and Measure of Objective 3 under Priority Area ‘Tackling inequalities as part of work to address the Climate and Nature Emergency’.

Objective 3	Measures
We will support a just transition in moving to a zero carbon and climate resilient economy.	All projects in the annual Climate and Nature Emergency Action Plan will be assessed for equalities impacts with actions identified and reported via the annual equality report

All 81 projects in the Year 5 **Climate and Nature Emergency Action Plan** are required to identify how they will deliver their project in a way that reduces local inequalities, and these are documented in our annual projects log and reviewed each December. This year, to better support project managers to tackle local inequalities through their project, we organised a dedicated session with the Equalities Manager to enable them to get specific advice and input on their project.

All projects in the annual Climate and Nature Emergency Action Plan will be assessed for equalities impacts with actions identified and reported via the Annual Tackling Inequalities Progress Report.

During 2024/25, we will:

- Continue to deliver the 81 projects (April 24-25) measuring progress in December on the delivery of the Equalities aspects of each identified project. We will also be developing our Year 6 Action Plan (April 25-26) and in April 2025, all project managers will set out how they intend to reduce inequalities through the delivery of their project. We will ensure that they use the South Gloucestershire Tackling Inequalities Plan and the latest ONS Census data to inform their approach.

2.10 Hate Crime

Overall progress:

There are 2 Objectives set out under the Priority Area “**Hate Crime**”. Of these, 2 objectives are rated as Amber for progress on action taken against the objectives, and 2 are rated as Red for progress on outcomes delivered against the objectives. This is detailed within Figures 40 and 41 and Table 87 below.



Figure 40: RAG rated progress made on action taken towards objectives under Priority Area ‘Hate Crime’, for the year 2023/24.

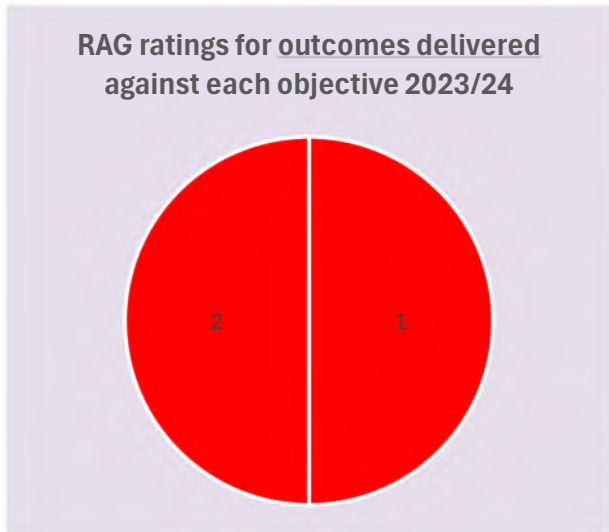


Figure 41: RAG rated progress made on outcomes delivered towards objectives under Priority Area ‘Hate Crime’, for the year 2023/24.

Progress against each objective:

Table 87: RAG rated progress against each objective under Priority Area ‘Hate Crime’.

	Objectives	RAG rating	
		Action taken	Outcomes delivered
1	We will prevent crime where the victim believes they have been targeted specifically because of their personal characteristics including: Disability; Race; Religion; Sexual Orientation; Gender; Transgender identity.	Amber	Red
2	We will deliver a wide range of hate crime support to people moving into the area as part of Resettling Communities, with a clear focus on supporting LGBTQ+ resettling communities.	Amber	Red

Description of progress:

Table 88: Descriptor and Measure of Objective 1 under Priority Area ‘Hate Crime’.

Objective 1	Measures
We will prevent crime where the victim believes they have been targeted specifically because of their personal characteristics including: Disability; Race; Religion; Sexual Orientation; Gender; Transgender identity.	Prevalence of hate crime data. Public confidence in our response to hate crime data. Information covering behaviour change of those committing hate crime. Education of young people to stop future hate crime data and information.

Data – Incidents

In 2023/24 there were 640 hate crimes in South Gloucestershire which were reported to the police; a 15% increase from the previous year and a 64% increase over the 4-year period. This increase is shown in Figure 42 below.

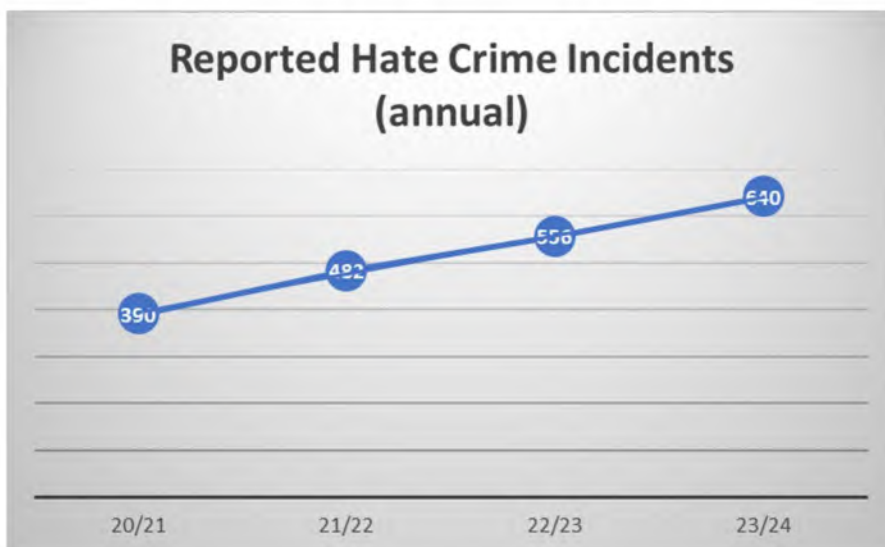


Figure 42: Number of reported Hate Crime Incidents, by year (from year 2020/21 to 2023/24).

The number of reported incidents increased by 27% from Q1 – Q2, and increased by 7% from Q2 – Q3, but then decreased by 25% from Q3 – Q4. Racially motivated hate crimes continue to represent the highest proportion of those reported. Table 89 below shows the incident breakdown for 2023/24.

Table 89: Percentage of recorded Hate Crime motivations, by Hate Crime type.

Hate Crime motivation	Percentage
Disability	10%
Gender	2%
Racial	47%
Homophobic	9%
Religion/Belief	4%
Transphobic	3%
Traveller	0%*
Unrecorded	25%

*One incident recorded across 2023/24

Data – Support

[Stand Against Racism and Inequality \(SARI\)](#) is the specialist service commissioned to support victims of hate crime in South Gloucestershire. For the 2023/24 period, SARI received 72 referrals and opened 35 cases in South Gloucestershire.

SARI have been commissioned by a number of services across South Gloucestershire Council to deliver educational packages; for instance, delivery of training and interventions through Youth Justice Services and within schools including training to both pupils and staff.

Between January 1st and March 31st 2024, there were 36 South Gloucestershire **Equality Incident Reporting (EIR)** reports from the education reporting system. 3 of these incidents were gender/sex based, which is a huge increase on previous terms, 4 were classed as homophobic and/or transphobic, and the remainder were all racist incidents. It is worth noting that these are only reported incidents and the number of actual incidents is likely to be much higher, particularly as these EIR reports have only been recently introduced.

Mapping of existing resources

A South Gloucestershire [Hate Crime Needs Assessment \(HCNA\)](#) has been completed, which has identified the following 3 priority areas:

- a) **Victims** – Increase satisfaction, explore alternative interventions and outcomes, maintain specialist support and consider enhancement, consistency of approaches and effective monitoring of hate crime.
- b) **Perpetrators** – Education to tackle attitudes and behaviour, engage perpetrators with interventions and develop an understanding of characteristics.
- c) **Community** – Campaigns, promote tolerance, raise awareness, empower action and reporting, reduce barriers to reporting, promote positive activities and outcomes, work to build relationships with professionals and communities and consider a ‘lived experience’ panel.

Over the last 12 months, the South Gloucestershire Community Safety Team have reviewed and improved their **Community Tension Monitoring** process. This process feeds into all areas of priority and holds a particular focus on hate crime.

The South Gloucestershire PREVENT board have identified hate crime as a key element of their delivery for the next 24 months.

It was identified at the **Hate Crime Needs Assessment Workshop** that there are a range of resources available to support victims of hate crime and those in minority groups. Research was carried out and a list produced of relevant agencies including contact details was then added to the following webpage: [Find information for adults, children and families | South Gloucestershire \(southglos.gov.uk\)](https://www.southglos.gov.uk/information-for-adults-children-and-families)

Establishing a protocol for victims of Hate Crime

The South Gloucestershire HCNA made a recommendation in relation to developing a victim protocol across the partnership. This work remains on the workplan but has not yet been developed. This is due to the ongoing work stream around the Hate Crime Review Panel, and the work which will feed into the longer-term plan in supporting victims and an agreed protocol across the partners. In addition, further recommendations have been identified in relation to increasing referral rates and embedding the voice of victims in our work which will provide the evidence base to underpin any protocol.

Set up of a Hate Crime Review Panel

Between October 2023 and March 2024, a **Hate Crime Review Panel** pilot was run across South Gloucestershire. This multi-agency panel met monthly to discuss new, and review existing, hate crime cases to provide scrutiny and to monitor cases to provide continuous improvement of outcomes for victims. The Hate Crime Case Review pilot has now ended.

Following the pilot an evaluation took place and as a result the panel has now become an embedded process continuing as business as usual into 2024/25. The panel will utilise the next 12 months to review the actions from the evaluation process to ensure the right professionals are involved and provide appropriate support.

Voices of Victims Hate Crime Event

One of the main outcomes for 2023/24 was to hold a **Voices of Victims of Hate** event. This event gave the opportunity for victims to directly feed back to ensure improvement in processes and procedures, to increase confidence. Due to delays at a national level, this event actually took place on the 22nd May 2024 and therefore will form part of the 2024/25 Tackling Inequalities Plan Annual Progress Report. An evaluation report has been compiled and the recommendations identified have been included in the refreshed plan for delivery in the period up until March 2025, which will be the final year of the current Safer and Stronger Communities Strategic Partnership Plan.

Development of a Perpetrator intervention Program

A review of **Hate Crime Perpetrator Programmes** was commissioned as part of the HCNA and a subsequent workshop where key stakeholders came together to discuss the findings and identify priority areas of work for South Gloucestershire. It was recommended that a restorative approach focusing on low-level offences and younger offenders is taken, which will be tailored to the individual and carried out in a one-to-one environment.

During 2024/25, we will:

- Utilise in house expertise in the Community Safety Team, aim to deliver training to a small cohort of professionals working across different areas in addition to hate crime, i.e. housing, Violence Reduction, VAWG (Violence against Women & Girls), ASB (Anti-social Behavior), to deliver restorative solutions in multiple workstreams.
- Increase victim referrals to SARI for hate crime support
- Focus on Transphobic/Homophobic hate crime
- Include the voice of victims of hate crime into our processes
- Pro-actively challenge hate crime in the retail sector and on public transport
- Introduce the use of restorative approaches for perpetrators of hate crime

Table 90: Descriptor and Measure of Objective 2 under Priority Area 'Hate Crime'.

Objective 2	Measures
We will deliver a wide range of hate crime support to people moving into the area as part of Resettling Communities, with a clear focus on supporting LGBTQ+ resettling communities.	Commentary covering support provided

The Service Team, jointly with Stand Against Racism and Inequality (SARI), delivered a series of sessions for Resettling Cohorts to raise awareness about hate crime including LGBTQ+ issues and support available for those who experience abuse.

Additionally, members of the Hong Kong Community have been invited to a recent event hosted by an organisation '[On Your Side](#)' that provides assistance and advice on hate crime issues.

In the local Asylum Hotel, before the hotel closure in March 2024, we worked with our partner Borderlands, who run a group for LGBTQ+ individuals from refugee and asylum cohorts and provide information/ signposting to this group and other local community LGBTQ+ organisations.

The Resettling Communities Newsletter publishes materials celebrating the contribution of our communities to the economic and social fabric of South Gloucestershire on an ongoing basis and embeds the positive message of tolerance and the value of diversity.

Our Commissioned Support Services, through wrap around support, also provide ongoing advice and support related to hate crime issues in every individual case.

The Service is also participating in the council-wide and regional forums, activities and events to improve hate crime awareness and engage wider support for our communities with related issues. These include the South Gloucestershire Equalities Forum, Community Cohesion

Forum, Forum for Tackling Anti asylum Activism, Hate Crime week, 'Voices of Hate Crime Victims', and Multi-faith Forum Events.

Good progress is being made on delivery of activities which will contribute towards the achievement of the objective, with evidence of some reductions in inequalities.

During 2024/25, we will:

- Deliver, in partnership with SARI, a further series of joint workshops for our communities focused on Hate Crime and LGBTQ+ issues.
- Continue to work towards the introduction of the 'City of Sanctuary' in South Gloucestershire.
- Continue to engage our communities in relevant activities and events planned by the council and the Equalities Forum, Community Cohesion Forum, Forum for Tackling Anti asylum Activism, Hate Crime week, 'Voices of Hate Crime Victims', Multi-faith Forum, etc.).

Appendix 1

Quick Reference - RAG ratings for each objective: The table below sets out the Priority Areas and their objectives in working towards our ambition, in 'quick reference' format, including the RAG ratings against each objective.

Priority Areas	Objectives	RAG rating	
		Action taken	Outcomes delivered
Health and Wellbeing	i. We will develop a new delivery model of NHS Health Checks (commissioned by Public Health through GPs) to increase the uptake in priority groups including people from Black African, Black Caribbean and South Asian heritage, men and people living in areas of high deprivation.	Yellow	Red
	ii. We will ensure that all public health commissioned services have identified inequalities relevant to that service and are actively reducing them.	Yellow	Red
	iii. We will ensure that additional Stop Smoking funding (2024-2027) and Swap to Stop pharmacotherapy allocations are used to expand access and availability of evidence-based support. As smoking rates are significantly higher within areas of high deprivation, and some treatment and care populations are at increased risk of harm from smoking (maternity, CVD, Respiratory, mental health) we will prioritise high coverage and access for these populations, using a proportionate-universalism approach.	Yellow	Red
	iv. We will ensure the redesigned tier 2 healthy weight service is targeted and accessed by those most in need including men, those living in areas of high deprivation, pre-and-post natal women.	Yellow	Red
	v. We will work to support people moving into the area as part of Resettling Communities to access health and wellbeing services.	Yellow	Yellow
Educational attainment and experience	i. We will work in partnership with schools to improve attendance and reduce levels of persistent absence to ensure that pupils have the best opportunities to learn and attain.	Yellow	Yellow
	ii. We will work in partnership with schools to reduce levels of fixed-term and permanent school exclusion to ensure that pupils have the best opportunities to learn and attain.	Yellow	Yellow
	iii. We will continue to monitor elective home education levels, supporting families to make appropriate choices for their children.	Green	Yellow
	iv. We will work in partnership with our schools to support them in improving pupil attainment.	Green	Yellow
	v. We will work in partnership with our schools to support them in improving pupil wellbeing.	Yellow	Red
	vi. We will continue with our successful Equality in Education Taskforce which delivers specific work in respect of Race Equality, LGBTQ+ Equality and addressing the negative impact of socio-economic disadvantage.	Yellow	Red

Priority Areas	Objectives	RAG rating	
		Action taken	Outcomes delivered
	vii. We will work to support children and young people within our Resettling Communities moving into the area to thrive in education.		
Poverty and financial hardship	i. Working with our communities we will increase take-up of available financial support to those known to be disproportionately impacted by financial pressures.		
	ii. We will increase the number of people taking up benefits that they are entitled to.		
	iii. We will reduce the gap between eligibility of Free School Meals and actual take up.		
	iv. We will move away from a crisis response to a strategic medium/long-term approach of tackling inequality/financial inequality through the adoption and implementation of a Financial Wellbeing Framework. We will work with communities to develop specific actions.		
Housing	i. We will increase the supply of high-quality housing to meet identified need.		
	ii. We will reduce fuel poverty by providing home improvements for low-income households.		
	iii. We will support people to maintain and adapt their homes to meet current and future needs (age well at home).		
	iv. We will ensure appropriate provision is made for Gypsy, Roma, Traveller accommodation and increase the supply of Gypsy, Roma, Traveller pitches to meet need.		
	v. We will take a cross-department approach to identify the issues leading to, and those at risk of, homelessness, especially amongst LGBTQ+ communities, and develop a strategy to improve access to focused homelessness advice and support and safe housing.		
	vi. We will work to support people moving into the area as part of Resettling Communities to access housing.		
Adult Social Care	i. We will ensure high satisfaction levels across all adult social care service users.		
	ii. We will ensure excellent Care Homes in South Gloucestershire which meet the needs of all.		
	iii. We will deliver excellent Home Care services for all.		
	iv. We will assess our commissioning approach to Home Care to ensure it sufficiently reflects the changing needs arising from increasing diversity in our community.		

Priority Areas	Objectives	RAG rating	
		Action taken	Outcomes delivered
	v. Adult Social Care – we will increase the proportion of older people (over 65yrs) who are still at home 91 days after discharge from hospital.	Green	Yellow
	vi. We will ensure excellent reablement services which meet the needs of all diverse service users.	Yellow	Red
	vii. We will increase independent living opportunities for people with Learning Disabilities.	Yellow	Yellow
Children's Services	i. All children and families get the Right help in the Right way at the Right time	Yellow	Red
	ii. We want the children in our care, or who have been in our care to have a safe, stable home, be thriving and be prepared for a successful adult life.	Yellow	Red
	iii. We will treat all children and families with respect, we will listen make a positive difference to them.	Yellow	Red
	iv. We will work with care leavers to co-produce changes to Council policy and processes that provide more recognition and reassurance that we value them.	Yellow	Yellow
Employment	i. We will reduce the Gender Pay gap in South Gloucestershire Council	Yellow	Red
	ii. We will reduce gaps in employee satisfaction levels between protected characteristic groups in South Gloucestershire Council	Yellow	Yellow
	iii. We will improve management representation according to protected characteristic in South Gloucestershire Council.	Yellow	Red
	iv. We will improve staff representation in South Gloucestershire Council.	Green	Red
	v. We will reduce disparities in Adult Education outcomes, especially in terms of positive destinations post qualification.	Yellow	Yellow
	vi. As a core component of the work of the South Gloucestershire Partnership, we will prioritise representation in Green Skills and job participation by those who are under-represented.	Red	Red
	vii. We will work to support people moving into the area as part of Resettling Communities to thrive in employment.	Yellow	Yellow
Accessibility, especially in	i. We will increase opportunities for residents to become digitally active, especially disabled people, older people and people on lower incomes.	Yellow	Yellow

Priority Areas	Objectives	RAG rating	
		Action taken	Outcomes delivered
terms of digital inclusion, transport, the built and natural environment and access to the wider economy	ii. We will maintain and improve bus stops and shelters to support access to public transport, especially people with access needs.	Yellow	Red
	iii. We will work with the West of England Combined Authority (WECA) to support delivery of the regional Bus Service Improvement Plan.	Yellow	Red
	iv. We will work to improve accessibility on our high streets	Yellow	Yellow
	v. We will work to improve mobility facilities at uncontrolled crossing points in priority areas.	Yellow	Yellow
	vi. We will work to improve accessibility to parks and open spaces.	Yellow	Yellow
	vii. We will undertake accessibility audits of our public toilets and deliver prioritised work to enhance accessibility for all.	Yellow	Red
	viii. We will undertake accessibility audits of our libraries and deliver prioritised work to enhance accessibility for all.	Yellow	Red
	ix. We will undertake accessibility audits of our One Stop Shops and deliver prioritised work to enhance accessibility for all.	Yellow	Red
	x. We will deliver more Changing Places Toilets in South Gloucestershire so that everyone, regardless of their access needs or disability can use a toilet facility with dignity and hygienically.	Yellow	Yellow
	xi. We will work in partnership with Circadian Leisure Trust to support work which enhances accessibility to both facilities and activities.	Yellow	Red
	xii. We will ensure that local planning policies enable new housing to be served by appropriate levels of infrastructure (services and facilities) to meet the needs arising from the development e.g., bus links, pavements, accessible and attractive green spaces, health facilities and schools etc.	Yellow	Yellow
	xiii. We will improve the accessibility of information about Council services to Gypsy, Roma, Traveller communities and continue to improve understanding and meet the needs of Gypsy, Roma, Traveller communities by ensuring a robust and accessible means of getting their voices heard.	Yellow	Red
	xiv. We will celebrate Gypsy, Roma, Traveller History Month annually, and we will continue to celebrate LGBT History Month, International Women's Day, International Day for Persons with Disabilities and Black History Month.	Green	Red
	xv. The Council business support programme will incorporate delivery of: <ol style="list-style-type: none"> 1. A targeted "Women in Business" measure as part of the wider business ecosystem development. 2. A focussed, business support measure aimed towards driving employment growth. Particularly in areas of higher unemployment and within under-represented groups. 	Green	Yellow

Priority Areas	Objectives	RAG rating	
		Action taken	Outcomes delivered
Tackling inequalities as part of work to address the Climate and Nature Emergency	i. We will communicate the local impacts of a changing climate and the likely risks that all our diverse communities and individuals will face.	Yellow	Red
	ii. We will build individual and community resilience to the impacts of a changing climate.	Yellow	Red
	iii. We will support a just transition in moving to a zero carbon and climate resilient economy.	Yellow	Red
Hate Crime	i. We will prevent crime where the victim believes they have been targeted specifically because of their personal characteristics including: Disability; Race; Religion; Sexual Orientation; Gender; Transgender identity.	Yellow	Red
	ii. We will deliver a wide range of hate crime support to people moving into the area as part of Resettling Communities, with a clear focus on supporting LGBTQ+ resettling communities.	Yellow	Red