Gloucestershire County Council

Service User Diversity Report 2016/17

Gloucestershire
COUNTY COUNCIL

Contents

Executive Summary

Our service user diversity report provides an overview of the diversity profile of individuals using our services. This diversity profile is reported by the protected characteristics of our service users and includes, age, gender, disability, race, religion and/or belief, sexual orientation, gender reassignment, pregnancy and maternity, civil partnership and marriage.

We continue to use service user diversity data, as well as national data, to inform our work. Our equality objectives are aligned with the new Council Strategy and Meeting the Challenge programme. These equality objectives will be in place for three years, from 2015 to 2018.

Area	2015/18 Equality Objectives	Protected Characteristic
1. Children and Families	To provide a broad range of accessible universal and targeted information and advice supporting young people and families to make choices to resolve their problems as they emerge.	Principally disability and age.
2. Adults	To make employment a real option for people with disabilities (Building Better Lives)	Principally disability and age.
3. Public Health	To increase numbers of pregnant women accessing support to 'stop smoking' services.	Principally gender, pregnancy and maternity.
4. Communities and Infrastructure	To ensure people are able to move around our communities in safety and with as much ease and convenience as possible.	Principally disability and age.
5. All Services	To ensure that our services are accessible to all users and that their experiences are positive.	All.
6. Workforce	To continue to improve, review and monitor the current make up of our workforce to better serve the aims of the Council and the needs of the community.	All

All population figures are taken from the following sources:
- Age and Gender: Inform Gloucestershire - Mid-2015 Population Estimates, Office for National Statistics
- Ethnicity: Census 2011 - Ethnic group by sex by age
- Long term health problems or disability: Census 2011 – Long term health problems or disability by sex, age and disability (day to day activities are limited)

Section One - Progress against the 2015/18 objectives

Objective 1

To provide a broad range of accessible universal and targeted information and advice supporting young people and families to make choices to resolve their problems as they emerge.

Gloucestershire County Council provides a wide range of targeted advice and support services for young people and families to make choices to resolve their problems as they emerge. These include information advice provided through Public Health Nursing, the Youth Support Team, the Building Better Lives Enhanced Enablement Service, and the Sexual Health Service.

The data shows that young people and families from the protected characteristics (principally disability and age) are able to access these services and in some instances there are greater proportions of people from the protected characteristics accessing the services than within the population as a whole.

Innovation Programme

The Council works in partnership with Prospects to deliver a two-year, £1.5 million Innovations programme funded by the Department for Education (DfE). The partnership has seen more young people than ever find the effective help they need and the funding will give a significant boost to the Council's commitment to work with partners, including Prospects, to develop the way they support children and families using social care services.

The DfE launched the Innovation Programme to help organisations develop more effective ways of supporting vulnerable children and their families, with a particular focus on young people aged 11 plus. At the end of December 2016 there were over 3,400 Children in Need in Gloucestershire and the aim is to create teams of professionals including social workers, youth support, youth offending workers and mental health workers, so that families and young people get the right specialist support they need.

It is estimated that around 2,300 young people and their families could benefit from the service over the period of the partnership.

Gloucestershire Youth Support Team

Gloucestershire Youth Support Team (YST) provides a range of services targeted at vulnerable young people. These services are aimed at young people aged 10-19 years old (or up to 25 years if special needs or care leavers).

Within the Gloucestershire Youth Support Team, there are more males accessing the service than females. There are also a higher proportion of young people from Black and Minority ethnicities accessing the services than the Gloucestershire population as a whole, which may suggest these young people and their families could benefit from further targeted positive diversionary work.

Objective 2

To make employment a real option for people with disabilities (Building Better Lives)

Enhanced Enablement is a single, joined up, all-age and integrated disability resource at the front door of the Council. The objective is to focus on what people's strengths and skills are at the front door and to build on these, minimising resources and reliance on services. One aspect of the Enhanced Enablement service aims to increase employment rates for people with a disability.

Our Work Clubs provide help with CVs, job applications and interview skills to help people with disabilities or health conditions find sustainable paid work. They also provide career help to identify skills and job goals, improve confidence, manage anxiety and overcome barriers.

- 61.5% of service users are aged between 16 and 34 even though this age group accounts for 17.7% of the working age population with disabilities or long term health problems where activities are limited.
- 58.5% of service users are male (the same percentage as 2014/15), whereas females make up 52.3% of the age 15-64 population with disabilities or long term health problems where activities are limited.
- 91.1% of service users have learning difficulties with the remaining 8.9% being those with physical disabilities.
- Most people accessing the service are from a White background, with only a small number from Black and Minority ethnicities, however 18.5% of users did not state or refused to give their ethnicity. Future work could focus on targeting more people with disabilities from Black and Minority ethnicities, to encourage them to attend the Enablement service and increase their employment rates.

The following two case studies demonstrate the positive outcomes that have been achieved through the Enhanced Enablement service.

John's story

John had previously attended Gloucestershire College where he accessed a life skills course to support his development.

John commenced Enablement support at Cheltenham Drop-In after leaving college so he could learn new skills and increase his independence. John received intensive support from Enablement staff in learning to cross roads safely, learning new bus routes and integrating into community activities of his choice. John attended regular training sessions at the drop-in about The Keep Safe Scheme, Personal Safety, Stranger Danger Awareness, Money Skills and Social Skills.

Enablement staff and family supported John with purchasing a suitable mobile phone with minimal buttons and training was put into place to ensure that John could make and receive a phone call. Enablement staff also put communication cards into place to support John with communicating with others when accessing the community. John was encouraged to wear a waterproof watch, set with an alarm, during his swimming session. This enabled John to know when to get out of the swimming pool and when to catch buses.

John's confidence increased and he gained the skills and knowledge to enable him to travel independently to and from community venues and to participate in activities of his choice safely.

John was keen to work and attended the Forwards Employment Groups with the Employment Coordinators, where he gained the skills and knowledge needed for a work placement. The Employment Coordinators found John a suitable work placement as a volunteer. John helps during the soup lunch and his responsibilities are clearing the dirty dishes from the tables and cleaning up.

John said "I like going to the Drop-In. Staff helped me learn to do different activities on my own. I can now go swimming, bowling, walking and cinema on my own with my friends".

Jane's story

Jane was referred to the Enablement Team due to family concerns around her safety and risk now she was living alone. She had always been reliant on her mother who had gone into a nursing home.

The Enablement Team assessed Jane at home and community and put the following actions into place:
- The setting up of repeat prescriptions at a local chemist. (On the Enablement Team's first visit to the home Jane had no medication and couldn't remember when she last took it).
- Arranged Fire Safety Home Visit with Gloucestershire Fire and Rescue Service where smoke alarms and carbon dioxide alarms were put into place. Safety in the home was discussed and a 'No Cold Callers' sign was placed on the door.
- Referred Jane to the Building Circles for Befriending Service which has proved successful and regular meetings have been organised. (Jane was arranging to meet female strangers for coffee prior to Enablement).
- Jane attended talks with Gloucestershire Police to discuss issues around stranger danger and keep safe and the Enablement Team issued and registered Jane for a keep safe card.;
- An Occupational Therapy assessment took place and a handrail was installed to provide easier access to and from the house.
- Enrolled Jane on the Telecare service so that a call centre will be alerted in the event of an emergency.
- Arranged a concessionary bus pass for Jane.
- Alerted the Employment Team who introduced themselves to Jane's manager after there were concerns about Jane losing her job following a verbal warning. No problems have arisen since contact was made.

Her brother, who had been so concerned about her well-being said: "In terms of overall feedback I can only say that the service has been invaluable in providing impartial and relevant guidance, advice and support in terms of Jane's health, safety and welfare. Jane has also benefited from being introduced to the Drop-in 'family' and it has opened up Jane's social opportunities".

"It has been a great help to me in ensuring she has the best people and processes around her and reassuring that such a service is there to support Jane to continue to make a positive contribution to society and help maintain her independence".
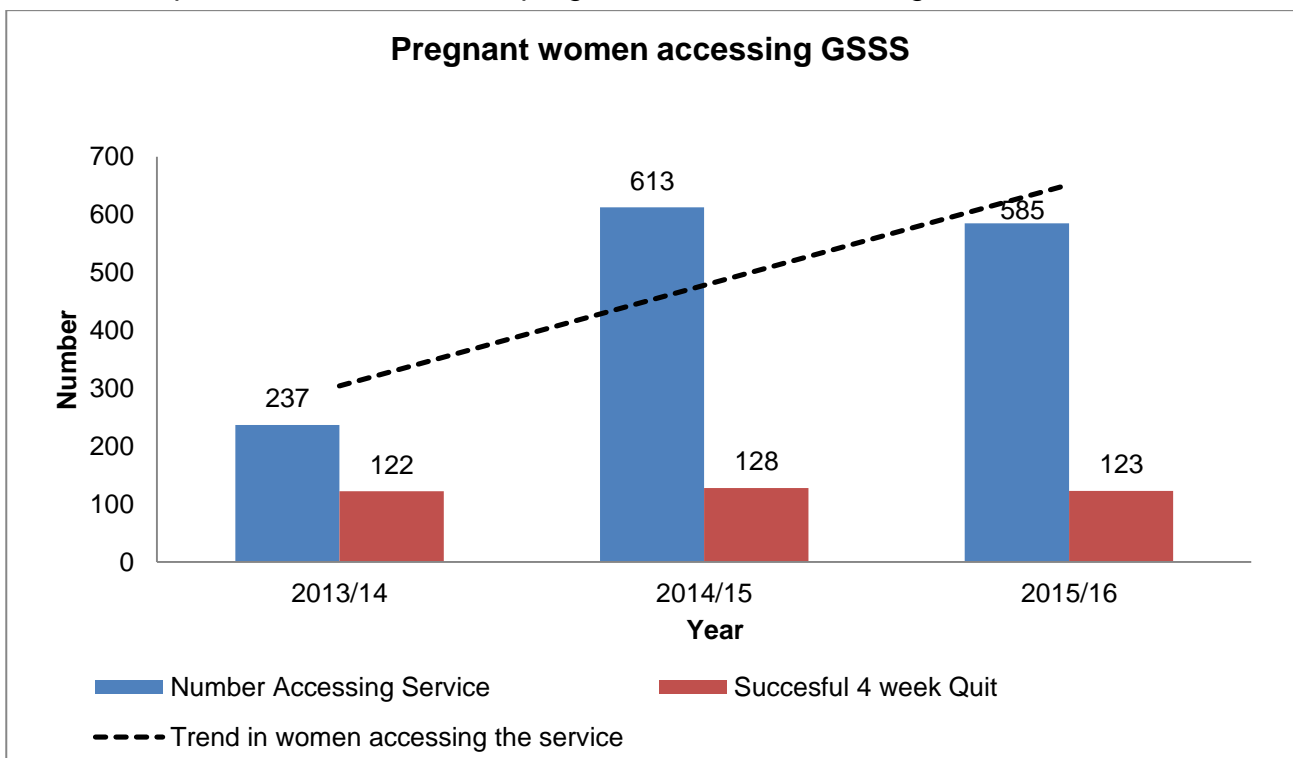
Objective 3

To increase numbers of pregnant women accessing support to 'stop smoking' services.

The Gloucestershire NHS Stop Smoking Service (GSSS) is part of a multi-faceted approach to reduce the prevalence of smoking by helping tobacco users to quit, reducing exposure to second-hand smoke and to work in partnership with multiple agencies using effective communications to encourage reductions in prevalence.

Public Health England report that the overall smoking prevalence in Gloucestershire in 2015/16 has reduced (down to 14.6% from 16.6%), with decreases also seen in the percentage of women who smoke at the time of delivery of their baby (down from 11.2% to 9.3%). This could account for the lower numbers entering the cessation service.

During 2015/16, 585 pregnant women were referred to GSSS for support to quit smoking. 198 of those referred went ahead to set a quit date and 123 of these (62%) successfully quit smoking at 4 weeks. This is a 4% decrease on the 128 women who quit in 2014/15.

GSSS employ Specialist Pregnancy Advisers who take a lead in working collaboratively with health professionals to ensure pregnant smokers are being referred to GSSS.

Pregnant women accessing GSSS

The graph above shows that there was a slight decrease in the number of pregnant smokers accessing the GSSS in 2015/16 however since 2013/14 the number accessing the service has increased by 147%.

Objective 4

To ensure people are able to move around our communities in safety and with as much ease and convenience as possible.

Thinktravel

Gloucestershire County Council is supporting local businesses to encourage their staff to take greener and healthier ways to work. Local businesses have been taking advantage of a scheme which helps them to think about how their staff and visitors travel. By talking with the Council's Thinktravel team, business owners have been able to work with experts to look at their transport issues and take up advice, mentoring and coaching to consider more sustainable ways to travel.

Staff at these businesses are also supported with free information on local cycle, walking and bus routes and given a demonstration of the Gloucestershire car sharing website. They can also receive incentives such as pedometers and puncture repair kits. Greener and healthier travel not only improves staff health and wellbeing, productivity and absence rates, it reduces congestion and pollution making journey times are faster. Less money and time is wasted in traffic jams, and less people are late for work.

A business manager with offices in Cheltenham and Gloucester benefited from the scheme saying, "We got in touch with the County Council to take advantage of the advice that's on offer. We received a visit from the Thinktravel team and we talked about the different options. We then decided to install new shower and locker facilities which has resulted in 25 more people cycling to work than were doing so before."

Blue Badges

The Blue Badge scheme is designed to give registered severely visually impaired people and those who are unable or virtually unable to walk the ability to park close to the facilities and services they need to use, so as to improve their lifestyle, independence and freedom of choice.
- 77.9% of blue badge users are older people with the remaining 22.1% made up of people with physical disabilities, learning difficulties or mental health issues.
- 62.6% of badge users are female, which is higher than the percentage of the female population with disabilities or long term health problems where activities are limited which is 54.8%.

Road Safety Partnership

The Gloucestershire Road Safety Partnership is committed to working together to make every journey made in the county as safe as possible. The Partnership brings together teams from Gloucestershire County Council, the Office of the Police and Crime Commissioner, Gloucestershire Police and Gloucestershire Fire and Rescue Service.

The Partnership offers a range of training and education sessions including:

- road safety skills for children including Bikeability;
- young drivers and riders; and
- older drivers and road users via the SAGE (Safer Driving with Age) programme designed to provide older drivers with support, guidance and coaching so that they can continue driving for as long as it is safe to do so.

Objective 5

To ensure that our services are accessible to all users and that their experiences are positive.

The following evidence and case studies demonstrate the positive outcomes that service users have experienced while using different Council services.

e-Forwards project

The Council is refurbishing and donating the computers it no longer uses as part of a project called e-Forwards. e-Forwards is part of the Council's wider Forwards initiative which helps disabled people in Gloucestershire to get into work.

Giving more residents access to computers also improves digital inclusion and helps people to live more independent lives. Digital inclusion is about making sure that everyone regardless of their background, their age or where they live, has access to I.T. and can use the internet. Being online helps people feel more connected and 81% of people in the UK over the age of 55 say that being online makes them feel part of modern society and less lonely.

Nowadays digital skills are helpful to find employment and carry out jobs, but in the UK 21% of people still lack the skills they need to take advantage of the internet. Disabled people account for over half of the 6.7 million adults in the UK who have never used the internet and older people are 53% less likely to have digital skills and capabilities.

In Coleford in the Forest of Dean four computers have been installed at the Sixteen Community Café, a social enterprise that provides employment for vulnerable people. The computers will be used by residents of the neighbouring care home and supported living complex Dora Matthews House, as well as other local people

The Customer Programme

The Council is working to improve its access for customers, and recognises that it has a role in making sure that people can access clear information, advice and guidance that will help them make good choices that help them and their families to help themselves.

This includes making it easier to access our services online at a time to suit customers, which meets the demand received from the Together We Can consultation, in which 85% of respondents either strongly or partly agreed with our proposal to encourage more people to access the Council via online channels wherever possible.

When people want to do things like report a pothole or a broken streetlamp, find equipment to help them live independently or follow up a request for a service, it makes sense for the public and the Council if information can be easily accessed online, in a range of formats and languages.

The Council recognises that online access will not suit all customers, or all services, however by providing online access where appropriate for those that want to use it; we are able to preserve telephony and face to face resources for those customers that need it most. This is reflected in our 'Active Individuals' Policy.

As well as looking at online and telephony contact, the Council is also looking to make sure that we make the most of our buildings and facilities that already exist within communities to make sure there is a 'front door' for those customers who need to contact us or our partners in person.

Teresa's Story

Teresa is a 28 year old woman with a diagnosis of schizoaffective disorder and a personality disorder. She has a history of threatening and occasional assaultive behaviour towards people she knows and those who were involved in her care.

Teresa was placed on a section following an assault on a member of care staff and following a period of treatment in hospital a specific care package was devised by the Council with the aim of supporting Teresa to develop her independence skills and be able to sustain positive relationships with others.

The Council's Mental Health team put the following actions into place:
- The setting up of a structured day plan which enabled Teresa to be directly involved with planning each day and resulted in a balanced and productive routine.
- Support with meal planning and budgeting which meant that Teresa was able to purchase food and prepare her own meals.
- Assisted Teresa in enrolling in a college course and obtaining a volunteer role with a local charity in Gloucester.
- Improved Teresa's social and engagement skills which resulted in improved relationships, particularly with her parents.

Section Two – What is the Service User Diversity Report?

The service user diversity report provides a breakdown of the protected characteristics of the people who use our services, often referred to as equality monitoring data. The protected characteristics are, age, gender, disability, race, religion and/or belief, sexual orientation, gender reassignment, pregnancy and maternity, civil partnership and marriage.

This report provides an update to the 2015/16 service user diversity report and includes information across services, including, Adult Social Care, Children's Social Care, Transport, Schools, Libraries, and Public Health.

For some service areas we gather slightly more detailed information on ethnicity and religion/belief than is collected within the Population Profile. Therefore, we are able to show a more detailed breakdown for some of our service users then for the population as a whole.

Why we are publishing this report

Annually collating and publishing information about our service users and workforce by protected characteristic is a legal requirement. Publishing equality information about our customers promotes transparency and allows the Council to demonstrate how it is meeting the aims of the general duty that is to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Published information can include equality monitoring data about service users, details of consultation and engagement with different communities and also information on how we have considered the three aims of the duty within our decision making.

How we collate equality monitoring data about service users and how we use equality monitoring data

When service users use Council services or take part in any engagement activities they will often find an option to complete an 'Equality Monitoring Form'. They are then asked to complete a number of questions about 'themselves', such as their age, gender, ethnicity, religion or belief and sexual orientation.

Gathering this information allows the Council to identify which communities or groups they might belong to. All information is confidential and data protection regulations will apply.

Stonewall have produced a leaflet to explain 10 reasons why you should fill in those funny monitoring box things at the end of forms.

Our equality monitoring data helps us to understand who is and isn't accessing our services and how well service users' needs are being supported by them. This enables the Council to plan, deliver and make improvements to our services so that they meet the needs of all the different communities living in Gloucestershire. The analysis of service user data highlighting participation/experience and outcome by protected characteristic is an important element of our due regard process.

The Council has a wide evidence base which we use to inform how we plan and deliver our services. This includes evidence obtained directly by the Council, for example performance data requested from our suppliers. Other sources of data are developed with our partners including the Joint Strategic Needs Analysis data and we also use external data sources such as those published within Census reports.

The sources of equality information can be viewed on our website.

How we are addressing data gaps across the protected groups?

We aim to gather service user information covering all the protected characteristics: age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, gender, and sexual orientation. However collating data across the newer protected characteristics and those characteristics seen as very personal can be difficult and in many instances lead to poor disclosure rates.

We recognise we have data gaps across the protected characteristics of: sexual orientation; religion and/or belief, and gender reassignment. This is not the case across all service areas and we can learn from those areas where disclosures are higher for certain protected groups.

To address this the Council has:
- Introduced new equality monitoring guidance which supports our staff to improve disclosure rates and how to use the service user information collected.
- Strengthened our contracting processes to ensure equality monitoring data is requested from providers who deliver services on our behalf.

Children and young people

We do not collect data against certain protected characteristics of young people, for example their sexual orientation, gender reassignment status, marriage or civil partnership or pregnancy and maternity. Although, if a young person receiving a service identifies against one of these characteristics it would be captured through their assessment.

We currently collect data on children in care who are parents and teenage mothers. We also monitor under-18 conception rates.

Service user confidentiality

In publishing our equality information we have sought to ensure that it is accessible and follows the Public Sector Transparency Board's Public Data Principles which can be viewed online.
We have also sought to ensure that the equality information we publish complies with the Data Protection Act 1998.

We recognise that a proportion of the data that the Council collates relates to small numbers of people particularly when disaggregated by protected characteristic.

Where the number of our services users with a particular protected characteristic is fewer than 5, and the information is 'sensitive personal information' that might lead to individuals being identified, we have replaced the number with an asterisk. If possible, and without losing valuable insights, we aggregate data ranges to increase sample sizes in order to publish more information.

Consultations and engagement

The Council launched a number of consultation tools in 2013, which support the organisation in its commitment to be truly led by the needs of its communities. The Consultation Protocol, Consultation Toolkit and Consultation Plan have all been fully endorsed by the Consultation Institute and the documents have a strong equalities focus running through them. An online Consultation Portal is in place which allows us to fully engage with our communities. uEngage is a multi-channel, web-based consultation platform for consultation management, analysis and reporting across the entire organisation. The portal enables us to consult in a variety of ways to meet the needs of our target audience. We are also able to easily disaggregate our consultation data, so that we can identify the impact of any changes to any of the protected characteristic groups.

Consultations undertaken during 2015/16 include Reshaping Services for Families with Young Children, Draft Local Transport Plan, Sexual Health Survey Review and Libraries.

The results of these and other consultations [and information about how you can get involved](#) can be viewed by visiting our portal.
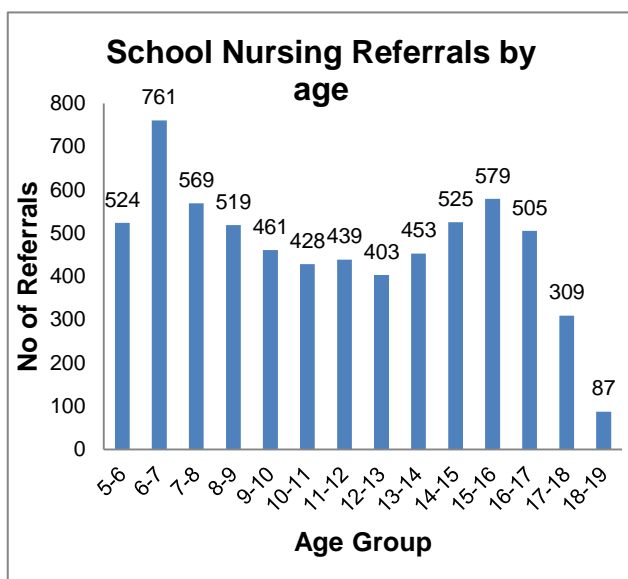
Section Three – Service Diversity Data

Public Health Nursing

The Public Health Nursing Service provides access to universal services for all children aged 0-19yrs, and offers a more targeted and multi agency approach to children and young people who may have more complex or additional needs.

The service is currently delivered by a Health Visiting Service for families with children aged 0-5 years resident in Gloucestershire, and a School Nursing service for children aged 5-19 years. Both of these contracts are with Gloucestershire Care Services NHS Trust. These services focus on promoting the health and wellbeing through delivering the Healthy Child Programme, carrying out timely health and development reviews, screening and immunisations.

The services are delivered by a team of qualified Public Health Nurses, Community Nursery Nurses and members of the Health and Well-being Team across the county in locality areas.

Referrals to the Public Health Nursing Serive by Gender and Age

Health Visiting Referrals by age

School Nursing Referrals by age

Referrals to the Public Health Nursing Service by Ethnicity
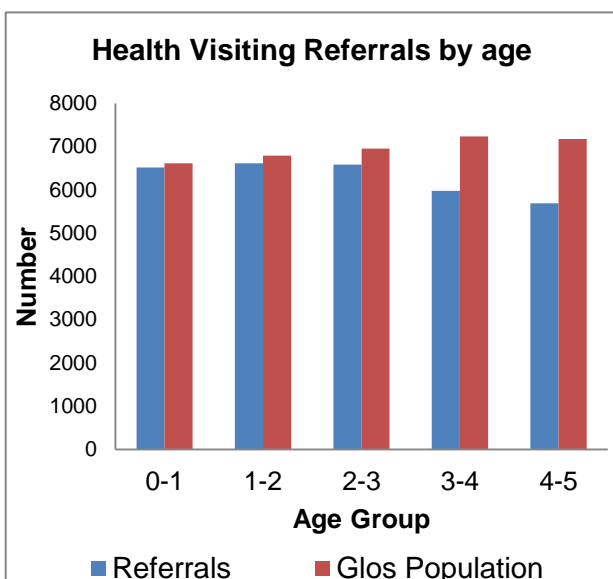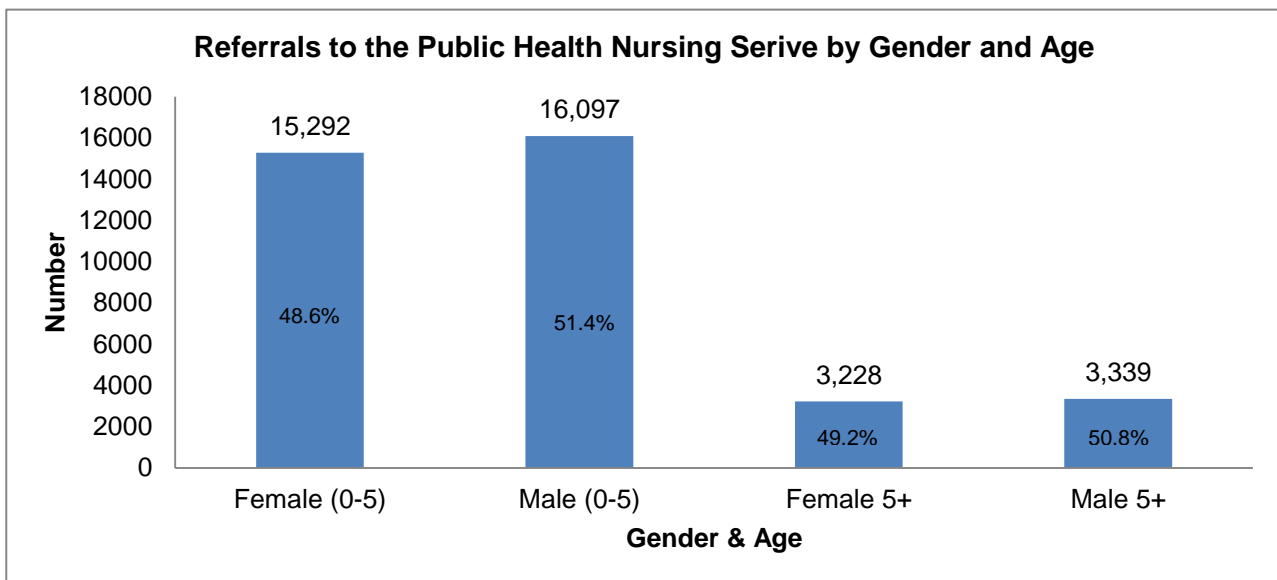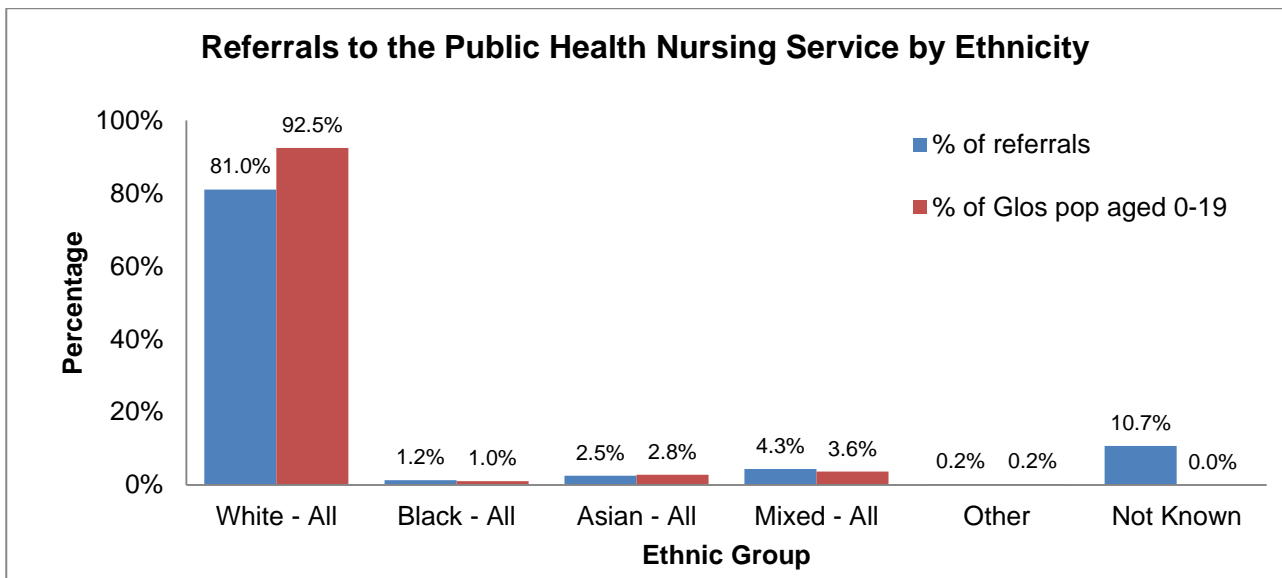
What does the data tell us?

- 51.2% of referrals were Males.
- 90.3% of the under 5 Gloucestershire population were referred to the Health Visiting Service during 2015/16.
- 9.3% of referrals to the Health Visitor service and 8.4% of referrals to the School Nursing service are from those with a Black or Minority Ethnic background. These proportions are above the Gloucestershire population, where 7.7% of 0-4 year olds and 7.1% of the 5-19 year olds are from a Black or Minority Ethnic background. However, the ethnicity of 10.8% of 0-4 year old referrals and 7.6% of 5-19 year olds is Not Known.

Children's Social Care

The Council delivers social care services to children with eligible needs through personal budgets, contracted provision and in-house services.

While young people cease to receive support from children's services upon reaching the age of 18, some young people aged 18 or over may continue to receive care and accommodation or post-care support (leaving care services) from children's services.

The Children's Social Care data presented below is taken at 31 December 2016 and includes all children in social care including:
- Children in Need (CIN);
- Children subject to a Child Protection Plan (CPP); and
- Children in Care (CiC).

Change in Numbers of Children in Social Care
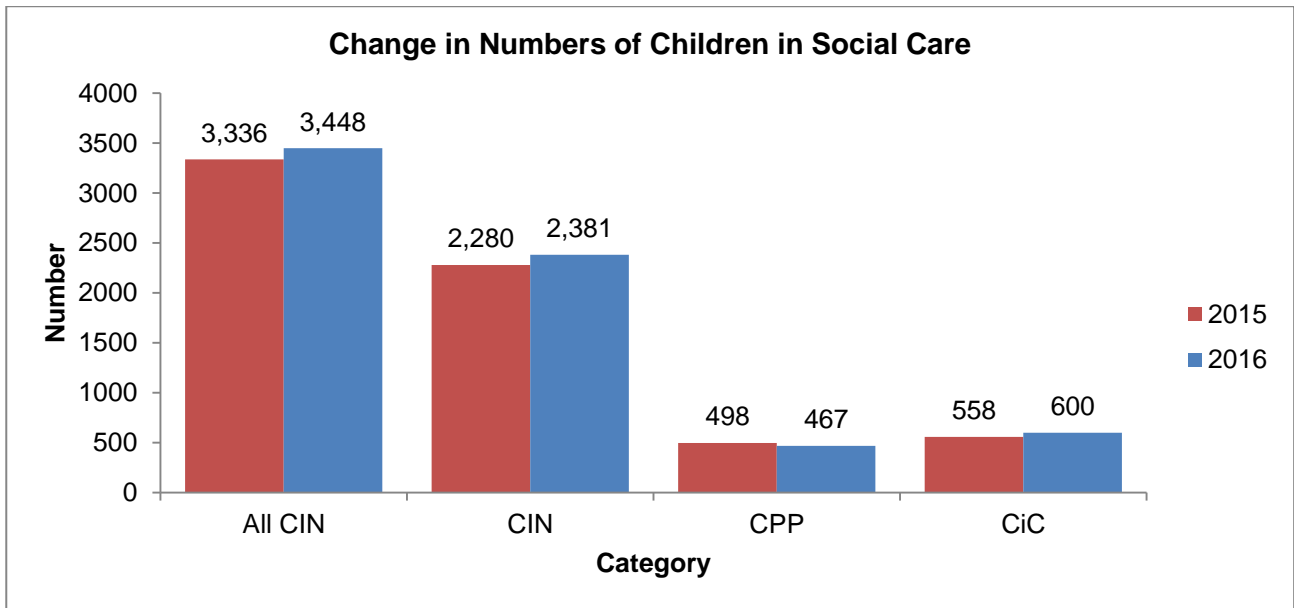
Age and Gender

Age Band	Total	Female	Male	Unborn	%	Gloucestershire 0-24 Pop.
Under 1	256	79	101	76	7.4%	*
1-4	664	303	361	N/A	19.3%	16.9%
5-9	854	395	459	N/A	24.8%	21.0%
10-15	1,014	482	532	N/A	29.4%	24.0%
16+	660	305	355	N/A	19.1%	38.1%
Grand Total	3,448	1,564	1,808	76	100.0%	100.0%

*Under 1 Age Band is not comparable

All CiN by Age and Gender
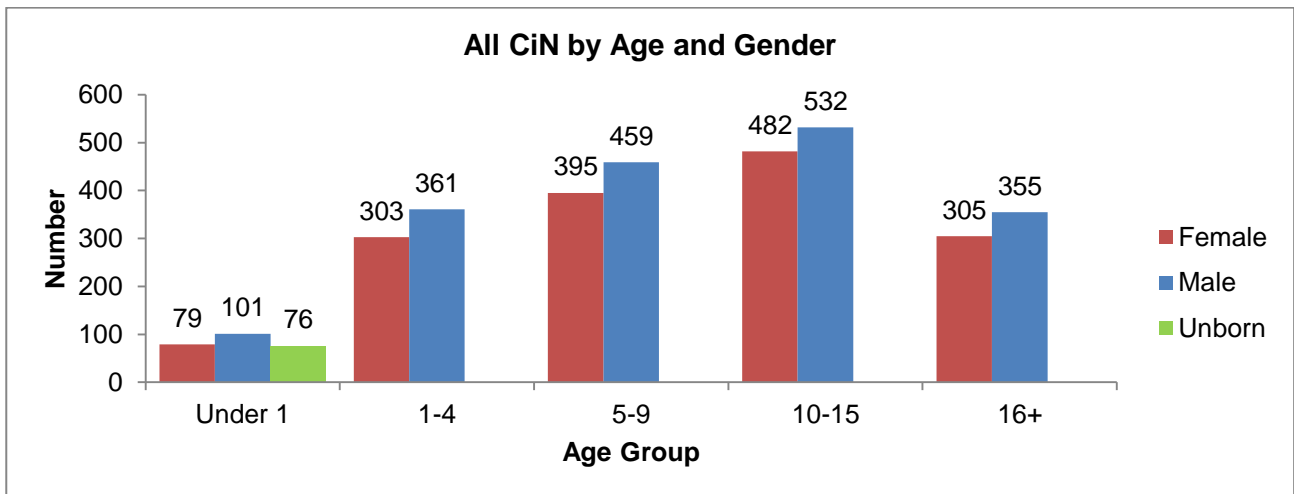
Ethnicity and Gender

Ethnicity	Total	Dec 16 % Female	Dec 16 % Male	Dec 16 % Unborn	Dec 16 % Total	Glos 0-24 pop.
White	2,791	46.1%	52.3%	1.5%	80.9%	92.9%
Mixed	301	46.8%	52.2%	1.0%	8.7%	3.3%
Asian/Asian British	103	29.1%	69.9%	1.0%	3.0%	2.7%
Black/Black British	57	45.6%	52.6%	1.8%	1.7%	0.9%
Any Other	63	31.7%	66.7%	1.6%	1.8%	0.2%
Not Stated or Refused	133	44.4%	34.6%	21.1%	3.9%	0.00%
Total	**3,448**	**45.4%**	**52.4%**	**2.2%**	**100.0%**	**100.0%**

16
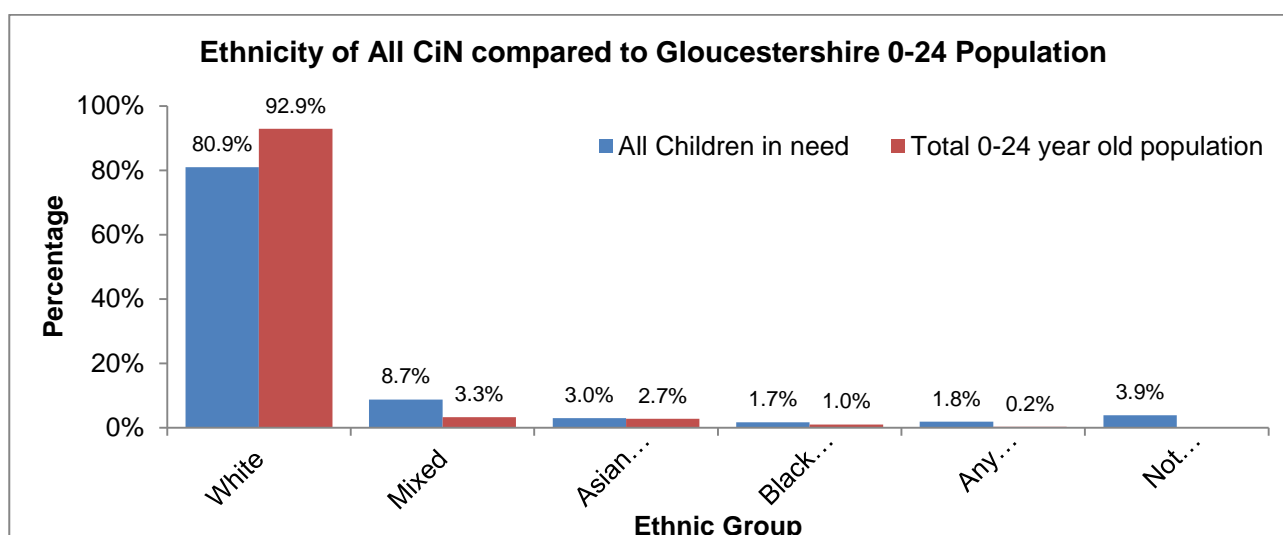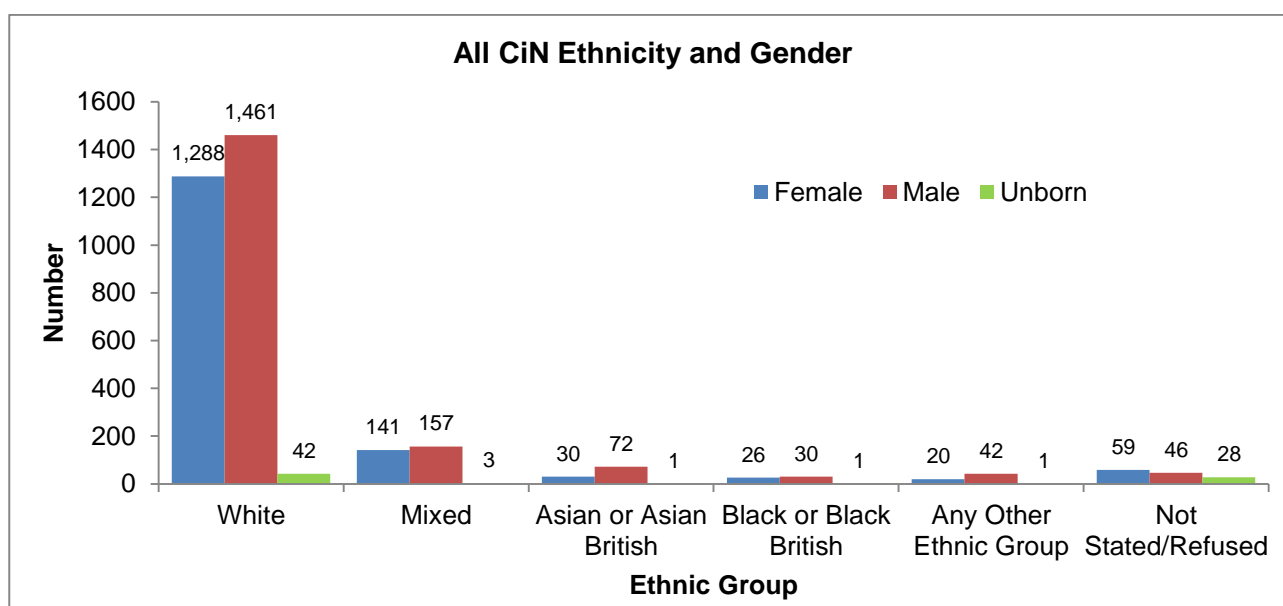
Disability and Gender

	Total	Dec 16 % Female	Dec 16 % Male	Dec 16 % Unborn	% Total Dec 16	Glos 0-24 Pop
No Disability	3,213	46.6%	51.0%	2.4%	93.2%	96.3%
With Disability	235	28.5%	71.5%	0.00%	6.8%	3.7%
Total	3,448	45.4%	52.4%	2.2%	100.0%	100.0%

All CiN with a Disability by Age
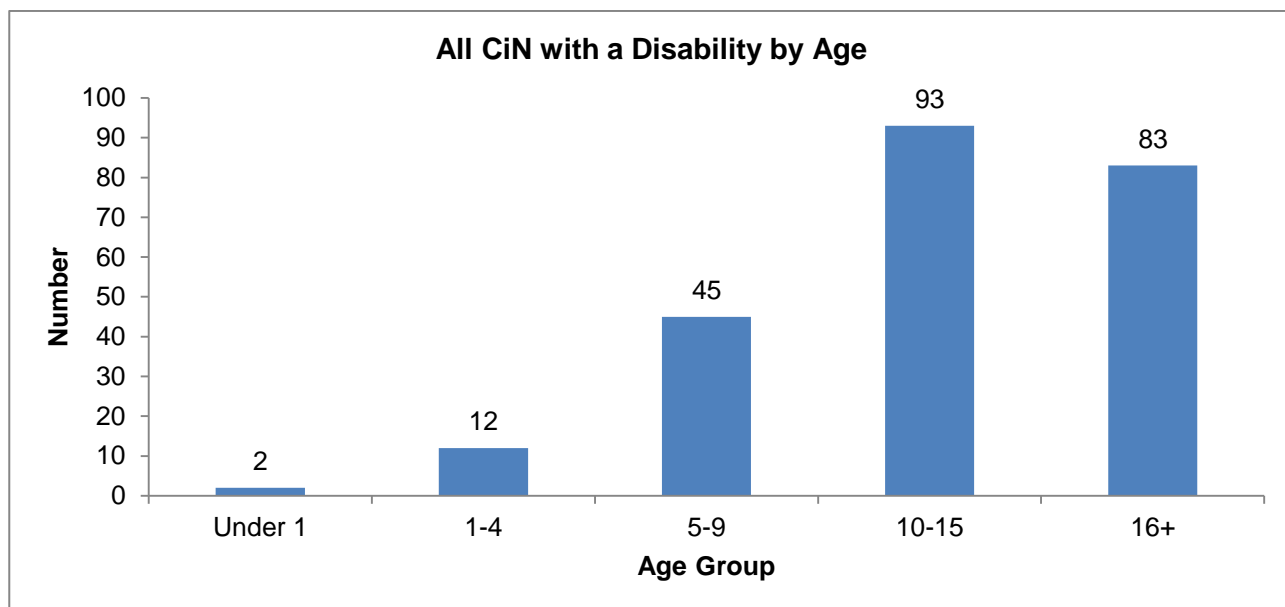
What does the data tell us?

- The largest proportion of all children in need (29.4%) is aged between 10 and 15.
- 45.4% of all children in need are female, and 52.4% are male (the remaining 2.2% of children are unborn).
- There has been a 3.4% increase in the number of all children in need since last year, with the largest increase of 22.1% in those aged 16 and over.
- 15.2% of all children in need are from Black and Minority ethnic groups compared with 7.1% of the Gloucestershire 0-24 population.
- The number of all children in need who are disabled has remained fairly static with a small increase of 13 children.
- There are a larger proportion of all children in need with a disability, 6.8% compared to the Gloucestershire 0-24 population (3.7%).
- Of all disabled children in need, 71.5% are males and 28.5% are female.
- The largest proportion of disabled children in need are aged between 10 and 15 years old (39.6%) and 35.3% are aged 16 or over.

Schools

The following information is derived from the January 2016 school census. This information will only cover children attending a maintained Gloucestershire school or Academy and will include children resident in other counties/authorities. It will not include information on children resident in Gloucestershire but attending schools elsewhere.

Gender – All Schools

	Girls		Boys		Total	Change from 2015
	Number	**%**	**Number**	**%**		
Primary	22,407	49.2%	23,138	50.8%	45,545	+1,065
Secondary	18,803	49.8%	18,985	50.2%	37,788	-170
Special	292	27.1%	784	72.9%	1,076	-14
Total	**41,502**	**49.2%**	**42,907**	**50.8%**	**84,409**	**+881**

Special Educational Needs (SEN) across all Schools

	EHCP*		No Special Provision		SEN Support		Total
	Number	**%**	**Number**	**%**	**Number**	**%**	
Primary	645	1.4%	38,575	84.7%	6,325	13.9%	45,545
Secondary	589	1.6%	33,628	89.0%	3,571	9.5%	37,788
Special	1,038	96.5%	0	0.0%	38	3.5%	1,076
Total	**2,272**	**2.7%**	**72,203**	**85.5%**	**9,934**	**11.8%**	**84,409**
Change from 2015	-59	-0.1% points	+1650	+1.1% points	-710	-1.0% points	+881

*EHCP – Education, Health and Care Plan

Ethnicity (pupils aged 5+)

Ethnicity*	Primary	Secondary	Special	Total		Change from 2015
				Number	**%**	
White (all)	34,860	34,263	871	69,994	90.3%	+444
Mixed	1,743	1,361	42	3,146	4.1%	+8
Asian or Asian British	1,151	1,175	27	2,353	3.0%	+362
Black or Black British	549	441	25	1,015	1.3%	+112
Other Ethnic group	102	120	8	230	0.3%	-163
Not Stated/refused	339	428	27	794	1.0%	+27
Total	**38,744**	**37,788**	**1,012**	**77,532**	**100%**	**+790**

*Does not include figures where the total number in a category is less than 5

What does the data tell us?

- The gender split between girls and boys in primary and secondary schools generally reflects that of the population; however there remain significantly more boys than girls receiving services and support in our special schools.
- Comparing January 2016 data to January 2015, there has been an overall increase of 881 children:
  - the most noticeable change is in primary School where pupil numbers increased by 1,065. This is made up of 488 girls and 577 boys;
  - there has been a small decrease of 14 in the number of pupils attending special Schools; and
  - the number of children attending secondary School has decreased by 170, of which, 71 are girls and 99 are boys.

- 85.5% of children have no special provision and attend either primary or secondary schools.
- 11.8% of children are receiving SEN support; of which 63.7% are in primary schools, 36.0% are in secondary schools and 0.4% is in special schools.
- 2.7% of all pupils have an EHCP; of which 45.7% attend special schools, 28.4% are in primary school and 25.9% are in secondary school.
- The overall ethnic breakdown of pupils has remained broadly the same as 2015 however there has been a slight increase in the percentage of Asian or Asian British and Black or Black British pupils and a slight decrease in all other categories.

School Exclusions

Gloucestershire County Council does not have control over the decisions that schools make to exclude pupils from school. Regardless of the type of school, they all follow the Department for Education (DFE) guidance.

The Local Authority alert schools to their responsibilities and helps them understand their accountabilities and duties. We also provide them with sources of support which help prevent exclusions being made.

It should be noted that the following information includes data from Academy schools:
- there were 138 permanent exclusions during 2015/16 academic year; and
- permanent exclusions increased by 20% (23 pupils) compared to 2014/15.

In comparison to our statistical neighbours (2014/15 figures) Gloucestershire schools (collectively) recorded the highest rate of permanent exclusions. Our schools permanently excluded 0.13% of the school population compared to the national average of 0.07% and our statistical neighbours' average of 0.05%. The interim rate for Gloucestershire schools for 2015/16 is at 0.16%.

There were 3,539 fixed period exclusions during 2015/16 academic year, an increase of 18% (538 exclusions) compared to 2014/15 of these:
- Special school exclusions have decreased by 18% (16 exclusions);
- Primary school exclusions have increased by 13% (72 exclusions);
- Secondary school exclusions have increased by 21% (482 exclusions);
- 438 pupils had three or more exclusions in the year;
- 97 pupils had over five exclusions in the year; and
- 14 pupils had 10 or more exclusions in the year.

Gloucestershire 2015/16	National 2014/15
43.0% of permanently excluded pupils (59 pupils) were on the special educational needs (SEND) code of practice.	56.0% of permanently excluded pupils were SEND
12.0% of permanent exclusions (16 pupils) had a statement of special educational needs.	6.0% of permanently excluded pupils had statements
51.0% of fixed period exclusions (1,534 exclusions) were SEND and 10.0% (298 exclusions) had a statement of special educational needs.	51.0% of fixed period exclusions were SEND and 11.0% had a statement of special educational needs.

Pupils with a black or travelling background continue to receive a disproportionate number of fixed period exclusions when compared with their school ethnic population
- 9.9% of 'Black Caribbean' pupils (28 pupils) were excluded compared with 2.0% of 'White-English' pupils.
- 6.9% of Gypsy/Roma pupils (14 pupils) were excluded.

Nationally, in 2014/15, 2.2% of the school population excluded was 'White British' compared to 5.7% of 'Black Caribbean' heritage and 8.0% 'Gypsy/Roma'.

Persistent disruptive behaviour accounted for 57.0% of all permanent exclusions (78 exclusions) and 40.0% of total fixed period exclusions (1,422 exclusions).

Permanent exclusions:
- physical assaults against adults accounted for 12.0% of all exclusions (16 exclusions); and
- physical assaults against pupils accounted for 9.0% of all exclusions (13 exclusions).

Fixed period exclusions - in comparison with 2014/15:
- Primary school exclusions for physical assaults against adults decreased by 21.0% (34 exclusions).
- Secondary school exclusions for persistent disruptive behaviour have increased by 34.0% (295 exclusions).
- Primary school exclusions for persistent disruptive behaviour have increased by 26.0% (52 exclusions).

The following are areas for review:
- Numbers of all exclusions, particularly primary exclusions.
- Comparison between Gloucestershire and our statistical neighbours.
- Numbers of Children in Care pupils permanently excluded (and then rescinded).
- Percentage of exclusions with statements of special educational needs/EHC Plans.
- The number of pupils with a black background or of travelling heritage receiving fixed period exclusions.
- Percentage of permanently excluded pupils in receipt of free school meals (40.0% of all excluded pupils).
- Numbers of pupils permanently excluded with an open Social Care referral.
- Number of pupils voluntarily moving schools following a number of fixed-term exclusions who would have otherwise been likely to be permanently excluded.
- Number of pupils being home-educated following a number of fixed-term exclusions who would have otherwise been likely to be permanently excluded.

Gloucestershire County Council has worked closely with Head Teachers and with governors to alert them to the issues related to exclusion and to ensure that all schools are aware of the profile of Gloucestershire when compared with other local authorities. Officers are working with the Head Teacher associations to review provision and fair access. Advisers are also working with individual schools to support proactive strategies that are designed to provide early preventative measures where pupils are at risk of exclusion. This includes targeted use of funding such as the Pupil Premium to support pupils' engagement with school.
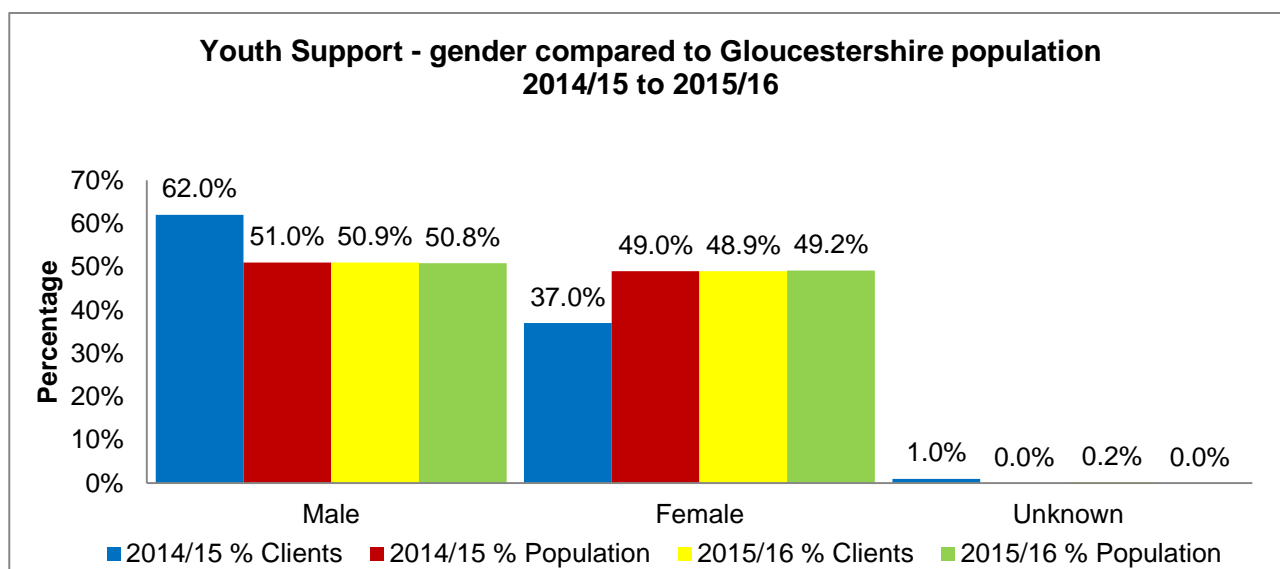
Gloucestershire Youth Support Team

Gloucestershire Youth Support Team (Y S T) provides a range of services targeted at vulnerable young people. These services are aimed at young people aged 10-19 years old (or up to 25 years if special needs or Care Leavers).

The figures below are taken from a snapshot of caseloads from October 2016. There were 982* young people on the YST caseload. This caseload figure does not include 11+ Children in Care and Care Leavers.

*Please note – there will be duplicate young people in the data as they may be open to multiple parts of the service at the same time. Duplicates within the same area of work have been removed.

Gender	Oct 16 %	% Gloucestershire 10-24 population
Male	50.9%	50.8%
Female	48.9%	49.2%
Unknown	0.2%	N/A

Age range	% of clients
11-13 years	6.3%
14-16 years	30.5%
17-19 years	54.2%
20 years+	9%

The graph shows the percentage of Gloucestershire's population accessing Youth Support services for each of the age bands.

Youth Support - ethnicity compared to Gloucestershire population 2014/15 to 2015/16

Legend: ■ 2014/15 % Clients ■ 2015/16 % Clients ■ 11-24 population

White British: 77.0%, 82.0%, 90.6%
White Other: 6.0%, 10.0%, 3.1%
All Other Ethnicities: 17.0%, 8.0%, 6.3%

Y-axis: Percentage
X-axis: Ethnic Group
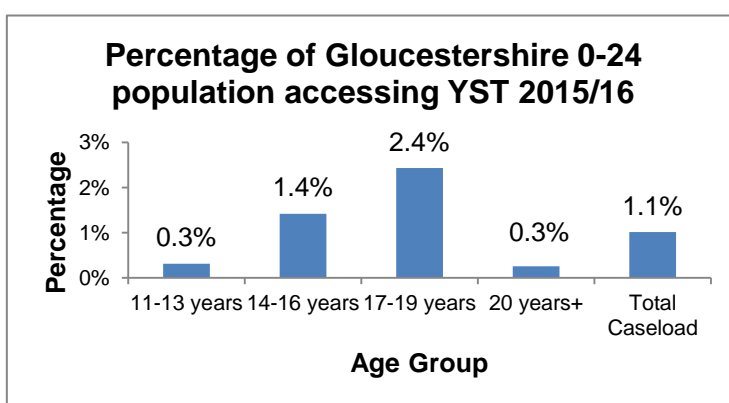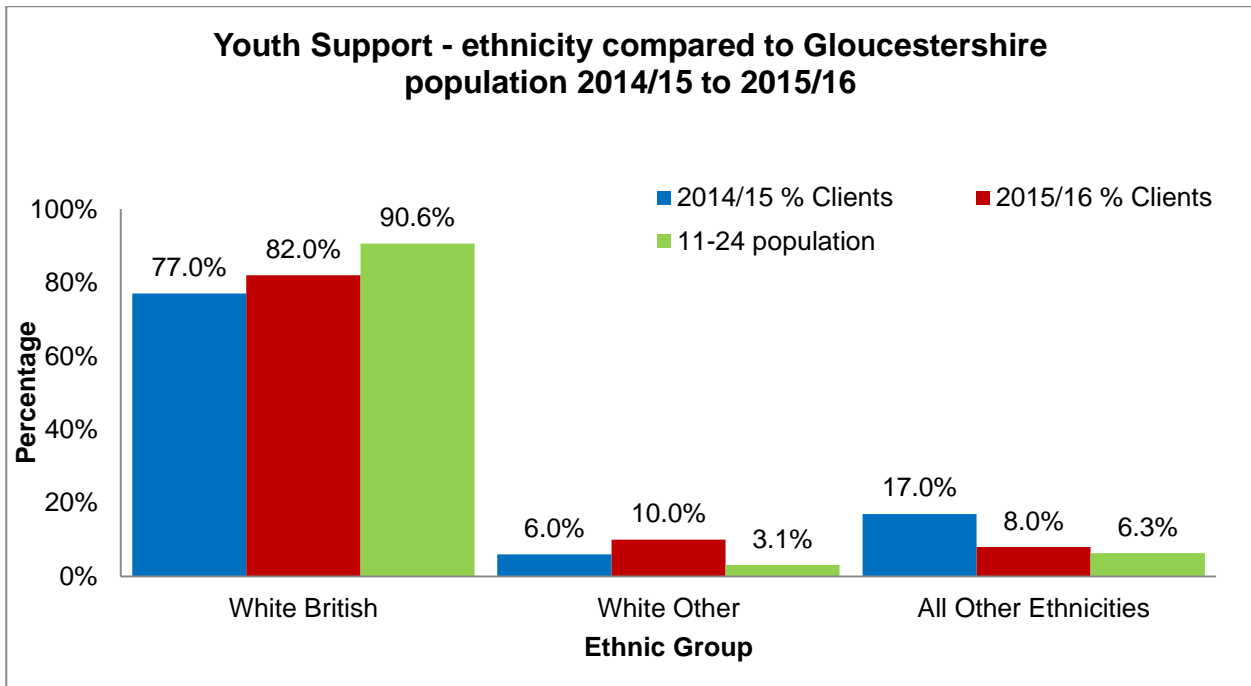
What does the data tell us?*

- In 2014/15 the majority of young people accessing YST were males (62.0%); significantly higher than the percentage of males in the 10-24 Gloucestershire population (51.0%). In 2015/16 the gender split between males and females accessing the services reflected that of the 10-24 aged population.
- The largest age range accessing the service was 17-19 year olds (54.2% of clients) whereas in 2014/15 this was the 14-16 age range.
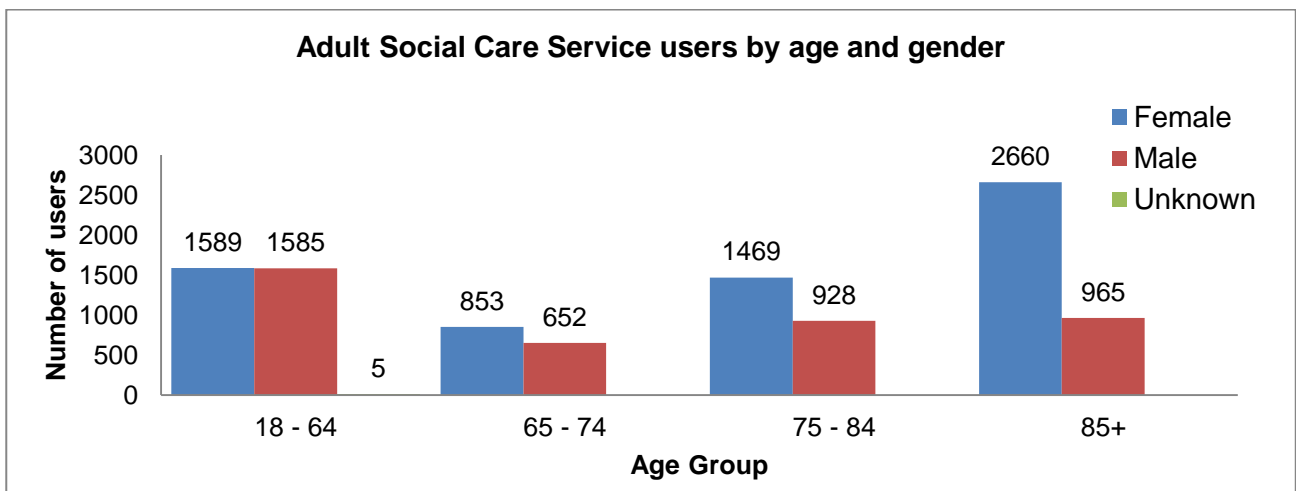- 92.0% of clients accessing the service are White or White Other which is below the proportion of the White or White other 10-24 Gloucestershire population (93.7%).

Please note - The above comparisons are just an indication as the data will contain duplicate young people.

Adult Social Care

The data presented below is a snapshot of the number of adult social care service users as of 31 March 2016.

Adult Social Care Service users by age and gender

Legend: ■ Female ■ Male ■ Unknown

18 - 64: Female 1589, Male 1585, Unknown 5
65 - 74: Female 853, Male 652
75 - 84: Female 1469, Male 928
85+: Female 2660, Male 965

Y-axis: Number of users
X-axis: Age Group

Gender of Adult Social Care Service user by age group compared to Gloucestershire population

Legend: % Female users | % Male users | % Female population | % Male population

Client Group and Age

Client Group	Service Users	% of Service Users
Learning Disabilities	1,511	14.1%
Mental Health	190	1.8%
Older People	7,309	68.3%
Physical Disabilities	1,696	15.8%
Total	**10,706**	**100%**

Age	Service Users	% of Service Users
18-64	3,179	29.7%
65-74	1,505	14.1%
75-84	2,397	22.4%
85+	3,625	33.8%
Total	**10,706**	**100%**

Adult Social Care Users

Legend: Users as a percentage of the overall Glos population | Users as a percentage of population with a long-term health problem or disability

Ethnicity

Ethnicity of Adult Social Care Service users compared to Gloucestershire population

Bar chart comparing % Users (blue) to % Gloucestershire 18+ pop (red) by Ethnic Group:
- White: 86.1% / 96.2%
- Not Stated/Refused: 11.6% / 0.0%
- Black or Black British: 1.1% / 0.8%
- Asian or Asian British: 1.0% / 1.9%
- Mixed: 0.2% / 0.9%

Religion

Religion	Number of clients	% of clients
Church of England	3,894	36.4%
Atheist/None	712	6.7%
Roman Catholic	444	4.2%
Christian	305	2.9%
Methodist	148	1.4%
Baptist	87	0.8%
Muslim	54	0.5%
Jehovah's Witness	46	0.4%
Church of Scotland	34	0.3%
Protestant	25	0.2%
Agnostic	22	0.2%
Pentecostal	21	0.2%
Hindu	20	0.2%
Spiritualist	14	0.1%
Quaker	10	0.1%
Buddhist	9	0.1%
Seventh Day Adventist	9	0.1%
Jewish	8	0.1%
Greek Orthodox	6	0.1%
Mormon	6	0.1%
Free Churches	5	0.1%
Not Known	4,706	44.0%
Other*	121	1.1%
TOTAL	**10,706**	**100%**

*Includes religions with less than 5 clients

What does the data tell us?

- 61.4% of service users are female which is significantly higher than the percentage of adult females in Gloucestershire (51.5%).
- However, the highest number of service users are in the age 85+ category (33.9%), and of these 73.0% are female so the percentage of female service users is not unexpected based on the average life expectancy of females being longer than males (83.7 years compared to 80.1 years).
- 56.2% of service users are aged 75 or over and 69.0% of these are female.
- 86.2% of adult social care users are from a White background compared to 96.2% of the Gloucestershire population, however the ethnicity of 11.6% of service users is not known.
- The percentage of Black or Black British service users (1.1%) is slightly above the percentage for Gloucestershire as a whole (0.8%). However the percentage of Asian users (1.0%) is slightly below the respective percentage (1.9%).

**Building Better Lives – Enhanced Enablement**

Enhanced Enablement is a single, joined up, all-age and integrated disability resource at the front door of the Council. Service users are referred to Enhanced Enablement via the normal Learning Difficulties social care channels.

The objective is to focus on what people's strengths and skills are at the front door and to build on these, minimising resources and reliance on services. One aspect of the Enhanced Enablement service aims to increase employment rates for people with a disability.

Work Clubs provide help with CVs, job applications and interview skills to help people with disabilities or health conditions find sustainable paid work. They also provide career help to identify skills and job goals, improve confidence, manage anxiety and overcome barriers.

The following data is a snapshot of the age, gender and ethnicity of the 135 service users as at 31 March 2016:

Service Users by Age and Gender

Ethnicity of Service Users
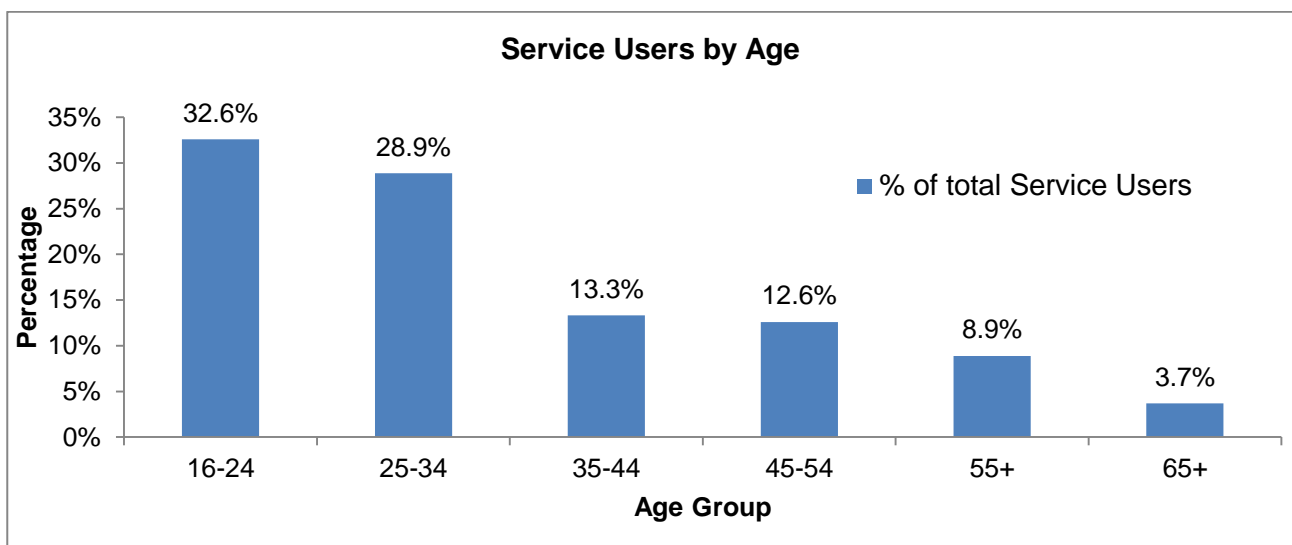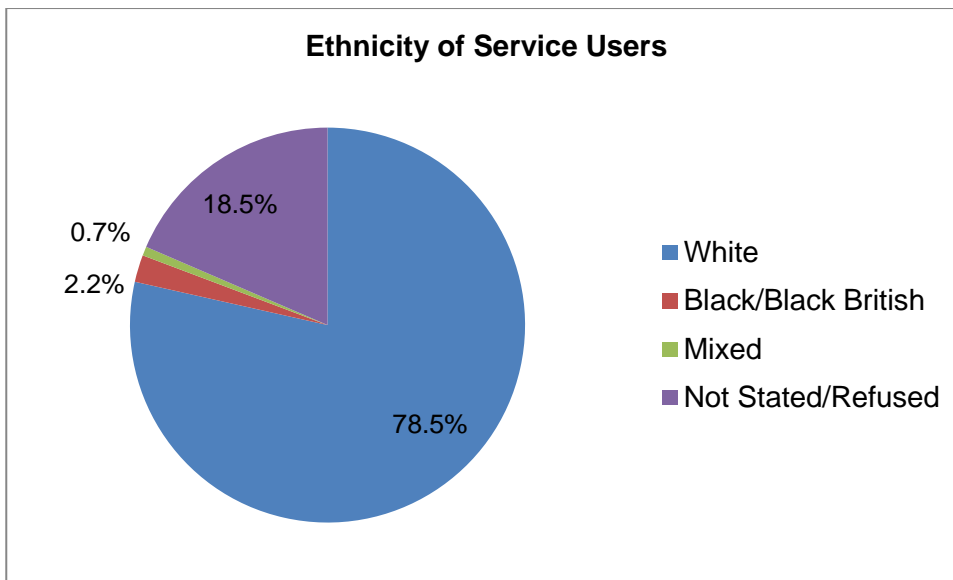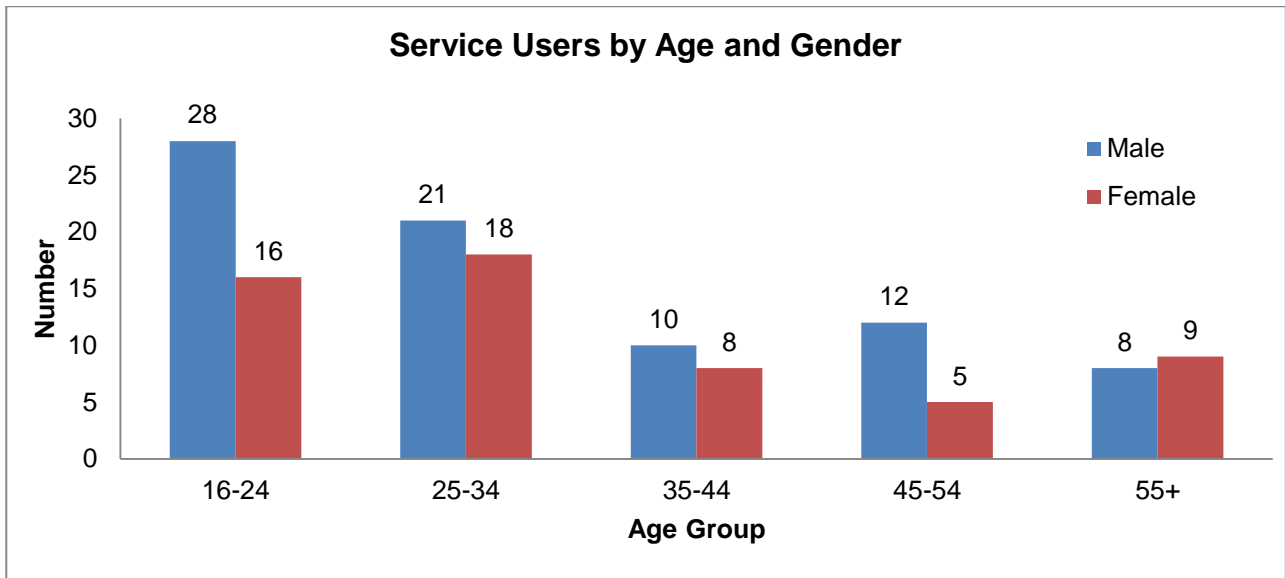
What does the data tell us?

- 61.5% of service users are aged between 16 and 34.
- 58.0% of service users are male, which is the same level as 2015.
- Most people accessing the service are from a White background, with 2.9% from Black and Minority ethnicities (up from 1.8% in 2015), however 18.5% of users did not state or refused to give their ethnicity.

Gloucestershire Welfare Support Scheme

The Gloucestershire Welfare Support Scheme supports those most in need, providing one-off practical support or other forms of assistance to those people meeting the eligibility criteria. The scheme is based on having no cash payments, making the best use of recycled goods and food deliveries and provides for:

- People moving into or remaining in the community (for example moving out of residential or institutional care to live independently, people being resettled, and people who need help to stay in their own home and not go into residential care or hospital).

- Families and vulnerable individuals facing exceptional pressure and/or fleeing domestic abuse.

Overview of Service Users – covering the period 1 April to 30 November 2016

Gender - estimates from household information collected from award recipients indicates that the gender of recipients of both care and crisis awards is consistent with the Gloucestershire adult population (51.5% female and 48.5% male).

Age - comparison of the age profile between the County's adult population and recipients of Gloucestershire Welfare Scheme indicates:
- That people aged 16-44 are highly represented in the award process accounting for 71.4% of care awards and 72.7% of crisis awards compared to 41.4% of the population.
- The representations are particularly high among the 16-34s in crisis and care awards.

By contrast, the number of recipients aged 55+, and in particular the 65+, is lower than their representation in the population, this could be due to additional forms of assistance being available for older people.

Disability - information on the ill health and/or disability of Gloucestershire Welfare Scheme award recipients was collected under the categories of 'disabled', 'chronically sick,' terminally ill', 'learning disability' and 'mental health'. Data from these categories was combined and compared to the prevalence of disability or limiting long term illness recorded in the 2011 Census. The comparison indicates that 22.4% of recipients of crisis award have a disability, compared to 19.0% of the population.

Transport – Blue Badge Users

The Blue Badge scheme is designed to give registered severely visually impaired people and those who are unable or virtually unable to walk the ability to park close to the facilities and services they need to use, so as to improve their lifestyle, independence and freedom of choice.

Who is eligible for a badge?

Under current regulations governing the scheme, badges may be issued without further assessment to disabled people if they:
- Receive the higher rate of the mobility component of Disability Living Allowance (DLA) (help with getting about).
- Receive eight points or more under the 'moving around' activity of the mobility component of Personal Independence Payment (PIP).
- Are registered severely sight impaired.
- Receive a War Pensioners Mobility Supplement.
- Receive an Armed Forces Compensation Award.

Other people may be issued a badge if their disability is permanent and substantial and causes inability to walk or very considerable difficulty in walking

Children under three years of age

Children under three years of age may be eligible for a badge if they need to have bulky medical equipment with them at all times, such as an oxygen supply, or if they have a specific condition which may require them to be near a vehicle, either to receive treatment in the vehicle, or be transported quickly to a place where they can be treated, such as hospital.

The following graphs show blue badge users by different characteristics. The data used has been captured from application forms.

Age of Blue Badge users compared to Gloucestershire population

Gender of Blue Badge users compared to Gloucestershire population

Ethnicity of Blue Badge users compared to Gloucestershire population

Blue Badge users by client group

- Older People
- Physical disability
- Learning difficulties
- Mental Health
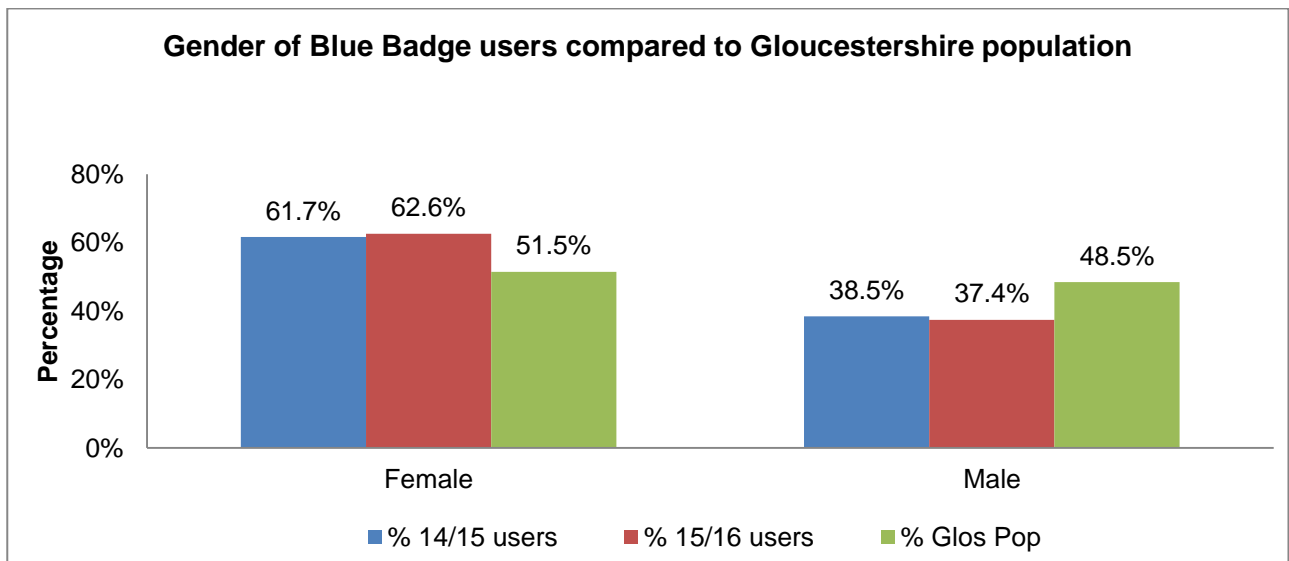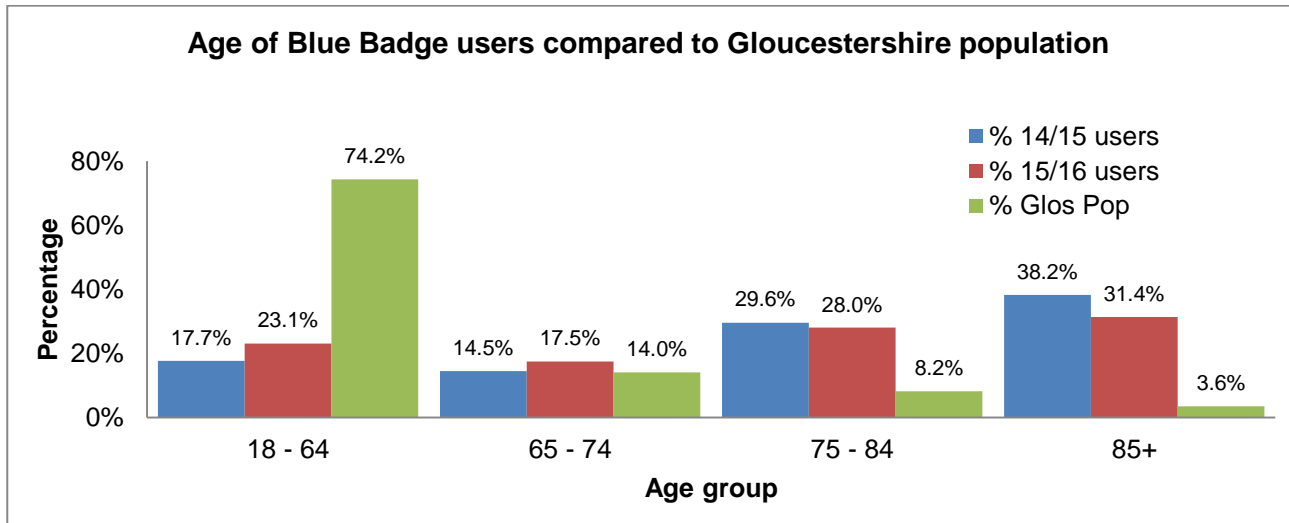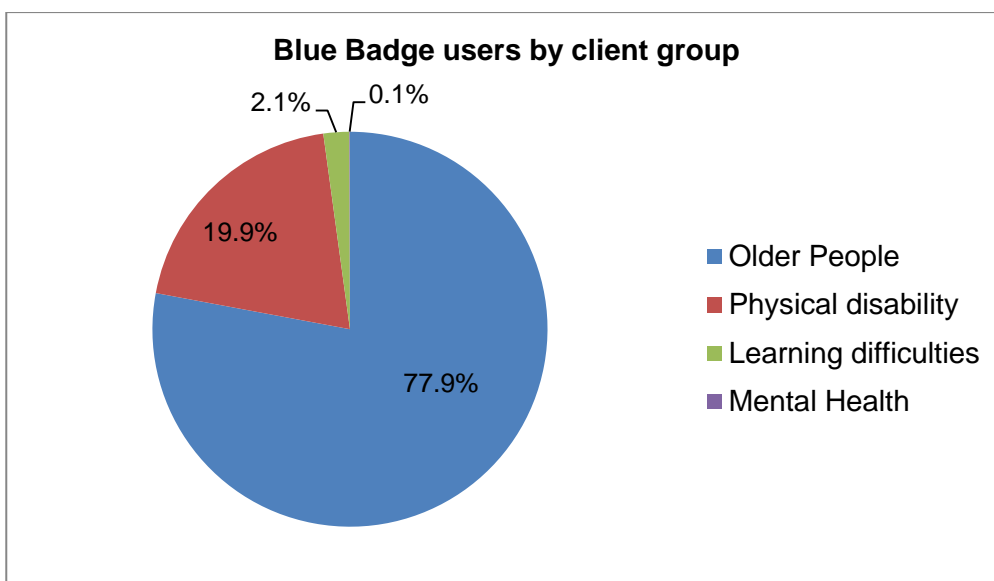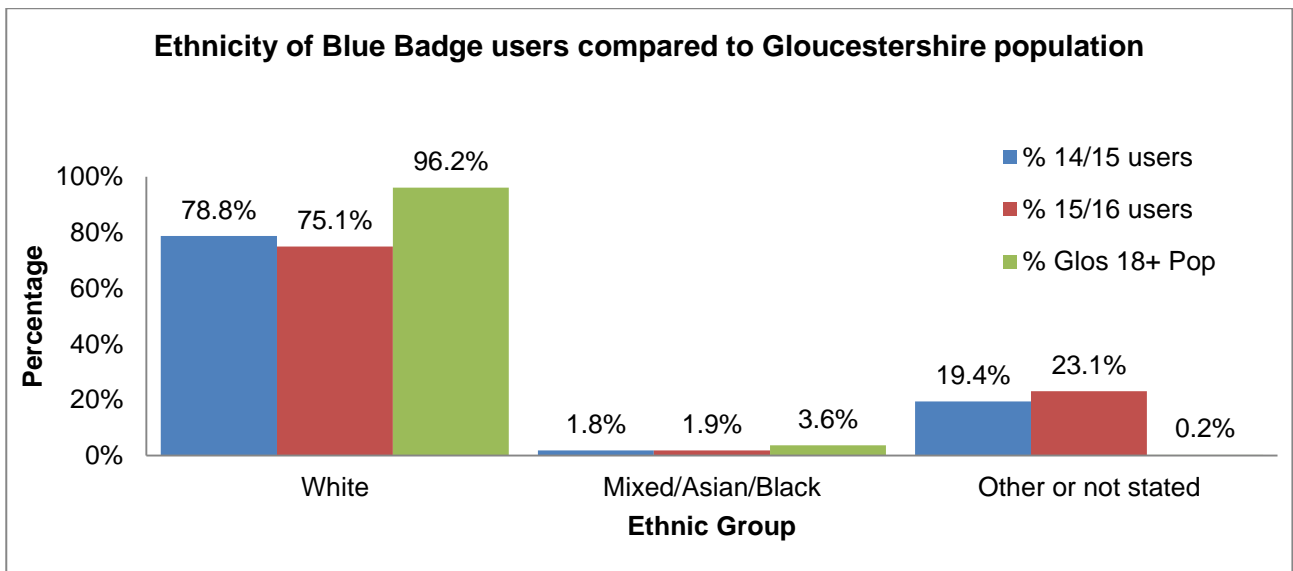
What does the data tell us?

- 4.6% of the overall Gloucestershire population are badge holders – this is above the overall England level (4.2%) but below the South West level (5.2%). This could be as the percentage of retired people (aged 65 and over) is Gloucestershire is 20.55% of the population, compared to 17.9% in England and 22.8% in the South West.
- 77.9% of blue badge users are aged 65 and over, whereas this age group accounts for 25.7% of the Gloucestershire adult population.
- 62.6% of users are female, compared to 51.5% of the Gloucestershire adult population.
- 1.9% of users are from Black and Minority Ethnic communities, compared to 3.6% of the Gloucestershire adult population, however, the ethnicity of 23.1% of users is not known.

Gloucestershire Stop Smoking Service

The Gloucestershire NHS Stop Smoking Service (GSSS) is part of a multifaceted approach to reduce the prevalence of smoking by helping tobacco users to quit, improving their health outcomes and those of others by reducing exposure to second-hand smoke. Below is an analysis of clients accessing the GSSS in 2015/16:

Quit rates per age group

Age group	No setting a quit date			No. quit at 4 weeks			% quit at 4 weeks		
	13/14	14/15	15/16	13/14	14/15	15/16	13/14	14/15	15/16
< 18	69	50	48	24	12	17	34.7%	24.0%	35.4%
18-34	1,626	1,217	1060	907	653	558	55.8%	53.7%	52.6%
35-44	1,121	929	738	683	537	419	60.9%	57.8%	56.8%
45-59	1,567	1,223	1165	1,002	701	679	63.9%	57.3%	58.3%
60+	997	897	747	686	579	461	68.8%	64.5%	61.7%
Total	5,380	4,316	3,758	3,302	2,482	2,134	61.4%	57.5%	56.8%

Gender quit rates

	No. setting a quit date			No. quit at 4 weeks			% quit at 4 weeks		
	13/14	14/15	15/16	13/14	14/15	15/16	13/14	14/15	15/16
Male	2,517	2,008	1,725	1,587	1,170	1,019	63.1%	58.3%	59.1%
Female	2,863	2,308	2,033	1,715	1,312	1,115	59.9%	56.8%	54.8%
Total	5,380	4,316	3,758	3,302	2,482	2,134	61.4%	57.5%	56.8%

Source: Health and Social Care information Centre (HSCIC) website http://www.hscic.gov.uk

Ethnicity quit rates

Ethnicity	No. setting a quit date	% of total number setting a quit date	No. successfully quit at 4 weeks / (quit rate)	% overall Gloucestershire Population
White	3,578	95.2%	2,016 (56.3%)	95.4%
Asian/Asian British	22	0.6%	13 (59.1%)	2.1%
Black/Black British	22	0.6%	14 (63.6%)	0.9%
Mixed	41	1.1%	26 (63.4%)	1.4%
Other	13	0.3%	8 (61.5%)	0.2%
Not stated	82	2.2%	57 (69.5%)	0%

Source: Health and Social Care information Centre (HSCIC) website http://www.hscic.gov.uk

Pregnant Women

During 2015/16, 585 pregnant women were referred to GSSS for support to quit smoking, 198 of those referred went ahead to set a quit date and of them 123 went on to successfully quit smoking (62.1% quit rate).

Mental Health

In 2015/16, GSSS supported 212 people with a mental health condition through a quit attempt. Of these, 139 (65.6%) successfully quit.

What does the data tell us?

- The majority of quitters setting a quit date were within the 45-59 age group (31%) followed by the 18-34 age group (28.2%).
- 59.1% of males quit compared to 54.8% of females.
- The 60+ age group had the highest success rate.
- The overall quit rate shows a continuing annual decrease from 61.4% in 2013/14 to 56.8% in 2015/16.
- 308 more females than males attempted to quit smoking with support from the GSSS, and 96 more females than males had quit at four weeks.
- 95.2% of those setting a quit date were White with 2.6% coming from Black and Minority Ethnic communities, however 2.2% of quitters did not state their ethnicity.

Approved Mental Health Professionals (AMHPs)

Most people who experience mental or emotional distress manage at home, possibly with support from their family and friends, and the help of the primary care health services linked with their General Practitioners and community mental health teams.
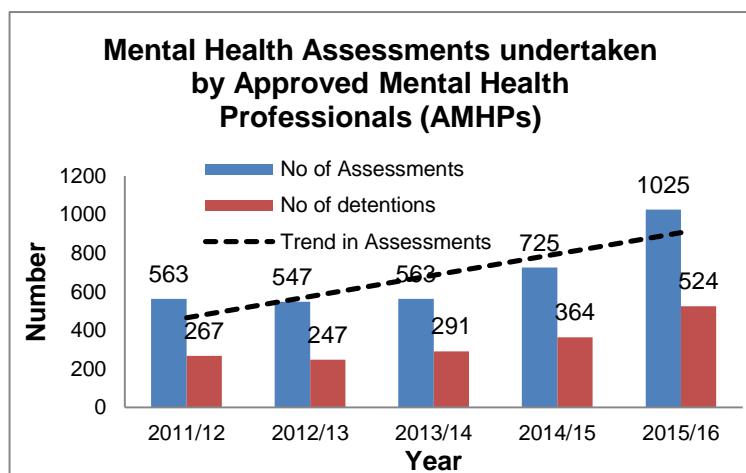
Sometimes however, it is not possible to provide care and treatment at home and this may lead to people being admitted to mental health hospitals. Many of these admissions take place on a voluntary basis, with the agreement of the patients. However, if a person

- is suffering from a mental disorder; and
- is at significant risk in terms of their own health or safety; and/or
- presents a risk to others due to their mental health state; and
- is refusing hospital admission and/or treatment where needed;

an assessment under the Mental Health Act (MHA) may be requested and this could result in them being detained under the Act against their will.
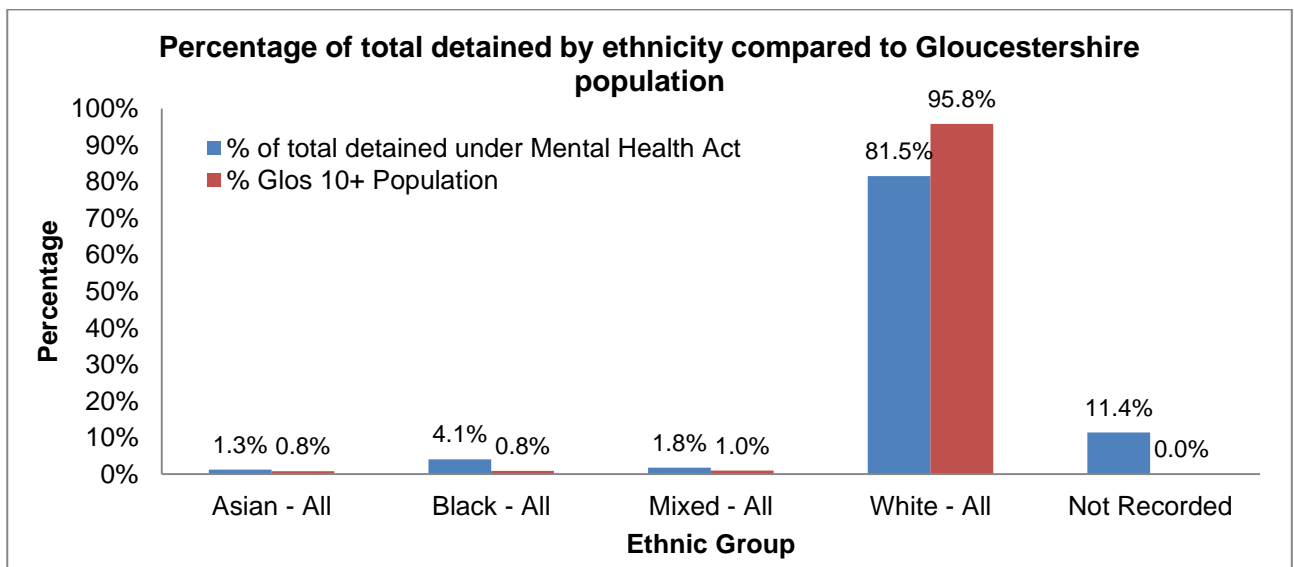
The Local Authority is responsible for ensuring sufficient numbers of competent Approved Mental Health Professionals (AMHPs) are available to provide a 24/7 service in order to respond to request for MHA assessments. AMHPs are, in the main, Social Workers.

The AMHP undertakes a Mental Health Act Assessment with a doctor and in 2015/16 AMPHs carried out 1,025 assessments for 777 unique patients. This was a 41% increase in assessments from 2014/15, resulting in 524 detentions under the Mental Health Act (51% of all assessments).

Mental Health Assessments undertaken by Approved Mental Health Professionals (AMHPs)

Year	No of Assessments	No of detentions
2011/12	563	267
2012/13	547	247
2013/14	563	291
2014/15	725	364
2015/16	1025	524

Following a Mental Health Act assessment, if someone is detained or sectioned under the act this means the individual will be admitted into hospital for treatment as a result of a mental disorder.

Client Age, Gender and Ethnicity

Percentage of AMHP unique Users by Age 2015/16

Legend:
- % of total AMPH Clients
- % of Glos population (aged 10+)
- % of total detained

AMHP Users by Gender 2015/16 (unique individuals)

	Female	Male
% of total AMPH Clients	47.9%	52.1%
% of Glos 10+ population	51.0%	49.0%
% of total detained under MHA	47.7%	52.3%

Percentage of total detained by ethnicity compared to Gloucestershire population

Legend:
- % of total detained under Mental Health Act
- % Glos 10+ Population

Ethnic Group	% of total detained under Mental Health Act	% Glos 10+ Population
Asian - All	1.3%	0.8%
Black - All	4.1%	0.8%
Mixed - All	1.8%	1.0%
White - All	81.5%	95.8%
Not Recorded	11.4%	0.0%

What does the data tell us?

- There were a greater proportion of men (52.1%) needing a Mental Health Act Assessment when compared to the overall proportion male population (aged 10+) in Gloucestershire (49.0%).
- The gender split of those detained under the Mental Health Act is in line with the overall Gloucestershire population gender split.
- The highest proportion of clients (22.9%) came from the 20-29 age group and the highest proportion of those detained also came from this age group (17.8%); The Mental Health Act 2007 included major amendments to the existing 1983 Act including giving Police new powers to transfer people between places of safety under Section 136. In 2015/16 Gloucestershire Police used Section 136 on 485* occasions (a 29.0% increase from 2014/15) and, on 46 occasions, individuals were initially taken to police cells as a place of safety.
- 81.4% of those detained were White with other ethnicities accounting for 7.2% of those detained. However the ethnicity of 11.4% of those detained was not recorded. This is an area that should show improvement in 2016/17 as a result in improvement to recording systems.

*Source: National Police Chiefs' Council -
http://www.npcc.police.uk/documents/S136%20Data%202015%2016.pdf

Better 2 Work Vocational Service

The Better2Work Vocational Service provides an evidence based employment service for people in Gloucestershire experiencing significant mental health problems. The aims are employment retention, and obtaining paid employment for Service Users.

The service is based on 'The Individual Placement and Support' (IPS) model for employment. The IPS program is a supported employment service that helps service users in community mental health services become part of the competitive labour market. Research has shown that people who obtain employment through IPS services have improved self-esteem, improved quality of life, and experience reduced symptoms.

Overview of Service Users
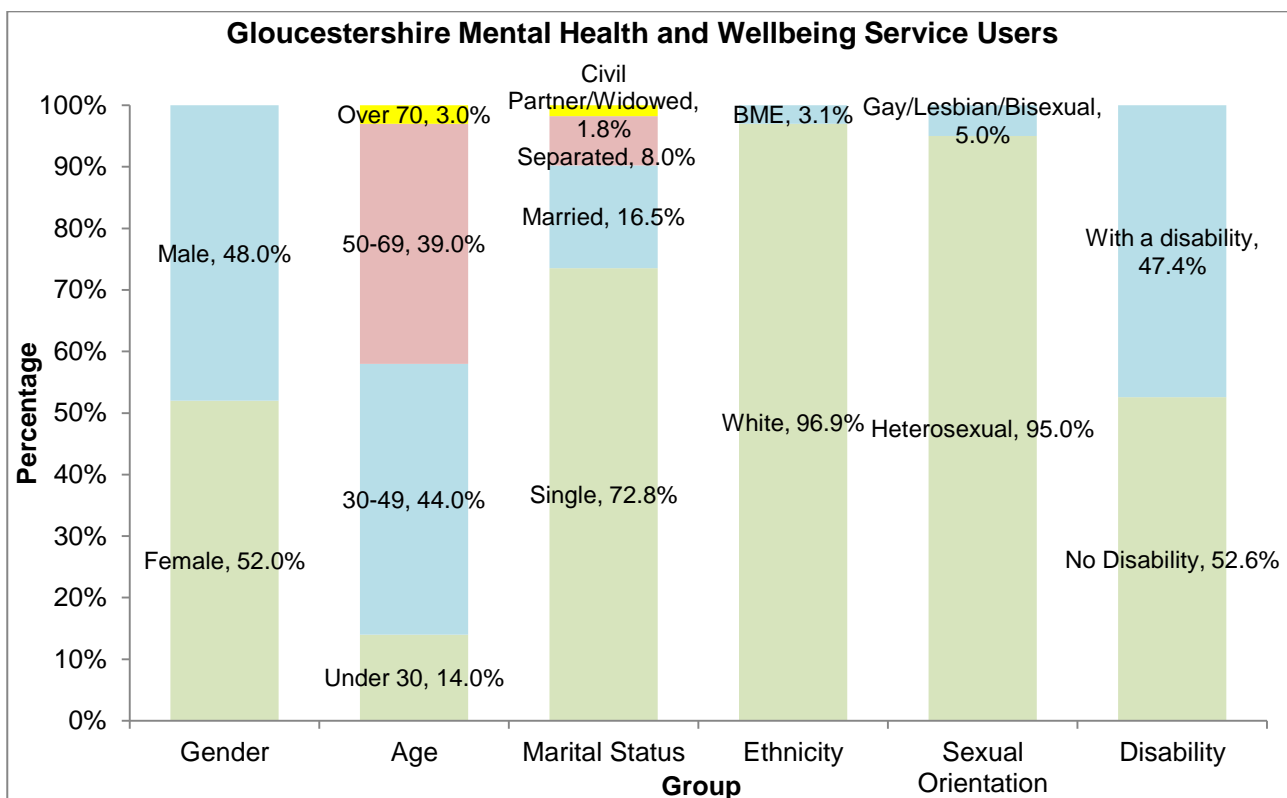

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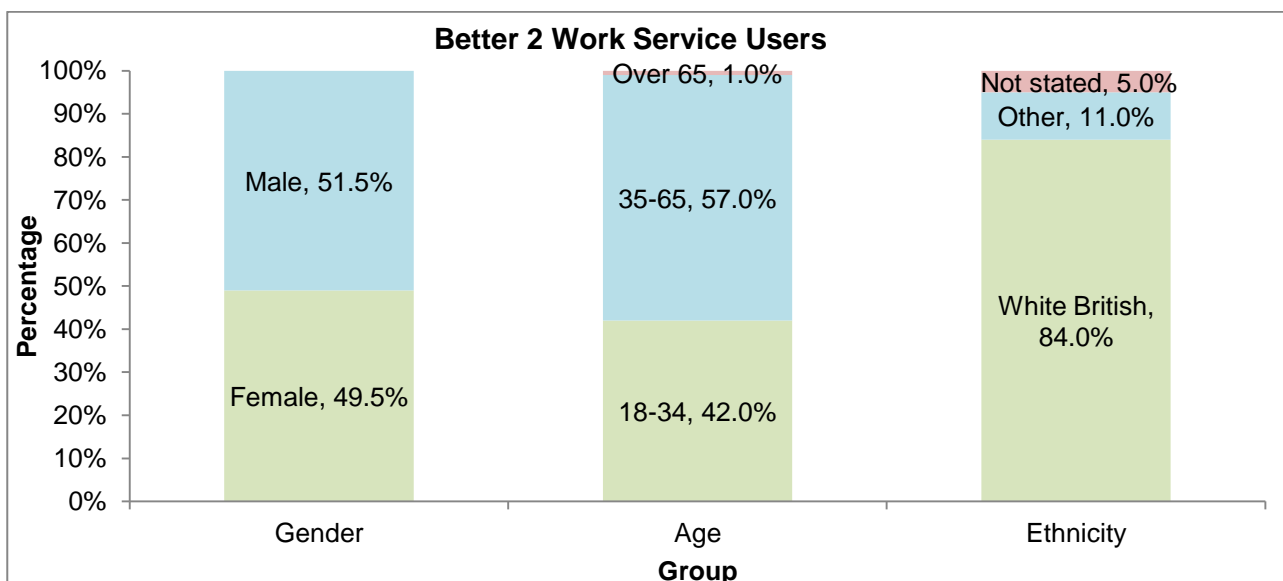
What does the data tell us?

- The gender split and ethnicity of those using the service is broadly in line with the respective Gloucestershire population proportions.
- 84.0% of service users were White British which is below the proportion of this group in the Gloucestershire Adult population.

Gloucestershire Mental Health and Wellbeing Service

The Wellbeing Service is provided by the Independence Trust, to provide support during recovery to people living with a mental health problem, by helping them to improve social functioning, control their own support, and live independently.

Protective characteristics data is collected via three localities across the county. The response rate to age and gender questions is around 98.0-100.0%, whereas the response to questions about more sensitive personal information – ethnicity, sexual orientation, disability and marital status is 68.0%.

Overview of Service Users

Gloucestershire Mental Health and Wellbeing Service Users

- Gender: Male, 48.0%; Female, 52.0%
- Age: Over 70, 3.0%; 50-69, 39.0%; 30-49, 44.0%; Under 30, 14.0%
- Marital Status: Civil Partner/Widowed, 1.8%; Separated, 8.0%; Married, 16.5%; Single, 72.8%
- Ethnicity: BME, 3.1%; White, 96.9%
- Sexual Orientation: Gay/Lesbian/Bisexual, 5.0%; Heterosexual, 95.0%
- Disability: With a disability, 47.4%; No Disability, 52.6%

What does the data tell us?

- The gender split and ethnicity of those using the service is in line with the respective Gloucestershire population proportions.
- The majority of clients are aged between 30 and 69 however the service is seeing a gradual increase in referrals of those aged under 30 and is adapting its services accordingly.
- The majority of people using the service are Single which may be reflective of the strain that serious mental illness places on relationships.

Independent Mental Health Advocacy (IMHA) service

The Local Authority has a statutory duty to provide individuals detained under the Mental Health Act 2007 to access independent mental health advocacy. The Council delivers the IMHA service and below is the data for the 507 cases in 2015/16.

Overview of Service Users

**Independent Mental Health Advocacy Service Users**
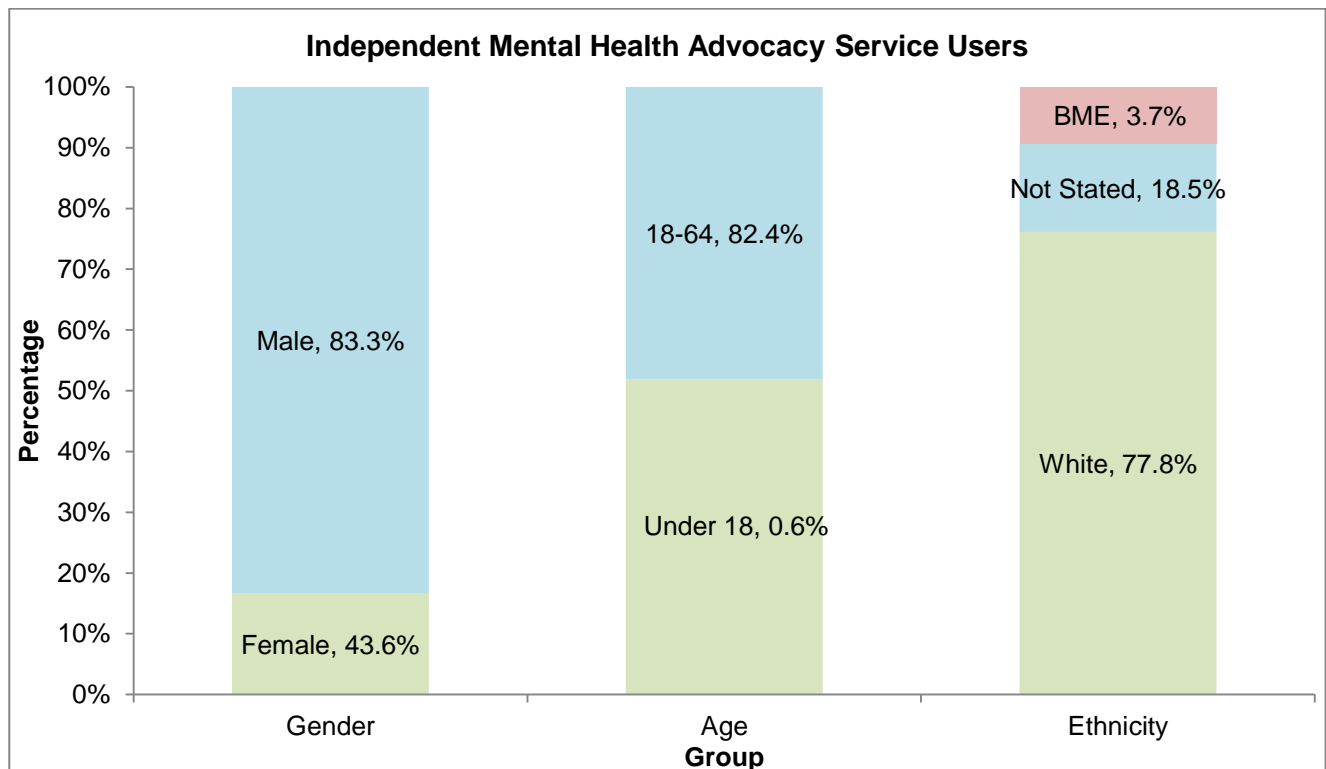
What does the data tell us?

- 56.0% of users are male and this is higher than the proportion of the Gloucestershire adult population which is male (48.5%).
- The percentage of users from Black and Minority Ethnic communities is in line with the proportion of these in the Gloucestershire adult population.

Appropriate Adults Service (AA)

An Appropriate Adult Service provides independent support for any vulnerable child or adult such as those with mental health problems and or learning disabilities who are detained by the Police. The role of the AA is to provide support and advice to the vulnerable person but they do not give legal advice. The number of referrals to the AA service has significantly increased during the past three years, most of which are for males.

Overview of Service Users

Appropriate Adult Service Users 2015/16
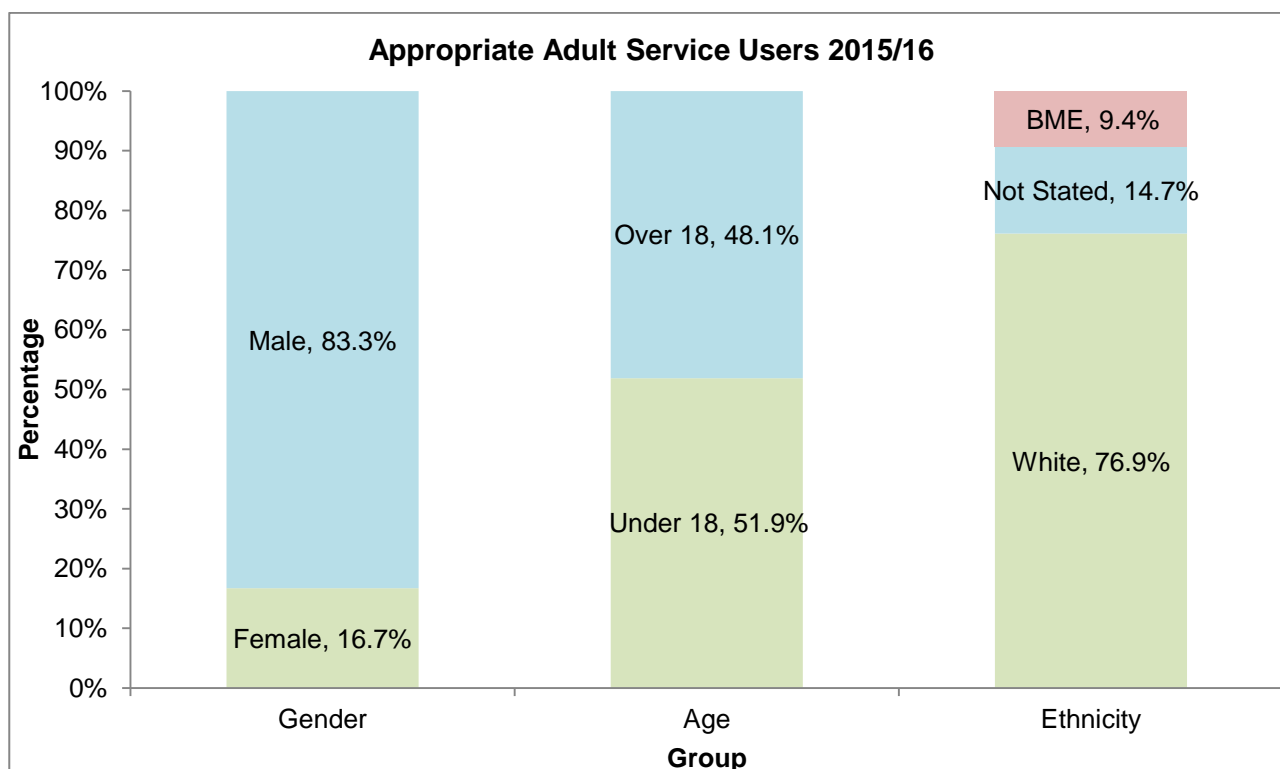
What does the data tell us?

- The overwhelming majority (83.3%) of service users are male (85.9% of under 18 users and 78.7% of adult users).
- The percentage of users from Black and Minority Ethnic communities (9.4%) is above the proportion of these in the Gloucestershire population (4.6%).

Weight Management on Referral Service (Slimming World)

Gloucestershire County Council commission a weight management service from Slimming World that enables people who meet the criteria to receive up to 12 free sessions at a Slimming World class of their choice.

The data below shows all referrals in the year 2015/2016. A total of 4,882 referrals were made in 2015/16, compared to 5,184 referrals in 2014/15. The majority of referrals were females (4,121 – 84.4%), with 761 men (15.6%) referred into the service.

	2014/15	2015/16	Change
Female referrals	4,520 (87.2%)	4,121 (84.4%)	-399 (-2.8% points)
Male referrals	664 (12.8%)	761 (15.6%)	+97 (+2.8% points)
TOTAL	5,184	4,882	-302 (-5.8%)

Age and Ethnicity of Service Users

Gloucestershire Slimming World attendees by age 2015/2016
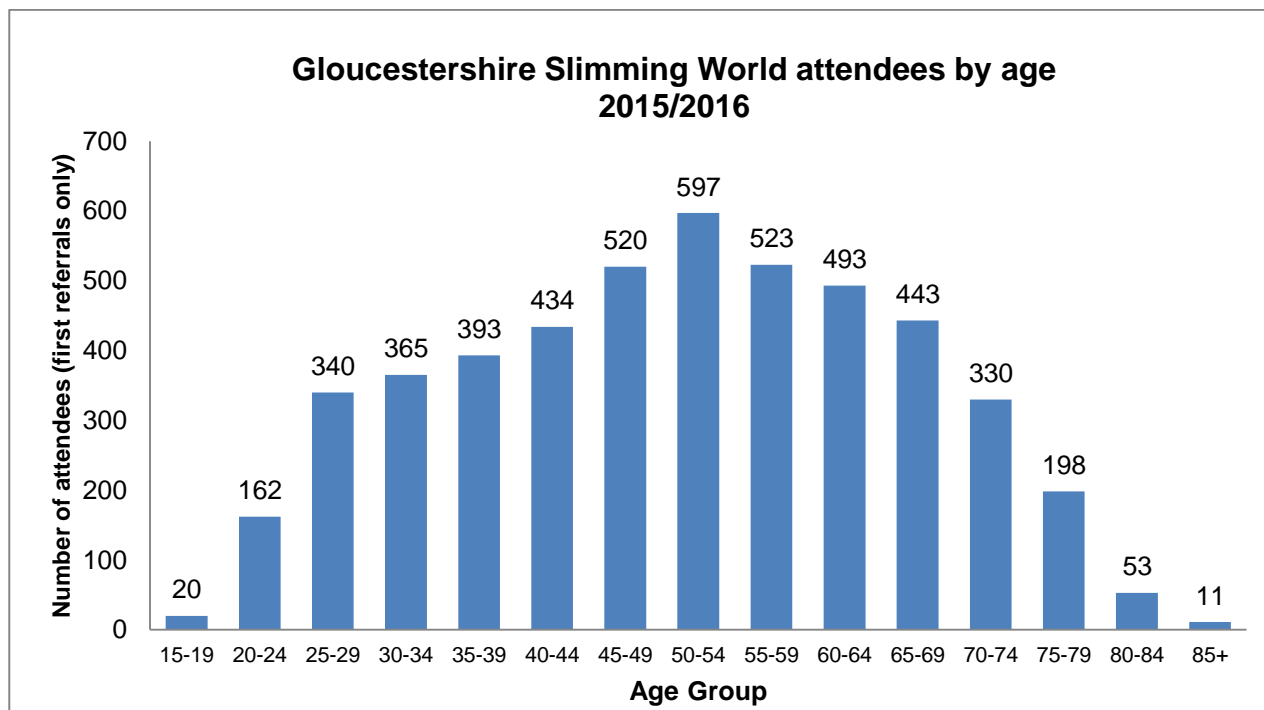
| Ethnicity	Referrals	% of Referrals	% of overall Gloucestershire population
White	4,689	96.0%	95.4%
Mixed	46	0.9%	1.4%
Asian/Asian British	38	0.8%	2.1%
Black/Black British	64	1.3%	0.9%
Other	28	0.6%	0.2%
Not Stated/Refused	17	0.3%	0%
Total	**4,882**	**100%**	**100%**

What does the data tell us?

- The vast majority of users (84.4%) are women however nationally men have a higher prevalence of obesity than women (26% compared to 24%), and are more likely to be overweight (41% compared to 33%). Men are more likely to be overweight but women are more likely than men to have extremely high BMI values, (Source: Health Survey for England).
- The percentage of referrals from Mixed and Asian people is slightly lower than the percentage of Gloucestershire's population for the respective group.

In 2014 the Council commissioned some local insight research to explore men's experience of losing weight. Almost 80% of men stated that they would be interested to find out more information on losing weight, how to eat healthy, what was healthy, what were good exercises etc. This research will be used to inform future service provision.

Drugs and Alcohol

The community drug and alcohol service is an externally commissioned countywide service. The service has been in place since April 2013 and in 2015/16 there were 2,510 service users.

Age Range and Gender of service users

Age Group - All drug and alcohol users in treatment

Gender - All drug and alcohol users in treatment 2015-16
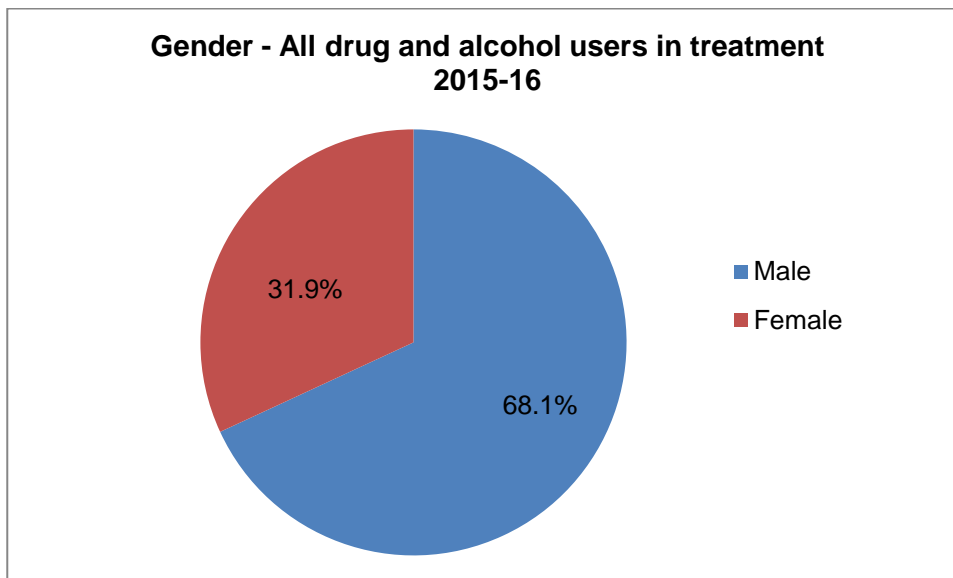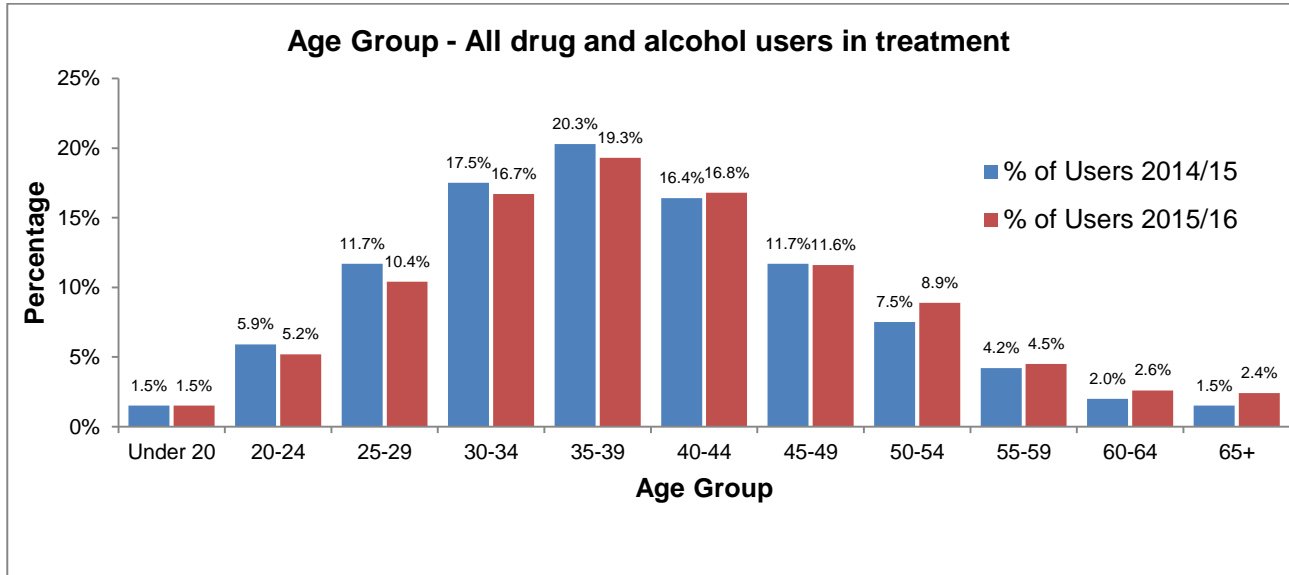
Other characteristics of service users

Number and percentage of service users who consider themselves to have a disability	Drug:	42 – 2.6%
	Alcohol:	19 - 2.1%
Number and percentage of service users who are Lesbian, Gay, Bisexual or Transgender	Drug:	42 – 2.6%
	Alcohol:	35 – 3.9%
Number and percentage of service users who are parents of children under 18 years old	Drug:	845 – 54.6%
	Alcohol:	505 – 55.9%

Ethnicity of drug and alcohol users in treatment 2015-16
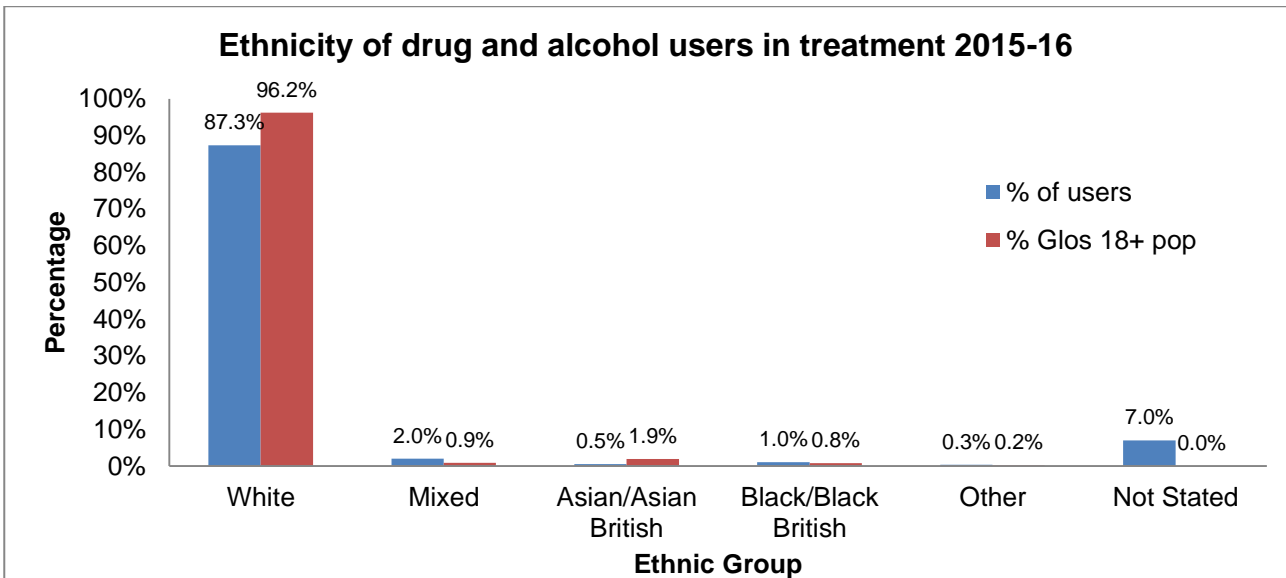
What does the data tell us?

- 68.1% of service users receiving treatment are male.
- The majority of service users (52.8%) are aged between 30 and 44.
- In 2015/16 there was an increase in the percentage of users who are aged over 40 (up from 43.1% in 2014/15 to 46.9%).
- The majority of service users (both drug and alcohol) are parents of children under the age of 18.
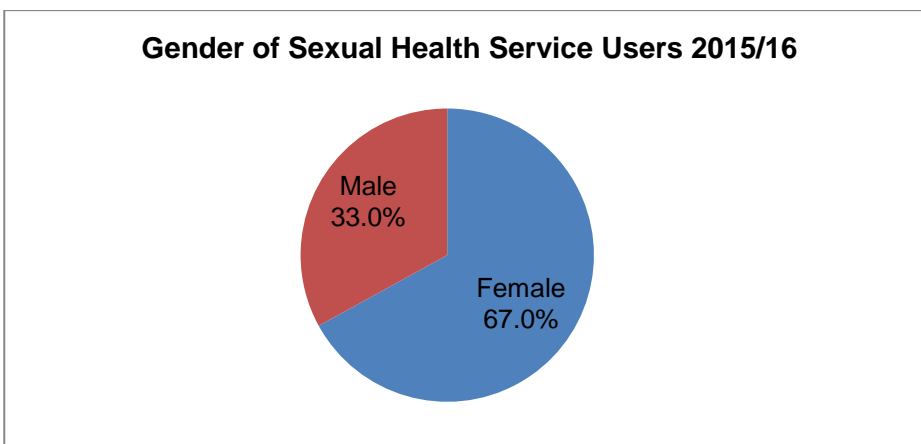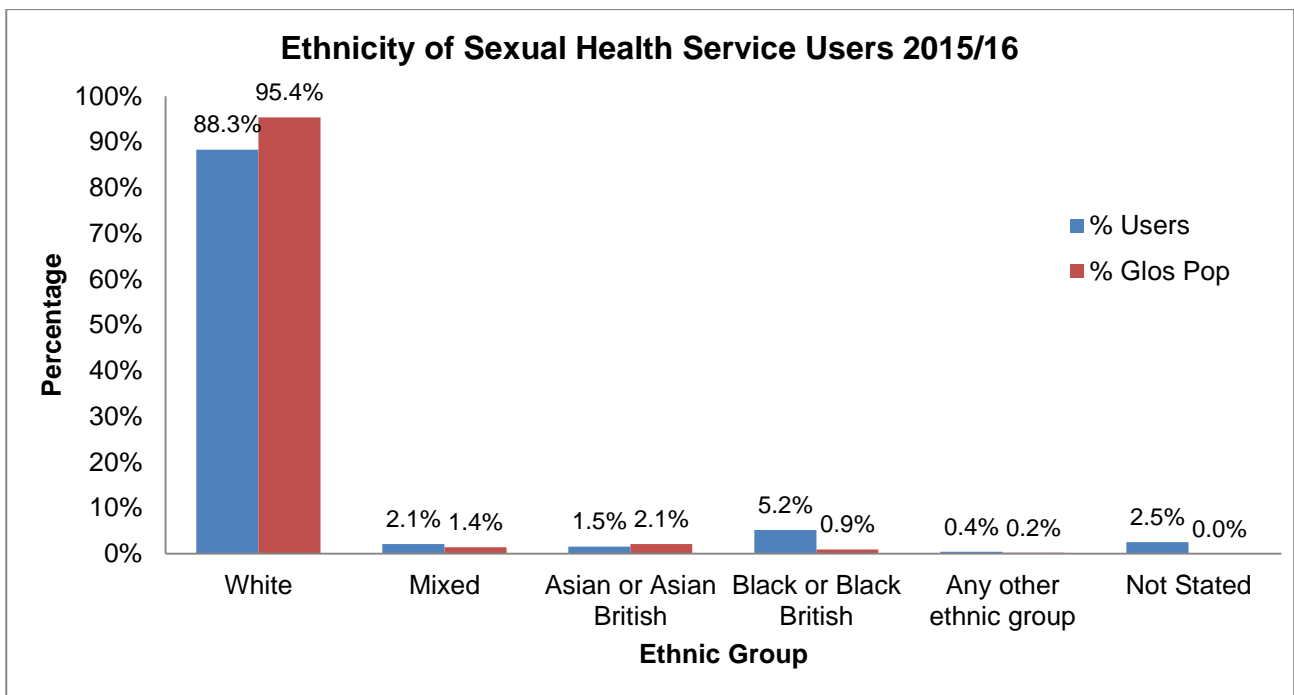
Sexual Health Services

The Gloucestershire Sexual Health service delivers services which are commissioned specifically by Gloucestershire County Council and some which are the responsibility of other commissioners. The Gloucestershire County Council commissioned services are:
- Integrated Sexual Health include GUM Contraception and psychosexual medicine; and
- Chlamydia Screening.

During 2015/16, there were 30,541 service users who attended appointments at clinics.

Overview of Service Users

Age Range of Sexual Health Services Users

Bar chart showing Number (y-axis, 0 to 8000) by Age Group (x-axis):

Age Group	Number
0 to 14	117
15 to 19	4,477
20 to 24	7,237
25 to 29	5,291
30 to 34	3,417
35 to 39	2,556
40 to 44	2,334
45 to 49	1,993
50 to 54	1,279
55 to 59	842
60 to 64	476
65 to 69	259
70 to 74	145
75 to 79	66
80 to 84	46
85 to 89	6

Ethnicity of Sexual Health Service Users 2015/16

Bar chart showing Percentage by Ethnic Group (% Users in blue, % Glos Pop in red):

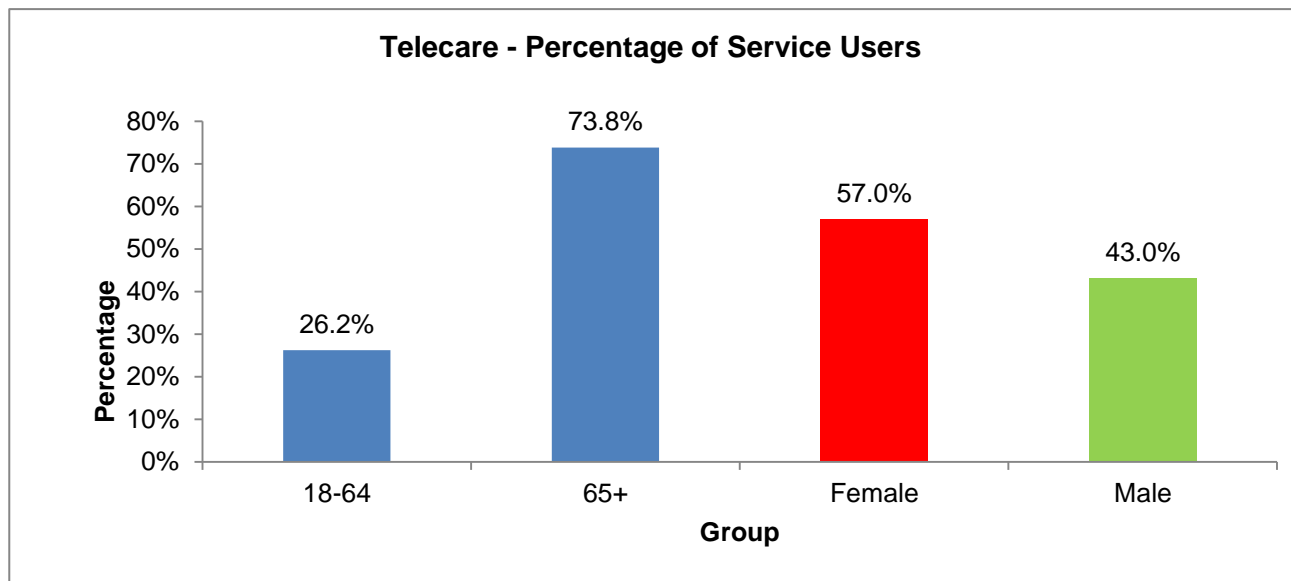| Ethnic Group	% Users	% Glos Pop
White	88.3%	95.4%
Mixed	2.1%	1.4%
Asian or Asian British	1.5%	2.1%
Black or Black British	5.2%	0.9%
Any other ethnic group	0.4%	0.2%
Not Stated	2.5%	0.0%

What does the data tell us?

- Over two thirds of service users are females.
- The largest proportions of users are aged between 20 and 24 and 56.1% of service users are under 30 years old.
- 9.2% of service users are from Black and Minority Ethnic groups, which is above the proportion within the Gloucestershire population as a whole (4.6%).
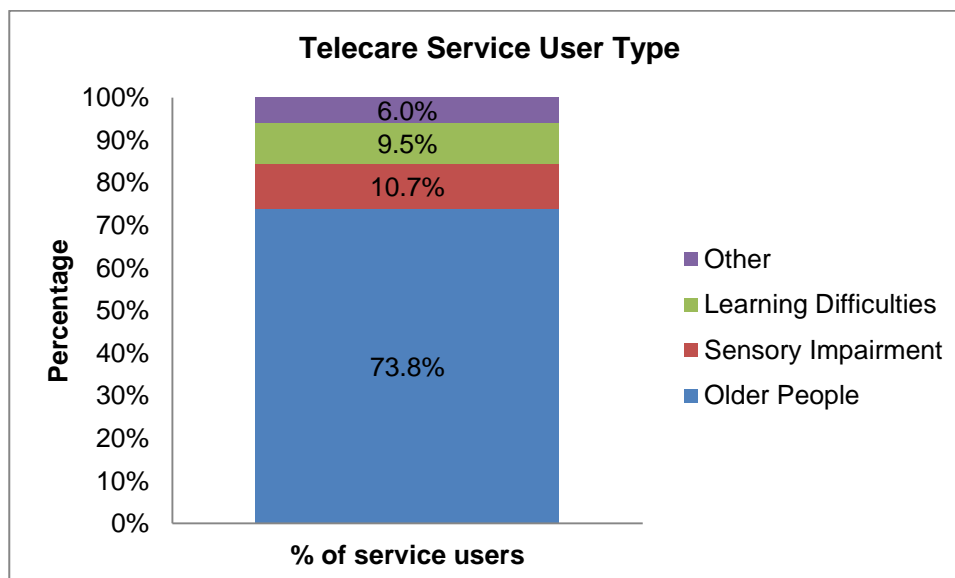
Telecare

The Telecare project helps vulnerable adults over 18 live independently. Equipment is placed around the home and special sensors can detect potential dangers or emergencies in the home such as falls, fire and carbon. The equipment is linked to a 24 hour monitoring centre where a trained operator will manage an appropriate response.

In 2016 there were 2,904 Telecare users as follows:

Age and Gender

Telecare - Percentage of Service Users

Group	18-64	65+	Female	Male
Percentage	26.2%	73.8%	57.0%	43.0%

Service User Type

Telecare Service User Type

Older People: 73.8%
Sensory Impairment: 10.7%
Learning Difficulties: 9.5%
Other: 6.0%

% of service users

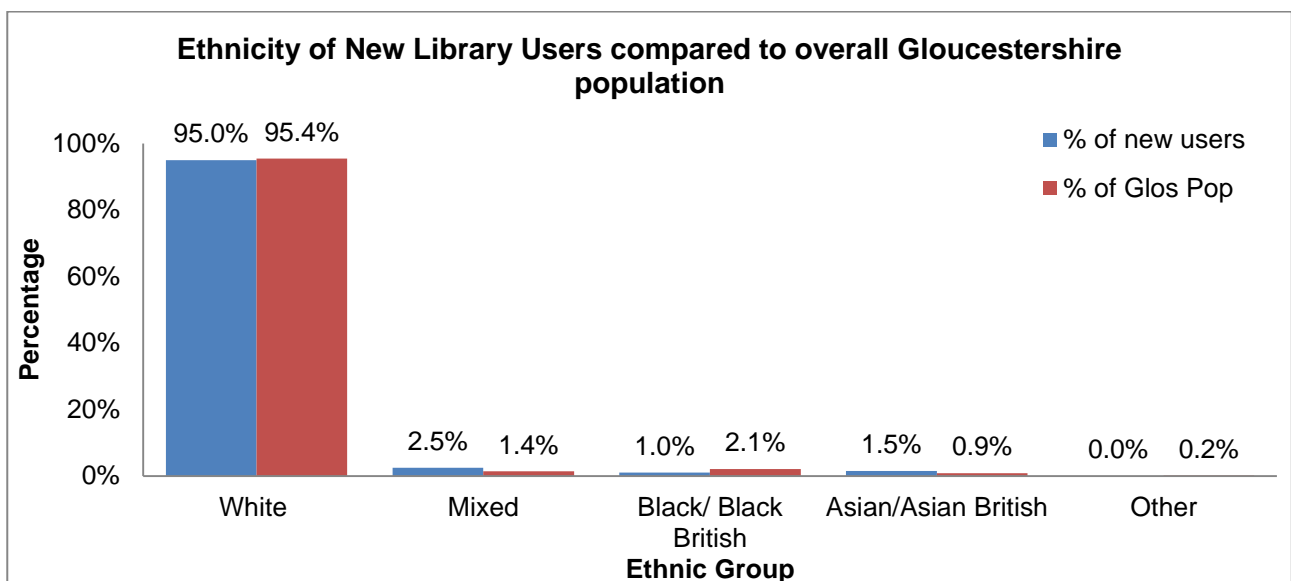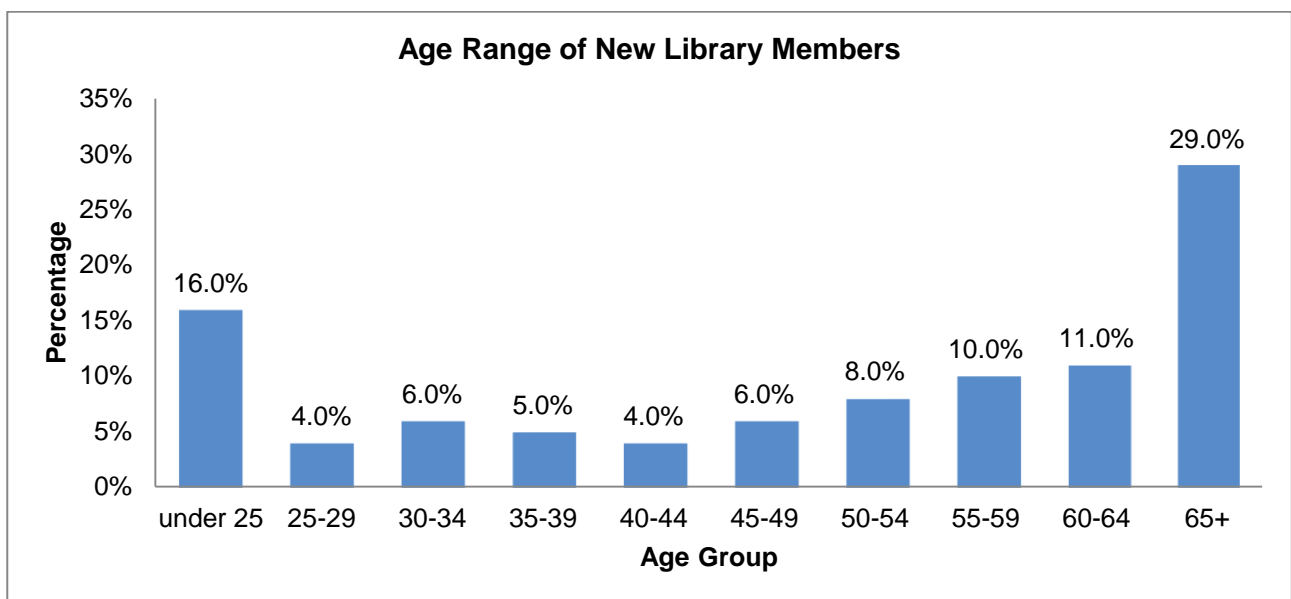**What does the data tell us?**

- 73.8% of Telecare users are older people and the majority (57.0%) of users are female.
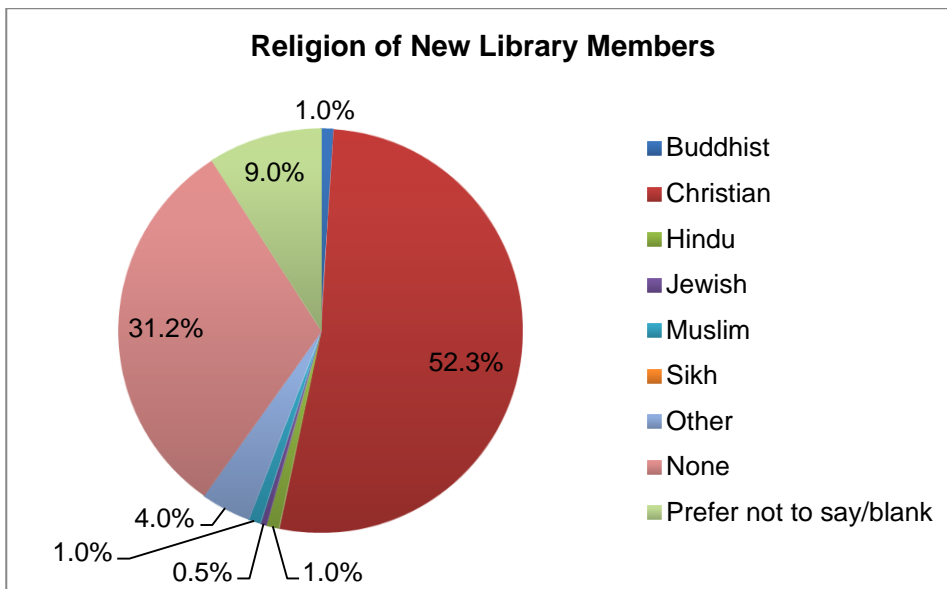
Library Services

New joiners to the library service are asked to complete an equalities monitoring form. This information is gathered in order to identify if any of the people using library services come from any of the protected groups. This is done in order to see if there is a need to review how library services are provided to people in these groups. However, it should be noted that provision of this information is at the discretion of the library user and the majority of new joiners have chosen not to provide these personal details.

For most of the protected groups the data is in very low figures and the two areas where there is most information is for gender and age. The evidence from those that completed the form shows us that for new library members:

- 56.2% are female and 43.3% male (0.5% preferred not to say); and
- 40.0% were aged over 60, 43.0% aged 25 to 59 and 16.0% aged under 25 (1.0% preferred not to say).

Age Range of New Library Members

Ethnicity of New Library Users compared to overall Gloucestershire population

Religion of New Library Members

Legend
■ Buddhist
■ Christian
■ Hindu
■ Jewish
■ Muslim
■ Sikh
■ Other
■ None
■ Prefer not to say/blank

1.0%
9.0%
31.2%
52.3%
4.0%
1.0%
0.5%
1.0%

Although the information gathered may not be statistically valid for purposes of drawing out trends or solid evidence, these figures align with data gathered for the Library Strategy in 2012. People of retirement age account for a significant segment of library users and this is probably in part because older people have more time to visit a library.

We offer volunteering opportunities to all ages and they are active in supporting other library users as 'computer buddies' or by delivering books to those that are housebound or helping with rhyme-time activities for babies and toddlers. Some of our libraries have also hosted wellbeing days provided by social care and other agencies which are aimed at providing information for older people.

Information about library users from the Library Management Database also helps us to plan services and to shape stock provision. As a universal offer, library stock is purchased to cover wide ranging and comprehensive areas of interest and includes material that may be of particular interest to some people in the protected groups. This includes for example; an integrated collection of fiction for, and about being lesbian, gay, bi-sexual or transgender; parenting collections for pregnant mothers; books and other information for all religions and belief systems. We obtain books and eBooks in a variety of international languages and a Polish Book Club has been set up in one of our branches.

Provision of reading activities for young children and families is a core element of the library service. We hold consultation and engagement events with families and carers of children with disabilities in order to ensure that any barriers to library use faced by such children can be addressed. For example we provide Bookstart packs for children with additional needs and have dedicated large print and audio children's collections as well as dyslexia friendly publications.

The Library App means that some library services are now available via mobile devices. We continue to extend our e-Books, e-Audio and e-Magazine loan services and the electronic resources are available on the virtual reference library from wherever there is access to the Internet. These e-services may be of particular benefit to some users such as disabled people and carers.

Archives

Diversity profile of onsite users

Gloucestershire Archives' most recent visitor survey was carried out February 2015 to help plan the Archives-led 'For the Record' project. You can find the results in the Council's Service User Diversity Report 2015/16.

Ensuring facilities and services are accessible to all users

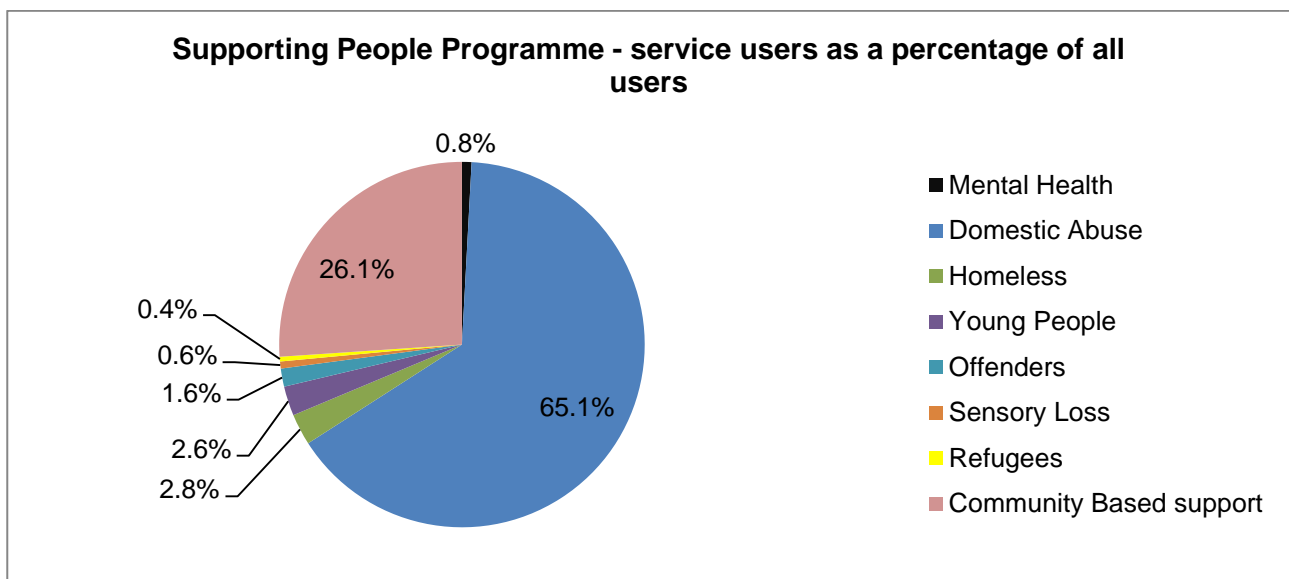Over the past year we have undertaken the following activities:

- Used the results of our visitor survey and other data to develop a Due Regard Statement for our 'For the Record' project. You can find a copy of this at www.gloucestershire.co.uk/archives/fortherecord.
- Appointed a Community Heritage Development Officer (CHDO) who will support local people and communities to gather, keep and share archives.
- Supported our CHDO to attend the Nov 2016 Hidden Histories conference, organised by Reach South West. Delegates learned about previously 'hidden' aspects of diverse histories, including black history, Lesbian, Gay, Bisexual and Transgender (LGBT), faith and disability, and they heard external funders explain why diversity is important to their respective organisations. As a result, we've drawn up a draft action plan for future inclusion activities. We'll revisit this once we're further down the line with our 'For the Record' project.
- Provided advice to help the Chair for the Council's LGBT 'Prism' network develop activities for LGBT month 2017.
- Made sure our project architects understood the requirements in our Access Action Plan for our redeveloped premises e.g. ramped and stepped access to the garden next to the training suite, lift access to the new Gloucestershire Heritage Hub facilities in our main building, lighting that is sympathetic to the needs for visually impaired building users, and acoustic environments that are suitable for partially deaf people, those with mental health problems and people living with dementia.
- Ensured our temporary research room and its toilet facilities are accessible to wheelchair users.
- Provided high legibility temporary signage from the site boundary and car park to our new temporary entrance.
- Made plans to retain Blue Badge parking bays during building works that will render our public car park unusable, and shared this information with users.
- Consulted with two hearing impaired users to purchase acoustic chairs for the new onsite facilities we're creating.
- Provided plain English and Welcome Host training for all Archives staff and volunteers from Gloucestershire Family History Centre.
- Launched Gloucestershire Heritage Hub, a growing network of people and organisations with a common interest in the documented heritage of the historic county of Gloucestershire. Over time, we will be supporting this community to develop and look after archive collections that are representative of the communities we share, and to make these accessible to a wider range of audiences. This will help to ensure sustainable and inclusive access to the County's archives.
- Developed and launched an accessible logo and brand identity for Gloucestershire Heritage Hub.

- Taken steps to ensure the new Gloucestershire Heritage Hub website will meet W3C Double Compliance and as much of Triple Compliance as possible against Web Content Accessibility Guidelines.
- Browsed our collections to identify images that could be used for reminiscence activities with older people, including those living with dementia. And liaised with staff at Liverpool Museums to further explore the possibility of using their House of Memories app to host these images.
- Provided work and volunteering placements for people with disabilities, and volunteering activities for carers who need to stay at home to support older family members.
- Organised volunteer buddies to support people with physical and learning disabilities who want to use documents and other sources in our public research room.

Supporting People Programme

The Supporting People People Programme aims to provide housing related support to vulnerable people in Gloucestershire to help them live independently. 65.1% of our client base is made up of victims of domestic abuse but we also offer support to those suffering from mental health difficulties, the homeless, young people, offenders, those suffering from sensory loss and refugees. The Council also facilitates community based support for adults with other vulnerabilities.

Overview of Service Users

Supporting People Programme - service users as a percentage of all users

- 0.8% Mental Health
- 65.1% Domestic Abuse
- 2.8% Homeless
- 2.6% Young People
- 1.6% Offenders
- 0.6% Sensory Loss
- 0.4% Refugees
- 26.1% Community Based support

The following is an overview of the characteristics (where available) of the 6,475 service users covering the April to December 2016 period:

Supporting People Programme Service Users
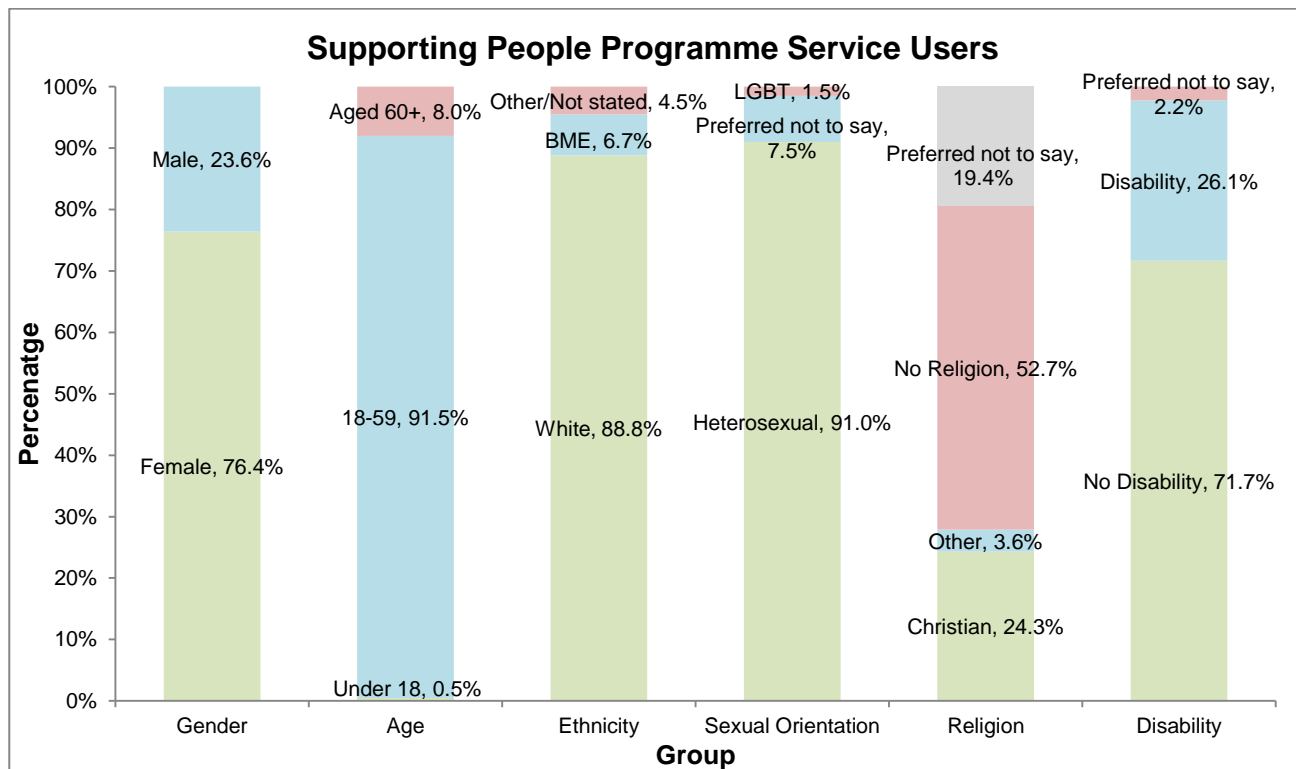
What does the data tell us?

- 76.4% of users are female. This is due to the fact that 90.0% of the 4,389 domestic abuse clients are female. Of the other client group users 50.9% are female and 49.1% are male, which is broadly in line with the Gloucestershire population.
- 6.7% of service users are from Black and Minority Ethnic groups, which is above the proportion within the Gloucestershire population as a whole (4.6%).