Gloucestershire County Council

Service User Diversity Report 2018/19

Gloucestershire
COUNTY COUNCIL

Contents

Executive Summary

Our service user diversity report provides an annual 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, sex, 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 current equality objectives are aligned with the Council Strategy and Meeting the Challenge programme. These equality objectives will be in place for three years, from 2015 to 2018. We will update the objectives in 2019 to reflect the new Council Strategy "Looking to the Future".

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.	Principally disability and age.
3. Public Health	To increase numbers of pregnant women accessing support to 'stop smoking' services. To target HIV prevention to specific ethnic groups.	Principally sex, pregnancy, maternity and race.
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 age and disability.
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: https://www.gloucestershire.gov.uk/inform/population/population-figures/county-and-district-data/
- 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, and the Sexual Health Service.

The Family Information Service (FIS) and glosfamilies directory

The FIS and glosfamilies directory offers a wide range of information to support families, children and young people from 0-19 years of age (25 for young people with additional needs). This includes information on finding and choosing childcare, such as local day nurseries, playgroups, child-minders, children's centres, out of school clubs and holiday play schemes.
They can also provide information on family support, tax credits, benefits, funding and much, much more.

Enquiries are welcome by phone, e-mail or letter and most are answered within one working day.

The respective websites (FIS and glosfamilies directory) can be accessed in a range of different languages and formats (including for users with a sensory impairment).

Objective 2
To make employment a real option for people with disabilities

Forwards Gloucestershire is an all age, all disability service; supporting people with disabilities achieve their employment dreams. Forwards can provide career help to identify skills and job goals, improve confidence, manage anxiety and overcome barriers. Anyone can come to Forwards if they have a disability, health condition or need some support to gain confidence.

Case Study 1 – Robert (Learning Difficulty)

Robert engaged with Forwards by accessing the Providers Desk at the job centre, his work coach advised Robert to meet with us as the Forwards Work Club may be suitable for him. During discussion we identified that Robert is eligible for the 1:1 service and recommended an opportunity which he maybe interested in.

The next day Robert was supported by Forwards to meet with the employer and to find out more about the opportunity. Robert was successful in gaining a 6 week work experience at the Queens Head pub in Longford, supporting the kitchen staff. An application for Job Coaching was completed and a requested for financial support from the Job Centre for a uniform was made.

Robert was determined to do well, to prove himself to others and to have a purpose in life. During his work placement Robert showed that he could be flexible by covering other jobs whilst on shift and flexible with his working hours. Throughout the placement Robert ensured that work was his focus and that he wanted to gain paid employment so he can save money.

The employer and his work colleagues were really impressed with Roberts's attitude and his work ethic. At the end of the work experience placement Robert was offered a paid contract which he accepted.

Case Study 2 – Simon (Learning Disability)

Simon was referred to Forwards by the Enablement Team as he wanted to gain a paid job. Simon met with his Job Broker weekly and together created an action plan.

Simon showed flexibility in the kind of work he wanted to do as his goal was to work. Through employer engagement a work experience placement at Cineworld was created. Simon was very enthusiastic about this opportunity and met with the manager, immediately Simon knew he wanted to work there.

With the support of a Job Coach Simon completed an 8 week work experience placement and completed all mandatory training. Simon's passion and enthusiasm shone through and he proved during his placement he was an asset to the team. Simon achieved his goal and is now a paid employee at Cineworld.

Case Study 3 – Julie (Visually Impaired)

Julie was diagnosed with bilateral anterior uveitis with secondary glaucoma at the age of seven she had both eyes removed and replaced with prosthetics. Julie is supported in the community with her guide dog, Heidi. Julie lives at home with her husband and Guide dog Heidi, she has a grown up son who lives nearby. Julie and Heidi have only just qualified as a partnership and Heidi is still a young dog.

For 22 years Julie worked at Lloyds Banking Group, her role was a Site Communication Assistant, this role was vital for the smooth running of the office and the senior managers. This year Julie was made redundant from Lloyds who had a large impact on her life.

Julie was determined to gain further employment but also follow her desire to work in a medical environment. With the support of Forwards Julie was offered a permanent, paid role as a Medical Audio Typist. Under the direction of the Secretary Supervisor Julie will provide audio transcription support services to the Speciality Team. Julie will also provide general administrative support to both the Supervisor and the Team of Speciality Secretaries

Objective 3
To increase numbers of pregnant women accessing support to 'stop smoking' services; and to target HIV prevention to specific ethnic groups.

In 2017/18 the Healthy Lifestyles Service, GPs and Pharmacies provided stop smoking support to those wishing to quit. A total of 2,385 people set a quit date and 1,221 people achieved a 4 week quit. Of those 2,385 people, 181 were pregnant women who set a quit date and 108 achieved a successful 4 week quit (60% quit rate).

Community HIV support and prevention is provided in Gloucestershire by The Eddystone Trust who deliver services across the county to all those at risk of poor sexual health, and particularly those at risk of HIV. Nationally Black Africans and Black Caribbean are identified as one of the most at risk populations for HIV. In 2017/18, 28% of community HIV tests were delivered to the BME community. The service currently supports 78 HIV positive individuals within the BME community.

For details on services delivered in Gloucestershire, please see the [Community HIV Support to specific ethnic groups](#) narrative in Section 3 of this report.

Objective 4
To ensure people are able to move around our communities in safety and with as much ease and convenience as possible.

GlosTalk

Gloucestershire's vision for transport is to deliver a resilient transport network that enables sustainable economic growth by providing a good range of travel choices. As part of delivering this vision, the GlosTalk App has been developed.

GlosTalk is a mobile phone App designed to assist everyone who needs to access bus information within Gloucestershire. It provides clear, reliable and accurate information about bus services, in both text and audible format. GlosTalk is designed to deliver information about travel choices within Gloucestershire.

GlosTalk allows you to pinpoint the exact location of live bus information. You can find your nearest 12 bus stops (within a 1000m radius), providing audible bus arrival and departure times to inform you when to alight from the bus you are using as well as receiving travel updates. Information is provided in both text and audio formats, catering for all customers, allowing you to select the most appropriate format for your needs. GlosTalk can be used without using audio/voice commands simply by pressing the relevant buttons in each screen.

Highways – Use of Social Media

The Council has developed an advanced social media presence to enable near 'real time' dissemination of issues on the road network. The Facebook and Twitter social media accounts provide a range of information including planned gritting routes, ongoing roadworks/road closures and provide residents with the ability to feedback concerns and comments.
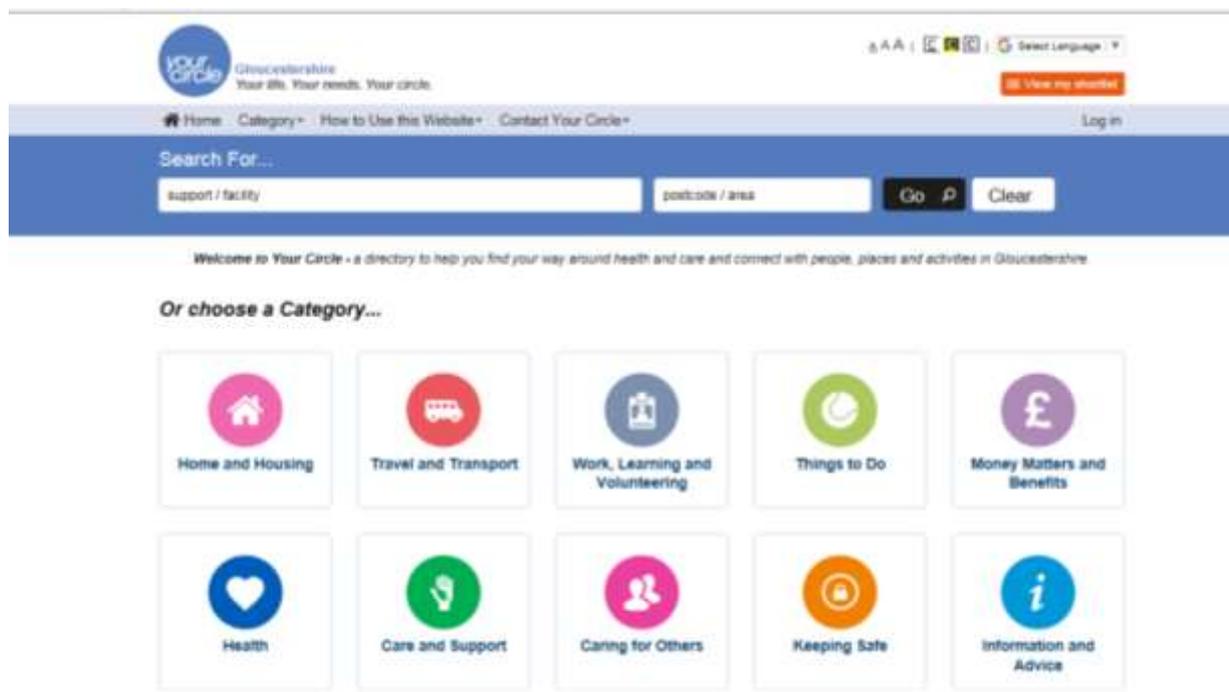
Objective 5
To ensure that our services are accessible to all users and that their experiences are positive.

Your Circle Website

The Council's 'Your Circle' website aims to provide a one-stop-shop for the County's residents to access information and advice on a range of services provided. The site can be accessed in a range of different languages and formats and therefore it provides a useful resource for residents whose first language is not English and those with visual or hearing impairments.

Users can also provide feedback or make suggestions on the Your Circle website.
We know from feedback from our Adult Social Care Service Users survey that not enough people who could benefit from information on the Your Circle website are aware of it or accessing it. We aim to improve this in 2019.

Objective 6
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.

Please see the separate workforce profile and a gender pay gap report we produce

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, sex, disability, race, religion and/or belief, sexual orientation, gender reassignment, pregnancy and maternity, civil partnership and marriage.

This report provides an update to the 2017/18 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 Equalities Monitoring Form. They are then asked to complete a number of questions about 'themselves', such as their age, sex, 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 2018 include Temporary Staff Service, Gloucestershire Archives Heritage Hub and GDPR regulations.

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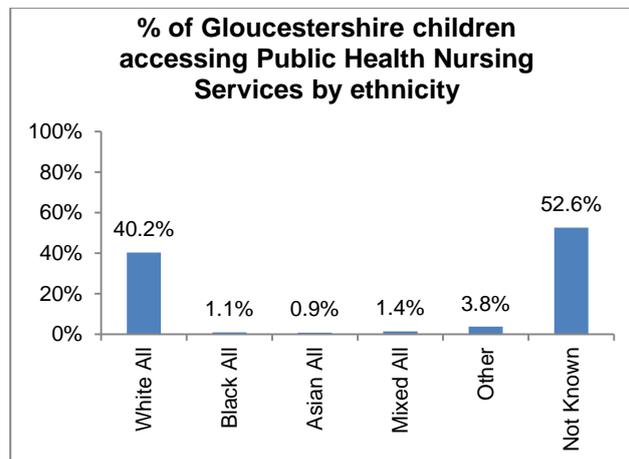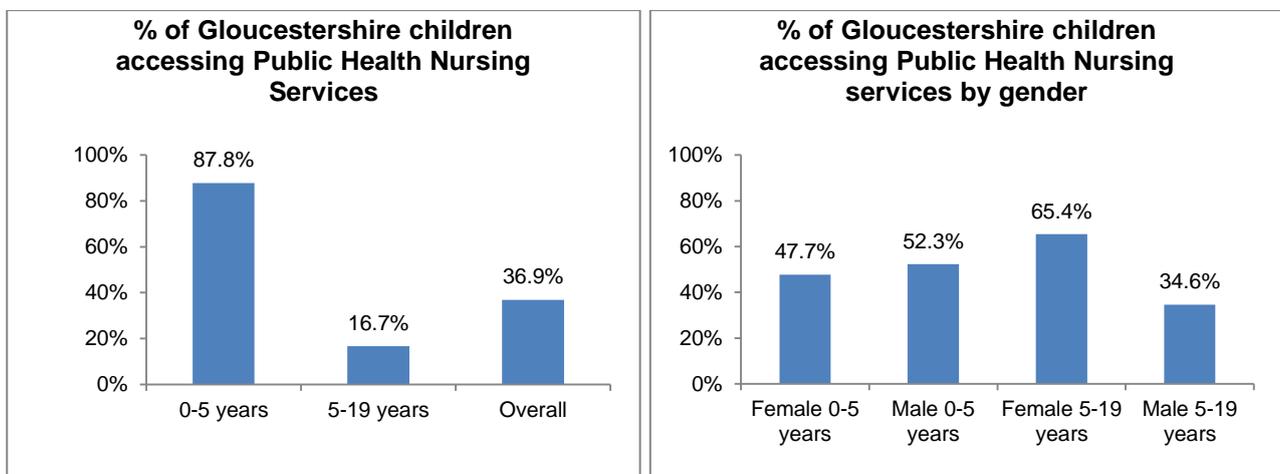
Section Three – Service Diversity Data

Public Health Nursing

The Public Health Nursing Service provides access to universal services for all children aged 0-19 years, 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.

% of Gloucestershire children accessing Public Health Nursing Services

- 0-5 years: 87.8%
- 5-19 years: 16.7%
- Overall: 36.9%

% of Gloucestershire children accessing Public Health Nursing services by gender

- Female 0-5 years: 47.7%
- Male 0-5 years: 52.3%
- Female 5-19 years: 65.4%
- Male 5-19 years: 34.6%

% of Gloucestershire children accessing Public Health Nursing Services by ethnicity

- White All: 40.2%
- Black All: 1.1%
- Asian All: 0.9%
- Mixed All: 1.4%
- Other: 3.8%
- Not Known: 52.6%

What does the data tell us?

- 87.8% of children accessing Public Health Nursing services were in the 0-5 years age bracket for Health Visiting.
- 52.3% of males accessed the 0-5 years Health Visiting Service where as 65.4% of females accessed the 5-19 years School Nursing Service.
- 52.6% of all children had ethnicity recorded as 'Not Known' and 40.2% were recorded as White All.
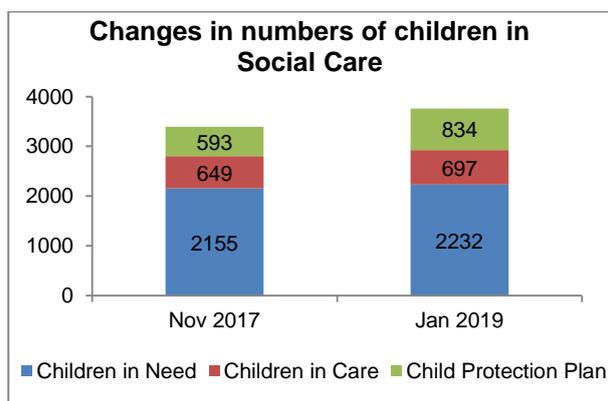
Children's Social Care

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.
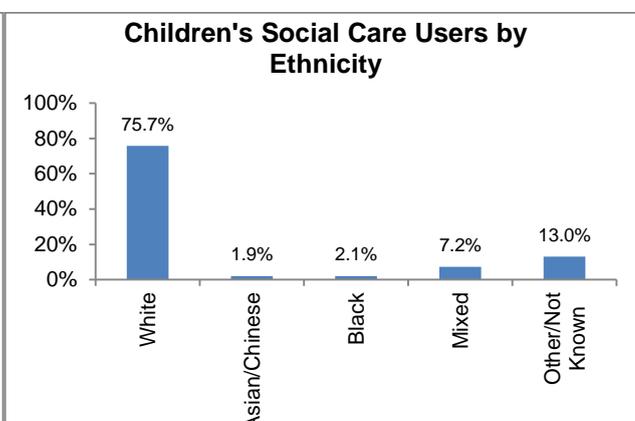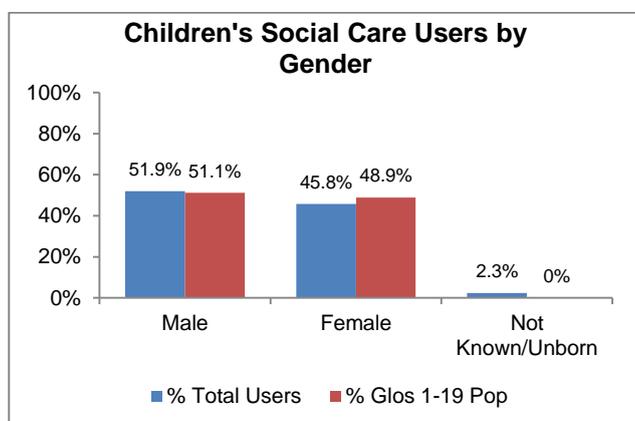
The Children's Social Care data presented below is taken at 17 January 2019 and includes all children in social care including:
- Children in Need (CIN);
- Children subject to a Child Protection Plan (CPP); and
- Children in Care (CiC).

Changes in numbers of children in Social Care

	Nov 2017	Jan 2019
Child Protection Plan	593	834
Children in Care	649	697
Children in Need	2155	2232

Age, Gender and Ethnicity

Age Band	Number of Social Care Users	% of Social Care Users	Gloucestershire 0-19 Pop.
Unborn or Under 1	323	8.6%	4.6%
1-4	732	19.5%	20.0%
5-9	993	26.4%	26.1%
10-15	1,257	33.4%	29.0%
16+	458	12.2%	20.3%
Total	3,763	100.0%	100.0%

Children's Social Care Users by Gender

	% Total Users	% Glos 1-19 Pop
Male	51.9%	51.1%
Female	45.8%	48.9%
Not Known/Unborn	2.3%	0%

Children's Social Care Users by Ethnicity

White	Asian/Chinese	Black	Mixed	Other/Not Known
75.7%	1.9%	2.1%	7.2%	13.0%

What does the data tell us?

- The largest proportion of Children's Social Care users (33.4%) are aged between 10 and 15.
- 45.8% of all Children's Social Care users are female, and 51.9% are male (the remaining 2.3% are unknown gender or unborn).
- There has been an increase of 10.8% in the total number of service users since November 2017, with a 44.5% increase in the number of children subject to a Child Protection Plan.
- 11.2% of service users are from Black and Minority ethnic groups.

Schools

The following information is derived from the January 2018 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 2017
	Number	**%**	**Number**	**%**		
Primary	23,245	49.1%	24,075	50.9%	47,320	+668
Secondary	18,852	49.5%	19,223	50.5%	38,075	+220
Special	304	27.3%	810	72.7%	1,114	+34
Total	**42,401**	**49.0%**	**44,108**	**51.0%**	**86,509**	**+922**

Special Educational Needs (SEN) across all Schools

	EHCP*		No Special Provision		SEN Support		Total
	Number	**%**	**Number**	**%**	**Number**	**%**	
Primary	846	1.8%	39,614	83.7%	6,860	14.5%	47,320
Secondary	580	1.5%	33,616	88.3%	3,879	10.2%	38,075
Special	1,089	97.8%	0	0.0%	25	2.2%	1,114
Total	**2,515**	**2.9%**	**73,230**	**84.7%**	**10,764**	**12.4%**	**86,509**
Change from 2016	+211	+0.2% points	+396	-0.4% points	+315	+0.2% points	+922

*EHCP – Education, Health and Care Plan

Ethnicity

	Primary	Secondary	Special
White British	82.0%	83.8%	80.2%
Mixed	4.9%	3.9%	5.8%
Asian or Asian British	2.9%	3.4%	3.4%
Black or Black British	1.5%	1.3%	2.3%
Other Ethnic Group	7.6%	6.0%	6.1%
Not Stated or Refused	1.1%	1.6%	2.2%

*Ethnicity is only collected for pupils aged 5 and over.

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 are significantly more boys than girls in our

special schools, this is the same as the January 2017 census.
- Comparing January 2018 data to January 2017, there has been an increase overall of 922 children.
- The most noticeable change is the increase of Primary School pupils which has increased by 668.
- There has been another small increase in Special School pupils from 1,080 in January 2017 to 1,114 in January 2018.
- The number of children attending Secondary School has increased by 220.
- 84.7% of children have no special provision and attend either primary or secondary schools.
- 12.4% of children are receiving SEN support across all schools.
- 2.9% of all pupils have an EHCP.

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 139 permanent exclusions during 2017/18 academic year; and
- permanent exclusions increased by 1.4% (2 pupils) compared to 2016/17.

In comparison to our statistical neighbours and national data in 2016/17, Gloucestershire schools (collectively) recorded the highest rate of permanent exclusions.

In 2016/17 (2017/18 figures will be released in July 2019) Gloucestershire schools permanently excluded 0.15% of its school population compared to the national average of 0.10%. The interim rate for Gloucestershire schools for 2017/18 is at 0.16%.

There were 3,513 fixed period exclusions during 2017/18 academic year, a decrease of 2 . 6 % (95 exclusions) compared to 2016/17.

- Fixed period exclusions have decreased by 2.6% (95 exclusions).
- Special school exclusions have increased by 13.2% (29 exclusions).
- Primary school exclusions have decreased by 12.3% (79 exclusions).
- Secondary school exclusions have decreased by 1.5% (45 exclusions).
- 390 pupils had three or more exclusions in the year.
- 151 pupils had over five exclusions in the year.
- 26 pupils had 10 or more exclusions in the year.

Gloucestershire 2017/18	National 2016/17
50.3% of permanently excluded pupils (70 pupils) were on the special educational needs (SEND) code of practice.	47.8% of permanently excluded pupils had SEND
8.6% of permanent exclusions (12 pupils) had a statement of special educational needs/EHCP.	4.8% of permanently excluded pupils had statements

38.5% of fixed period exclusions (1,352 exclusions) were SEND and 11.3% (398 exclusions) had a statement of special educational needs/EHCP.	44.9% of fixed period exclusions were SEND and 9.4% 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
- 7.2% of 'Black Caribbean' pupils (21 pupils) were excluded compared with 3.6% of 'White-English' pupils.
- 4.9% of Gypsy/Roma pupils (12 pupils) were excluded.

Nationally, in 2016/17, 2.6% of the school population excluded was 'White British' compared to 6.4% of 'Black Caribbean' heritage and 8.0% 'Gypsy/Roma'.

Persistent disruptive behaviour accounted for 63.3% of all permanent exclusions (88 exclusions) and 43.5% of total fixed period exclusions (1,529 exclusions).

Permanent exclusions:
- physical assaults against adults accounted for 6.5% of all exclusions (9 exclusions); and
- physical assaults against pupils accounted for 4.3% of all exclusions (6 exclusions).

Fixed period exclusions - in comparison with 2016/17:
- Primary school exclusions for physical assaults against adults decreased by 11% (13 exclusions) and decreased in secondary schools by 6% (3 exclusions)
- Exclusions for verbal abuse /threatening behaviour towards adults have decreased by 8.7% (63 exclusions)
- Drug and alcohol related exclusions have decreased by 15.2% (22 exclusions)

Areas for review
- Numbers of all exclusions.
- Comparison between Gloucestershire and statistical neighbours when available.
- Numbers of CiC pupils permanently excluded (and then rescinded)
- Percentage of exclusions with statements of special educational needs/EHC plans
- 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 (40.3% of all excluded pupils)
- Numbers of pupils permanently excluded with an open Social Care referral.

During 2017, the Children and Families Overview and Scrutiny Committee at Gloucestershire County Council commissioned a permanent exclusions task group due to their concern about the numbers of permanent exclusions in Gloucestershire. The following is noted in the task group's final report May 2018:

3.2.1 The task group did not find a definitive answer to the question of why there are a high number of permanent exclusions in Gloucestershire schools. This is a complex area and it was therefore not surprising that a simple answer, and response, would not be identified. Factors that were identified include:-
- *The cost to schools being inclusive*
- *Lack of curriculum choice*
- *DfE and OFSTED accountability measures and their impact especially on secondary*

schools
- *Competition between schools*
- *Lack of financial or other disincentives to exclusion*
- *At risk children not attending early years settings*
- *Transition from primary to secondary settings.*

The Education Hub reshape in 2017 created a new Inclusion Team from January 2018 to ensure children with additional needs are supported to remain in school and achieve.
Responsibilities for this team include:
- Ensuring CYP have access to an education appropriate to meet their needs through supporting families and education settings in the development of inclusive practice and environments
- Supporting families and educational settings to take early action to address emerging issues
- Meeting statutory duties for attendance, exclusion, home education and children in employment / entertainment.

This team and others within Gloucestershire County Council has continued to work 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 to other local authorities. Officers are working with individual schools and with clusters of schools in a multi-agency way 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.

As a result, a significant number of permanent exclusions from January – July 2018 were avoided, and so halted the trend of rising exclusions. There were also 20 exclusions rescinded or reinstated in 2017/18.

Gloucestershire Youth Support Team

Gloucestershire Youth Support Team (YST) provides a range of services targeted at vulnerable young people. These services are aimed at 10-18 year olds (or up to 25 years if special needs or Care Leavers).

The figures below are taken from a snapshot of caseloads from December 2018. There were 740 young people on the YST caseload. This caseload figure does not include Children in Care and Care Leavers only open to 11-25 Social Care teams.

*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, e.g. Youth Justice, have been removed.

Gender breakdown of YST Users compared to the Gloucestershire 10-24 population

Gender	December 2018 %	% Gloucestershire 10-24 population
Male	58.9%	51.1%
Female	40.7%	48.9%
Unknown	0.4%	N/A

Age Range of YST clients compared to the Glos 10-24 population


Ethnicity of YST clients
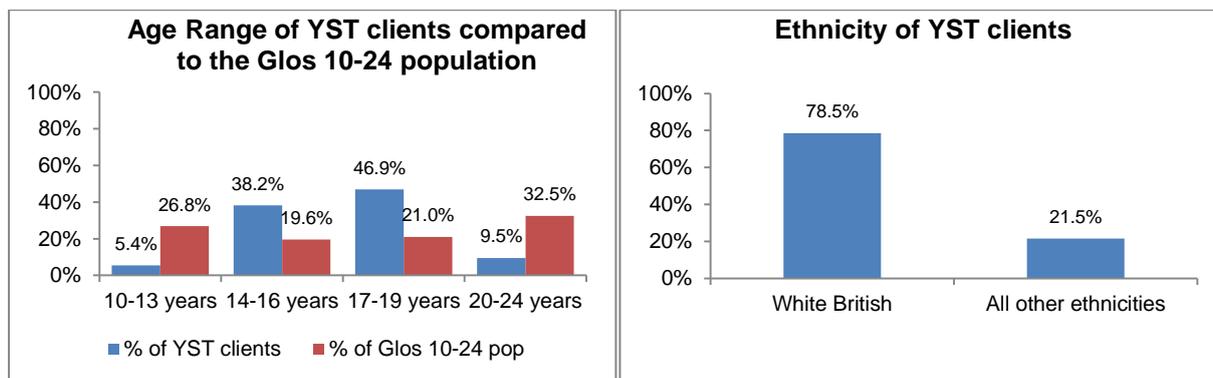
What does the data tell us?*

- In 2017/18 the gender split between males and females accessing the service was broadly reflective of the Gloucestershire 10-24 population, however in December 2018 58.9% of clients were male compared to 51.1% of the 10-24 population.
- The largest age range accessing the service was 17-19 year olds (46.9% of clients) which is the same group as 2017/18.
- 78.5% of clients accessing the service are White British.

*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 taken from the 2018 Personal Social Services Adult Social Care Survey. 5,609 of the eligible population received a survey with a 12% response rate.

Gender of Adult Social Care survey respondents

Age range of Adult Social Care survey respondents
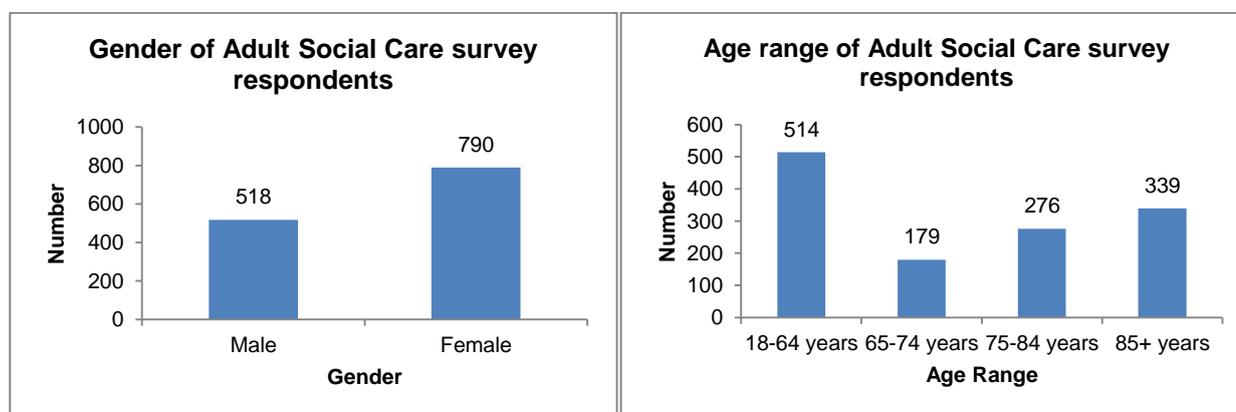
Ethnicity of Adult Social Care survey respondents

Ethnicity	Number of respondents	% of respondents
White All	1,128	86.2%
Black All	9	0.7%
Asian All	3	0.2%
Mixed	5	0.4%
Other	8	0.6%
Not Stated	155	11.9%

Religion

Religion	Number of respondents	% of respondents
Christian	599	45.8%
Other	19	1.5%
None	103	7.9%
Not Stated	587	44.9%

What does the data tell us?

- 60.4% of the survey population were female.
- The age group with the highest response was the 18-64 age group at 39.3%, followed by 85+ years at 25.9%.
- 86.2% have stated their ethnicity as White, with 11.9% not stating ethnicity.
- The number of service users equates to 11.3% of the Gloucestershire adult population with a long-term health problem or disability.

Transport – Blue Badge Scheme

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

  For example, applicants should generally be physically incapable of visiting shops, public buildings and other places unless allowed to park close to their destination. The applicant's inability to walk or severe difficulty in walking must be permanent and not just intermittent or temporary. Things such as difficulty in carrying parcels are not taken into account,

- if they have a severe disability in both upper limbs, regularly drive a motor vehicle but cannot operate, or have considerable difficulty operating, all or some types of parking meters or pay and display equipment.

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.

Current blue badge allocation – Gender (as at December 2018)

Gender	Badges allocated	Percentage
Female	16490	58.3%
Male	11428	40.4%
No data collected	355	1.3%
Total	**28273**	**100.0%**

Current blue badge allocation – Age group (as at December 2018)

Age Group	Badges allocated	Percentage
0-15 years	466	1.7%
16-25 years	404	1.4%
26-35 years	515	1.8%
36-45 years	880	3.1%
46-55 years	2060	7.3%
56-65 years	3358	11.9%
66-75 years	5896	20.9%
76-85 years	8141	28.8%
86-95 years	5661	20.0%
96+ years	892	3.2%
Total	**28273**	**100.0%**

What does this data tell us?

58.3% of badges were issued to females. The age group with the highest number of badges allocated is the 76-85 year category with 28.8%. 892 badges were allocated to people over the age of 96. 64.9% of those badges allocated were for a walking disability.

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)
- For families and vulnerable individuals facing exceptional pressure and/or fleeing domestic abuse.

It should be noted, those supported within the Children's Social Care and Youth Support system are reported separately by those services. The protected characteristics quoted cover the period 1 April to 31 October 2018.

Age
Comparison of the age profile between the County's adult population and recipients of Gloucestershire Welfare Scheme awards in 2018-19 to date (1 Apr 2018 to 31 Oct 2018) indicates that people aged 16-44 are highly represented in the award process; 77.1% of care awards and 65.5% of crisis awards compared to 33.6% of the population. The representations are particularly high among the 16-24 years in care awards and 25-34 years in crisis awards.

By contrast, the number of recipients aged 55+, and in particular the 65+, is lower than their representation in the population, this appears to 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 Census.

The comparison indicates that people with a disability/long-term illness are represented in welfare support scheme awards made in 2018-19 to date; 16.1% of recipients of care awards have a disability, compared to 16.7% of the population. The number of people with a disability receiving the crisis award is below that of the population (10.3% vs 16.7%). Increased provision and use of food banks across the County has led to a reduced demand for crisis awards.

Gender
Males and females are estimated to account for 48.8% and 51.4% respectively of the Gloucestershire adult population in 2017 (latest mid-year estimates available).
Household information collected from award recipients indicates fair provision of care and crisis awards to both genders so far in 2018-19. 30.7% of care awards and 20.7% of crisis awards go towards supporting children being from applications of couples with children or a lone parent.

What does the data tell us?
- The majority of people receiving awards from the Gloucestershire Welfare Support Scheme are aged between 16 and 34 years
- Increased provision and use of food banks across the county has led to a reduced demand for crisis awards (food, clothing etc).

Gloucestershire Stop Smoking Service

In 2017/18, the Healthy Lifestyles Service, GPs and Pharmacies provided stop smoking support to those wishing to quit. In total, 2385 people set a quit date and 1221 (52%) of people achieved a 4 week quit.
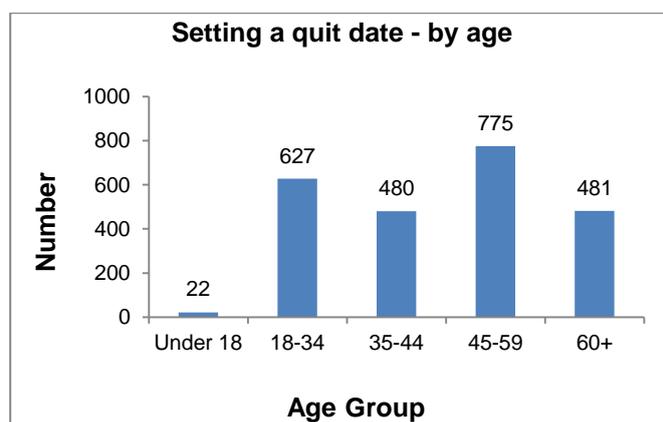
Gender
Of those setting a quit date in 2017/18, 997 (42%) were male and 1388 (58%) were female.

Of those that achieved a successful 4 week quit – 503 (41%) were male and 718 (59%) were female.

Age
In 2017/18 the greatest number of people accessing support to stop smoking came from the 45-59 age group followed by those aged 18-34.

Setting a quit date - by age

Chart showing Number (y-axis, 0 to 1000) by Age Group (x-axis):
- Under 18: 22
- 18-34: 627
- 35-44: 480
- 45-59: 775
- 60+: 481

Pregnant Women

Of the 2385 people, 181 were pregnant women. Of these, 108 (60%) achieved a CO verified 4 week quit.

Ethnicity

In 2017/18 the majority of people accessing support to stop smoking where white (94%) with the remainder coming from a range of ethnic backgrounds.

Setting a quit date by ethnicity:

Ethnicity	Number	%
White	2236	93.8%
Mixed	19	0.8%
Asian/Asian British	13	0.6%
Black/Black British	11	0.5%
Other	25	1.0%
Not Stated	81	3.0%

Disability

In 2017/18, 111 people who were sick/disabled and unable to work set a quit date. Of these, 40 (36%) achieved a 4 week quit.

Mental Health

Data for those accessing support to stop smoking is only available for the Healthy Lifestyles Service (HLS). Of those receiving support from HLS 93 out of 853 (10.9%) were recorded as having a Mental Health issue. Of the 93 setting a quit date, 60 (65%) achieved a successful 4 week quit.

Approved Mental Health Professionals (AMHPs)

Route of completed assessments:
- The number of completed AMHP assessments between April and November 2018 was 594 (an average of 74 per month). This is 27.9% lower than the monthly average for 2017/18.
- The route to AMHP assessment has reduced for community referrals by 20.3% when compared to the monthly average for 2017/18 and reduced for Section 136 Place of Safety referrals by 38.98% when compared to the monthly average for 2017/18. There have been 5 Section 135 Warrant referrals this financial year to date.

NOTE: Although there has been a significant reduction in completed AMHP assessments, it is difficult to assess if this reduction is meaningful compared to last year as we only have 8 months of data to analyse.

Assessment Outcomes:

- 59.9% of assessments led to Detention under the Mental Health Act, compared to 50.2% in 2017/18. This is an increase of 9.7% points.
- Based on 8 months of collected data as compared to yearly data 2017/18, the number of those detained has decreased by 38.71%; however this is due to a decrease in assessments rather than a decrease in assessments leading to Detention.

Client Demographics:

- 64.3% of the clients assessed were female and 35.7% were male.
- 52.1% of assessments that did not lead to Detention were female and 47.9% were male.
- 50% of those detained under the Mental Health Act were female and 50% were male.
- 76.6% of those detained under the Mental Health Act were White British and 23.4% were non-White British. The numbers are too small at this stage in the financial year to significantly compare the ethnicity of individuals' assessments that did not lead to Detention.

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. For the period April 2018 – November 2018, the number of referrals for males was 298 compared to 55 for females.

Overview of Service Users (April 2018 – November 2018)

Gender, Age and Ethnicity of Appropriate Adults Referrals
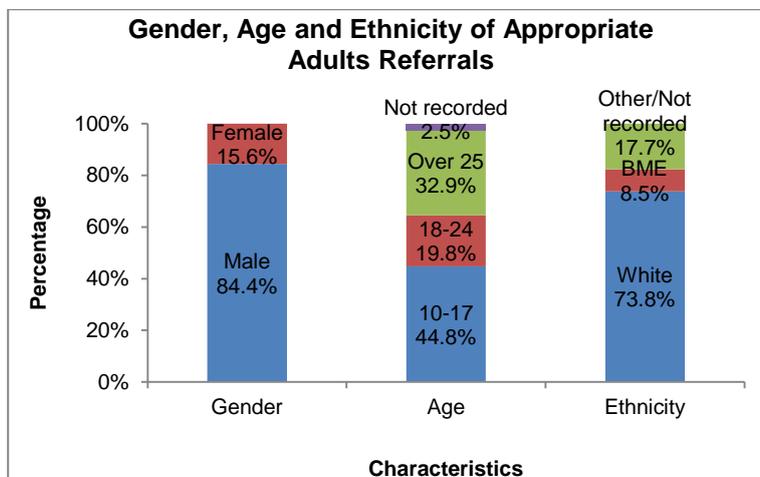
What does the data tell us?

- The overwhelming majority (84.4%) of service users are male
- 44.8% of those referred were in the 10-17 age group.
- The percentage of users from Black and Minority Ethnic communities is 8.5%

Weight Management Services

Weight Management on Referral Service (Slimming World)

In 2017/18 Slimming World were commissioned by the Healthy Lifestyles Service to deliver weight management support. Patients referred to the service receive up to 12 free sessions at a Slimming World class of their choice.

In total 2377 people attended Slimming World. Of these 1942 (82%) were female with 435 (18%) of attendees were men.

Age Group
In 2017/18 the majority of people attending the Slimming World on Referral Programme were over 45 years of age (66%). The age group with the lowest attendance was 35 – 44 (16.7%).

Percentage of people attending Slimming World by age group
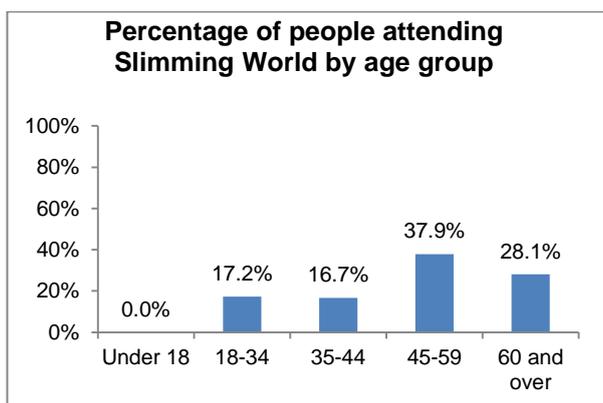
Age Group	Number
Under 18	0
18-34	409
35-44	397
45-59	902
60 and over	669
Total	2377

Ethnicity
No data is available for the majority of patients (55.9%). However for those whose ethnicity was collected the majority of people were white (39.5%).
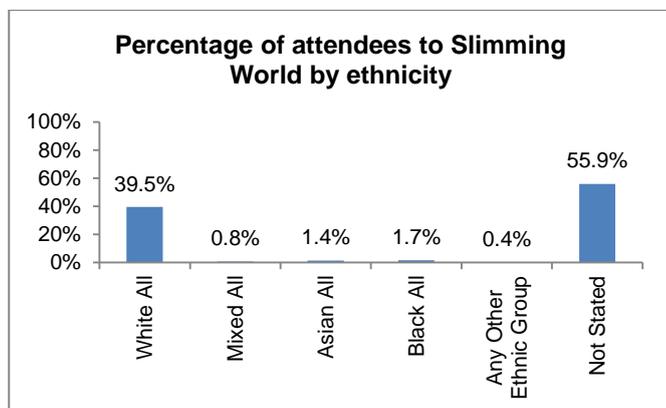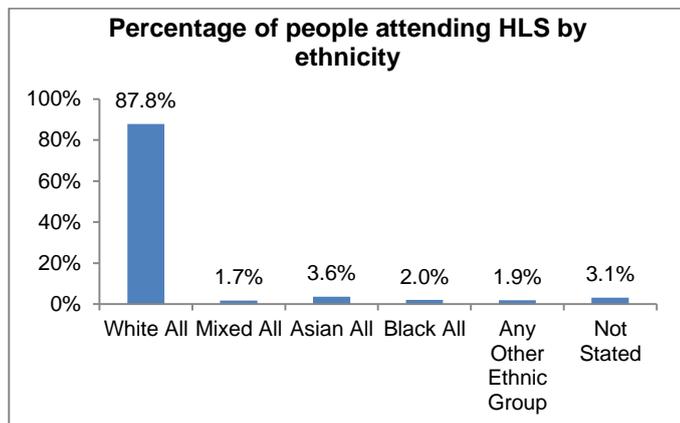

Percentage of attendees to Slimming World by ethnicity

Ethnic Group	Number
White All	939
Mixed All	21
Asian All	35
Black All	42
Other Ethnic Group	11
Not Stated	1329
Total	**2377**

Weight Management support from the Healthy Lifestyles Service (HLS)

HLS provides 1:1 coaching to people supporting them to set and achieve their own weight loss goals. In 2017/18, 646 people accessed the Healthy Lifestyles support to lose weight. Of these 62% were female and 38% were male.

Ethnicity

The majority of people accessing HLS for weight management were white. However, a significant number (9.2%) were from other ethnic backgrounds.

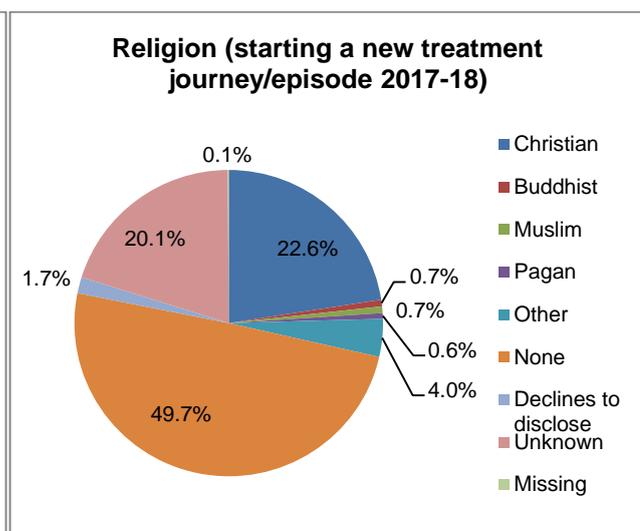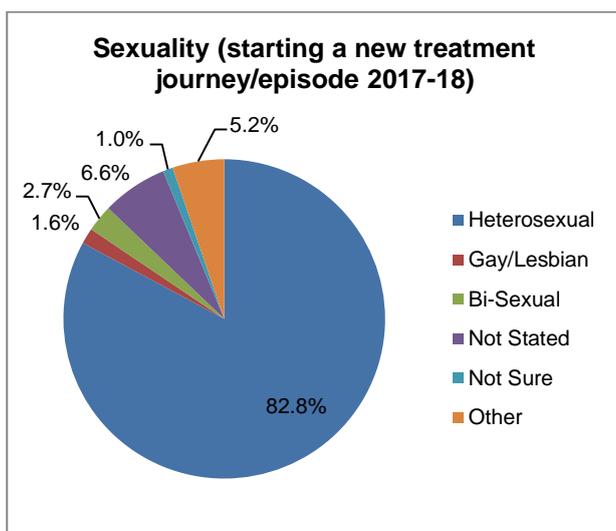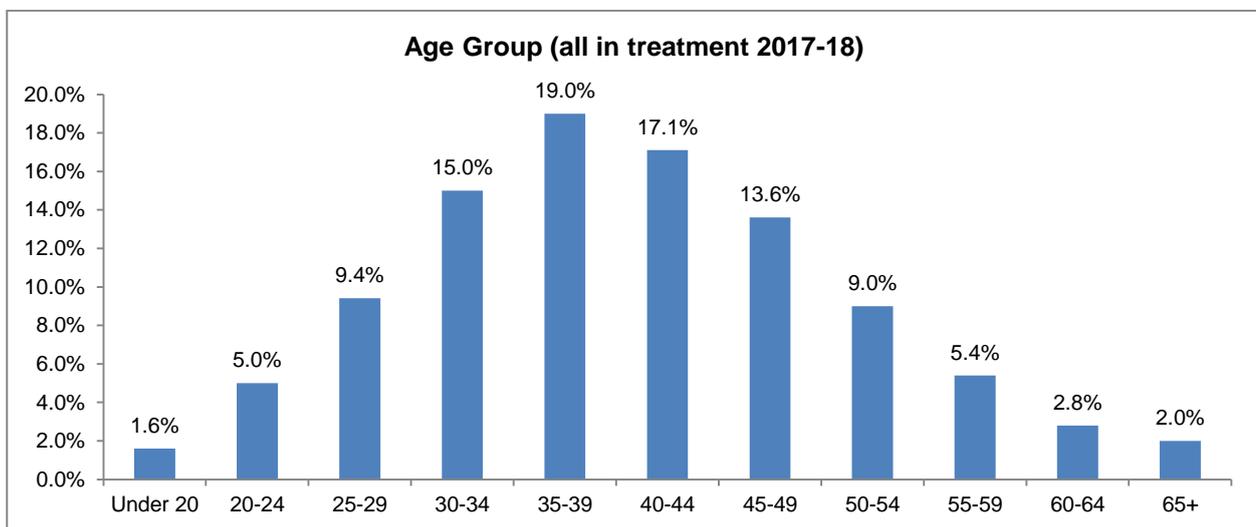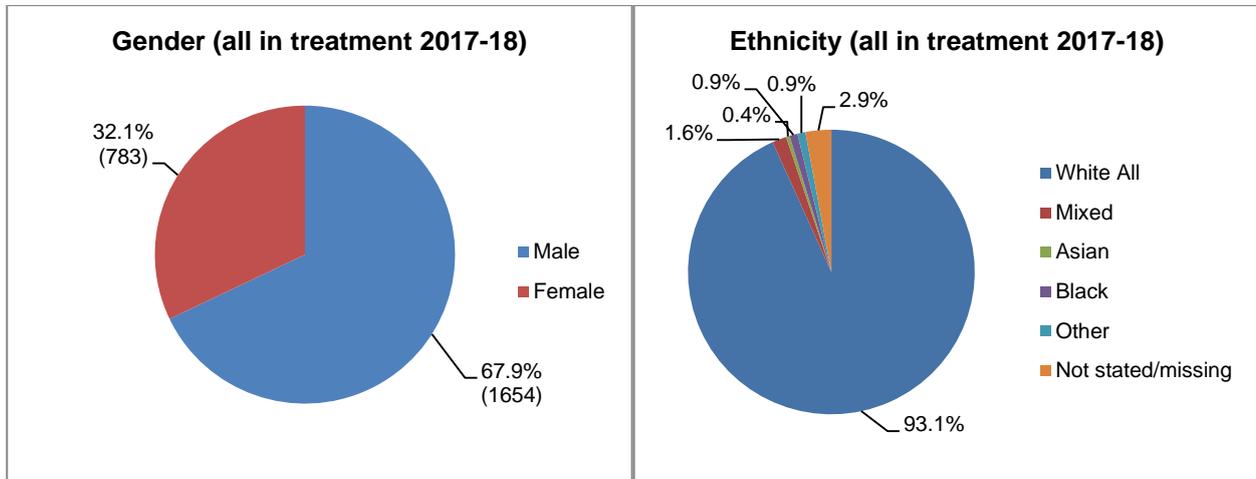| Ethnic Group	Number
White All	939
Mixed All	21
Asian All	35
Black All	42
Other Ethnic Group	11
Not Stated	1329
Total	**2377**

Age group

The age group with the highest number of people accessing support from HLS was 45 – 59 (32.8%). The age group with the lowest attendance figure is the under 18 age group.
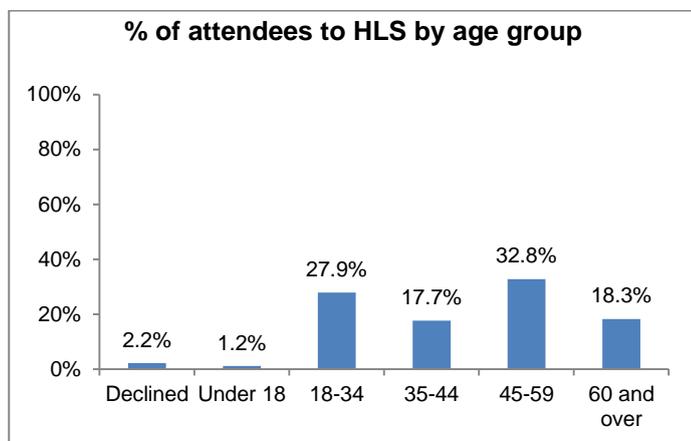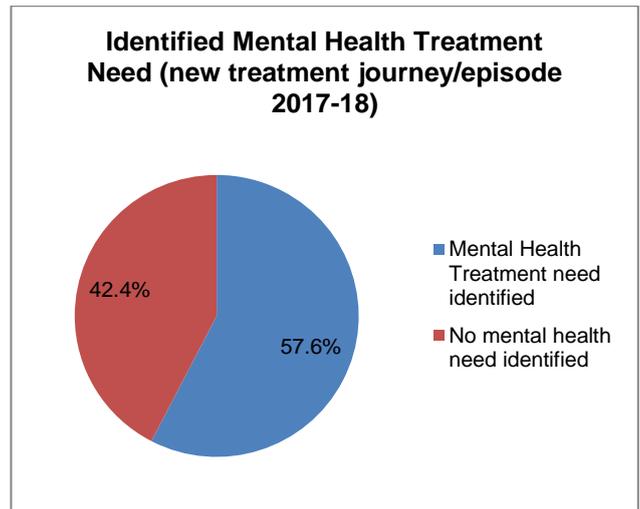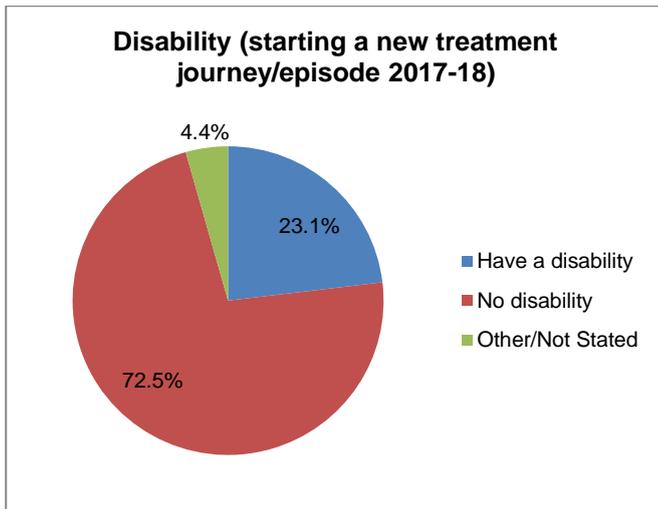

Age	Number
Declined	14
Under 18	8
18-34	180
35-44	114
45-59	212
60 and over	118
Total	**646**

Drugs and Alcohol

The community drug and alcohol service is an externally commissioned countywide service. In 2017/18 there were 2437 service users.

Gender (all in treatment 2017-18)

32.1%
(783)

67.9%
(1654)

- Male
- Female

Ethnicity (all in treatment 2017-18)

0.9% 0.9% 2.9%
1.6% 0.4%

93.1%

- White All
- Mixed
- Asian
- Black
- Other
- Not stated/missing

Age Group (all in treatment 2017-18)

Age Group	Percentage
Under 20	1.6%
20-24	5.0%
25-29	9.4%
30-34	15.0%
35-39	19.0%
40-44	17.1%
45-49	13.6%
50-54	9.0%
55-59	5.4%
60-64	2.8%
65+	2.0%

Sexuality (starting a new treatment journey/episode 2017-18)

5.2%
1.0%
6.6%
2.7%
1.6%

82.8%

- Heterosexual
- Gay/Lesbian
- Bi-Sexual
- Not Stated
- Not Sure
- Other

Religion (starting a new treatment journey/episode 2017-18)

0.1%
20.1%
1.7%
49.7%
22.6%
0.7%
0.7%
0.6%
4.0%

- Christian
- Buddhist
- Muslim
- Pagan
- Other
- None
- Declines to disclose
- Unknown
- Missing

Disability (starting a new treatment journey/episode 2017-18)

- 4.4%
- 23.1% Have a disability
- 72.5% No disability
- Other/Not Stated

Identified Mental Health Treatment Need (new treatment journey/episode 2017-18)

- 42.4% No mental health need identified
- 57.6% Mental Health Treatment need identified

What does the data tell us?

- 67.9% of service users receiving treatment are male.
- The highest proportion of service users (19.0%) are aged between 35 and 39.
- 49.7% of those in treatment identify as no religion
- 23.1% of those in treatment consider themselves to have a disability.
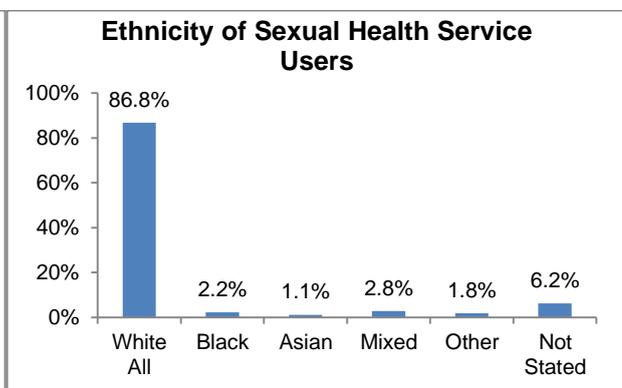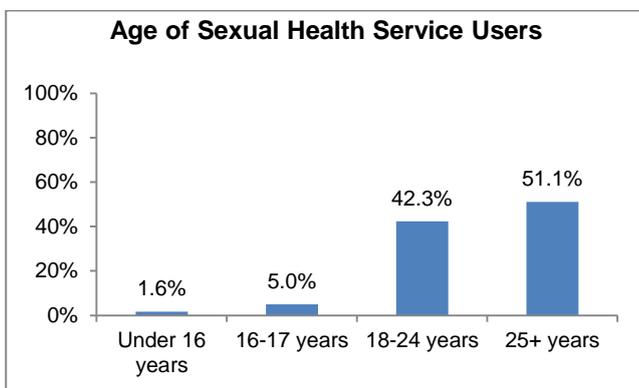
Sexual Health Services

Gloucestershire County Council commissions Gloucestershire Care Services to provide a Specialist Sexual Health Service. The Service is predominantly commissioned to provide:

- Testing and treatment for sexually transmitted infections (STIs);
- The provision of contraceptive services; and
- Specialist psychosexual services

Data has been collected for the period April 2018 – September 2018.

Overview of Service Users – Gender and Ethnicity

	% of Service Users
Female	62.9%
Male	37.1%

Age of Sexual Health Service Users

- Under 16 years: 1.6%
- 16-17 years: 5.0%
- 18-24 years: 42.3%
- 25+ years: 51.1%

Ethnicity of Sexual Health Service Users

- White All: 86.8%
- Black: 2.2%
- Asian: 1.1%
- Mixed: 2.8%
- Other: 1.8%
- Not Stated: 6.2%

What does the data tell us?

- 62.9% of service users are female – this high proportion of female users is due to the contraception service offered by the sexual health service.
- The largest proportions of users are aged between 18 and 24 (42.3%) and over 25 (51.1%)
- 86.8% of service users were White British, with 6.2% not stating their ethnicity.

Community HIV Support to specific ethnic groups

Community HIV support and prevention is provided in Gloucestershire by The Eddystone Trust who deliver services across the County to those at risk of poor sexual health, including those at risk of HIV. Nationally Black African and Black Caribbean people are among the most at risk populations for HIV.
The services are delivered in conjunction with Gloucestershire Action for Refugees and Asylum Seekers (GARAS), who have good connections with the BME community in Gloucester.
HIV support and prevention is delivered in many ways:

- Early diagnosis of HIV can improve the health outcomes for people with the condition; and reduce the risk of onward transmission. Community HIV testing is provided to all groups most at risk of HIV within Gloucestershire and particular sessions are dedicated to the testing of the BME community. These are advertised through GARAS, posters in other partner organisations and via all forms of social media. In 2017/18, 28% of community HIV tests were delivered to the BME community.
- Awareness sessions are an important way to deliver safer sex messages and working in partnership with GARAS, the community HIV support and prevention service delivers regular 'Health Information' days to the BME community in Gloucestershire. These days include a number of partner organisations to ensure that the messages given provide a complete approach to healthy living; ensuring that all attendees see sexual health as part of their everyday life. In 2017/18 over 1,500 people from the BME community attended these sessions.
- The community HIV support and prevention service also provides support to those living with HIV and their carers. Currently the service supports 78 HIV positive individuals within the BME community; working with them on medication adherence and addressing any side effects or mental health issues associated with a positive diagnosis.
- Condoms are highly effective in preventing sexually transmitted infections (STIs) including HIV. The community HIV support and prevention service delivers a condom distribution scheme to venues throughout Gloucestershire where those most at risk of poor sexual health will be present. Since April 2018, The Eddystone Trust has also delivered the 'C-Card' Condom Distribution scheme to young people under the age of 25 years.

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 2018 there were 2,939 Telecare users as follows:
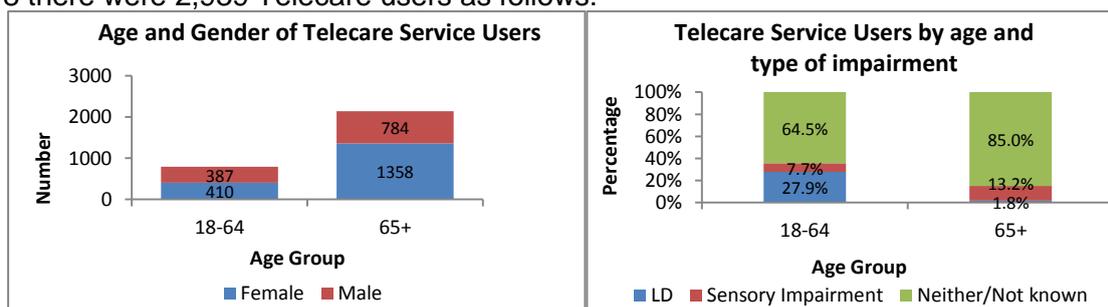
What does the data tell us?
- 72.9% of Telecare users are older people and the 60.2% of users are female.
- 35.6% of 18-64 year old service users have a Learning Disability or Sensory Impairment whereas this is only 15% of users aged 65+.

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, however, the evidence from those that completed the form shows us that for new library members:
- 100% identified as White British
- 66.7% are female and 33.3% male.
- 12% were aged over 60, 40% aged 25 to 59 and 46% aged under 25.

Age range of new library members
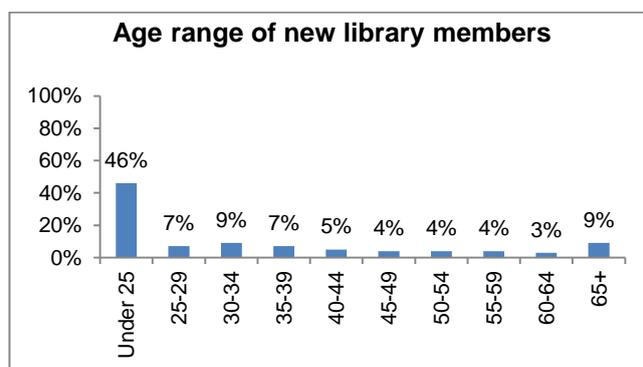
- 16.7% of new users consider themselves to have a disability
- 83.3% of new users identified themselves as heterosexual with 16.7% identifying as gay/lesbian.
- Of those that completed the form, 50% identified as Christian.

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 about pregnancy for expectant parents; books and other information for all religions and belief systems and we obtain books and eBooks in a variety of international languages.

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 & 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

In May 2018, Gloucestershire Archives carried out an onsite and online customer survey, which included questions on equalities, specifically asking the respondents about protected characteristics.

In the onsite survey, gender was fairly evenly split between males and females. Online, 53% of respondents were female, and 39% were male. 1.4% of respondents stated they were transgender. The customer services team has received guidance on how to address transgender individuals who may, for example, have ID documents in two different names.

Of the onsite respondents, 65% were aged 65+. In the online survey, 55% of respondents were aged 60+, with the majority aged 65-74 years. Since April 2018, we have recruited 35 new volunteers (largely thanks to social media campaigns), and 15 of these new volunteers are aged under 35. This would suggest that the technology-savvy ways in which we are recruiting volunteers appeal to a much younger audience, and encourage diversity. Some of the new volunteers are from minority ethnic backgrounds, are non-Christian, are disabled and are from the LGBT community. It appears that the use of technology to recruit volunteers widens participation.

In the onsite survey, 100% of respondents were white British, and around 1.5% in the online survey were from black and minority ethnic groups. A quarter of online respondents reported having no religion. Onsite, this figure was almost a third, with two-thirds stating they were Christian.

Two thirds of respondents were married / in a civil partnership. The majority of respondents had no caring responsibilities. The vast majority reported no disabilities, but where disabilities were disclosed they were primarily to do with ageing. A small minority reported living with mental health issues.

In terms of their sexual orientation, 87% of respondents stated they were heterosexual, and nearly 10% declined to answer.

We have made continuing efforts, during 2018, to reach out to diverse communities. For example, we are in regular contact with 3 black and minority ethnic, and 1 Eastern European community groups. Two of these groups led City Voices events at Gloucester's high profile History Festival in September 2018. We have written letters of support for several community groups who have submitted bids to the Heritage Lottery Fund, one of which has already received £43,000 in funding.

During this year, in terms of protected characteristics and collections development, we have accessioned the records of the Gloucestershire Deaf Association (1919 to the present), digitally recorded three oral history interviews with individuals from the LGBT community, created and accessioned three digital stories featuring a transgender individual.

We have also made contact with members of Prism, the County Council's LGBT+ staff group and, through them, with Gay-Glos, providing services for LGBT+ teenagers and young people. Both groups are looking to us to support some of their outreach programmes during 2019.

Supporting People Programme

The Supporting People Programme aims to provide housing related support to vulnerable people in Gloucestershire to help them live independently. 78.4% of our client base is made up of those receiving community based support for adults with other vulnerabilities, but we also offer support to those suffering from mental health difficulties, the homeless, young people, offenders and refugees.

Overview of Service Users
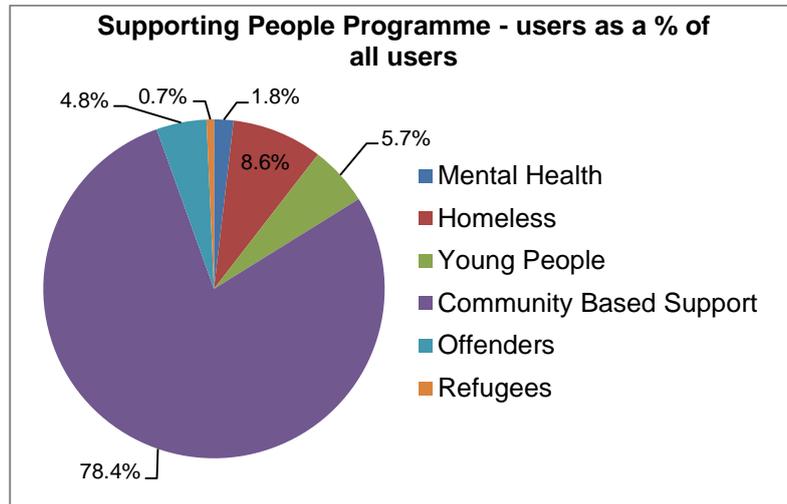
The following is an overview of the characteristics (where available) of the Supporting People Programme Service Users:
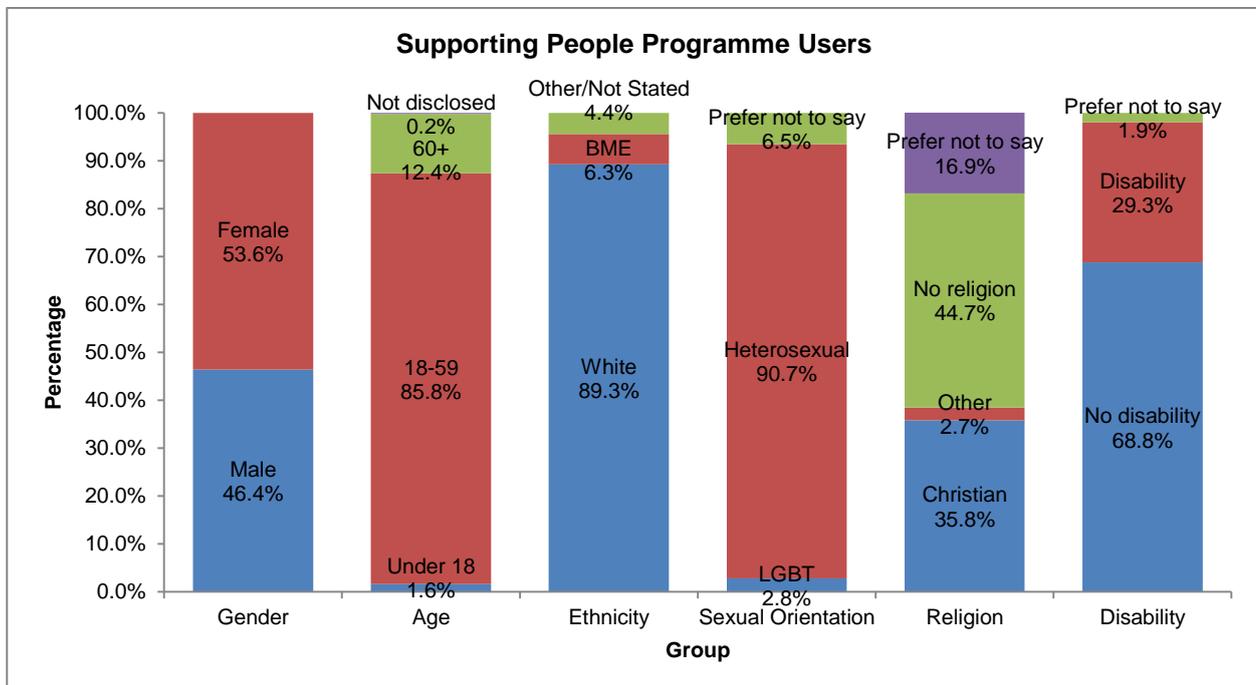
What does the data tell us?

- 53.6% of users are female.
- 85.8% of users are in the 18-59 age bracket with the highest number in the 18-24 age group with 427 users, majority of these receiving community based support.
- 6.3% of service users are from Black and Minority Ethnic groups.

Corporate Complaints Team

The complaints team follow three different processes, these are: statutory Adults and Children's processes, and the Council's own corporate procedure for other complaints.

Equalities data is gathered from online or paper forms that we ask people making complaint to complete, or equalities information sought at the time if the person uses the online form to make a complaint. Currently information is only gathered about: Gender (male or female), Ethnicity, whether the person considers themselves to be disabled and their age group.
Return and completion rates are low, less than 10% of people making complaints complete the forms.

Within the adult and children's social care complaints arena some additional information is available by the nature of their (or a family member's) contact with our services.

Complaints about Adult Services (Data gathered from Q4 2017/18).

Gender	%
Male	51%
Female	48%

Ethnicity	%
White	83%
Other	1%
Not Stated	16%

Age	%
18-23	1%
24-45	2%
46-59	6%
60+	13%
Not Stated	79%

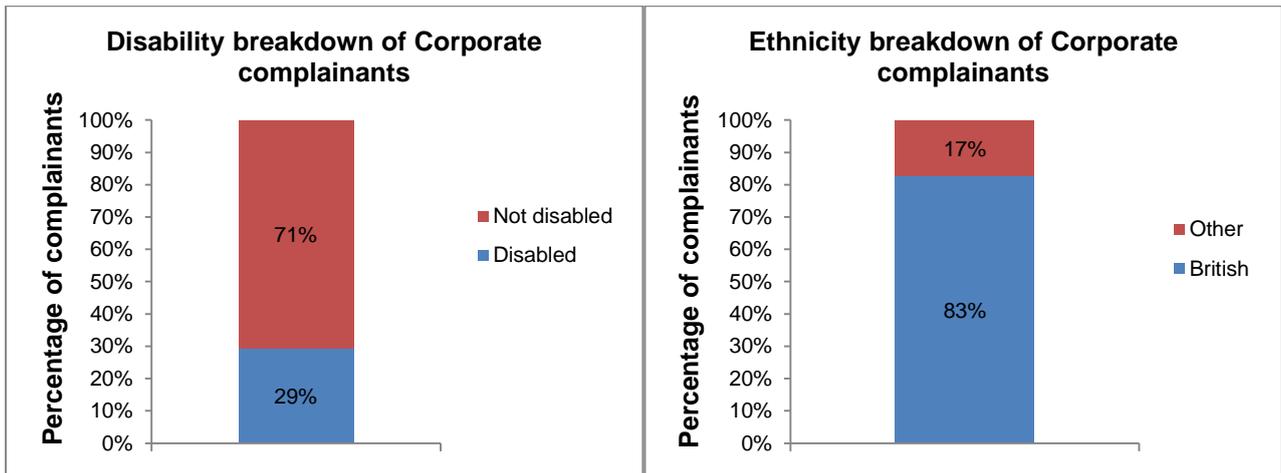| Disability	%
Disability	7%
Not Known	93%

Complaints about Children's Services

- More complaints were received by women (69%) than men (29%)
- Where it was stated, 33% of complainants considered themselves to be British
- Where it was stated, 3% of complainants considered themselves to be disabled

Corporate Complaints

Data gathered for the financial year 2017/18 from complainants who have concerns about services other than adult and children's social care is as follows:

Age breakdown of Corporate complainants

Gender breakdown of Corporate complainants

Disability breakdown of Corporate complainants

Not disabled: 71%
Disabled: 29%

Ethnicity breakdown of Corporate complainants

Other: 17%
British: 83%
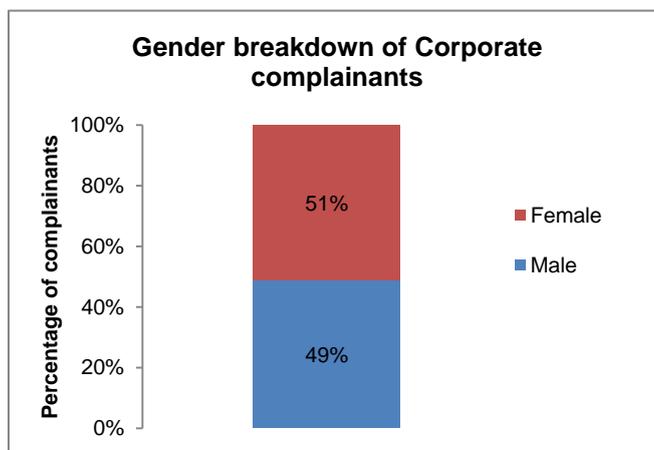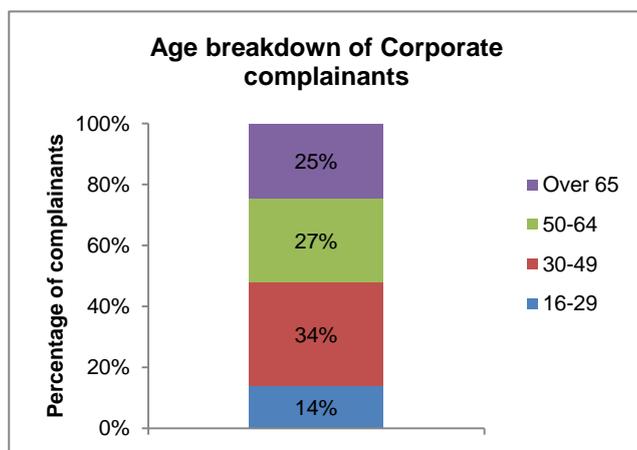
What does the data tell us?

- Breakdown of gender is equal overall across the three service functions, however females are more likely to complain about Children's Social Care and the Corporate functions, where as males are more likely to complain about Adult Social Care.
- 34% of Corporate complaints come from people in the 30-49 age bracket.
- An average of 13% of complainants across the three service functions consider themselves to have a disability.