

Gloucestershire County Council

Service User Diversity Report (2012/13)

Contents

Executive summary 2

Section 1..... 4

What is the service user diversity report (2012/13)..... 4

Why we are publishing this report..... 4

How we collate equality monitoring data about service users..... 4

How we use equality monitoring data 5

What other equality information we use..... 5

How we are addressing data gaps across the protected groups? 5

Service user confidentiality..... 6

What is new since we published our 2011 service user diversity report? 6

Section 2..... 7

Adult Social Care..... 7

Safeguarding (Abuse of Vulnerable Adults)..... 24

Children’s Social Care 30

Youth Support Service..... 35

Schools..... 36

Children’s Centres 40

Libraries..... 45

Archives..... 47

Customer Complaints 49

Other equality information: Hate Crime 50

Other equality information: Community cohesion and raising awareness of equality 51

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 have introduced a number of improvements to how we collate, analyse and use service user data across the different protected characteristics since the publication of our first service user diversity report. The introduction of new equality monitoring guidance will help our staff to strengthen current data collection processes and gain a better understanding by protected characteristic of the participation rates, experiences and outcomes of the individuals using our services.

We have also improved how we share and use other data sets such as population demographics with our staff and partners. This includes the introduction of a new software programme which will enable our commissioning staff to run dynamic reports including Gloucestershire's population by district and protected characteristics.

These measures along with stricter monitoring requirements for external providers of our services will help us to strengthen our evidence base across the protected characteristics.

We understand that the collation of service user data is not an end in itself and we have developed new guidance and training for all staff to ensure that analysis of data by protected groups 'equality analysis' informs our day to day work and decision making.

Throughout this report there is evidence of how we have used equality analysis to do just that, including for example how the growth of the older population and the challenge on demand for current and future service provision is being addressed.

We know the overall population is anticipated to rise at an annual average rate of 0.5% over the next 25 years, but the number of older people (65+) will be increasing at a much quicker pace, of between 2.3% and 2.6%. In particular, the number of people aged 75 and over, the ages at which adult care and other service support is most likely to be required, is projected to increase each year by an average of 1,500 between 2010 and 2020, and by 2,300 between 2020 and 2035.

We are clearly seeing the impact of these demographics on the profile of our adult social care service users and on the demand for services. One of the ways the council is responding to this is through closer partnership working with NHS Gloucestershire as we develop more integrated health and social care services and the development of our health and well being strategy.

The ethnic structure of the population of Gloucestershire is also changing. This is resulting in increasing proportions of children of early years and school age from minority ethnic groups, particularly those from eastern European countries. The development of a new service to support vulnerable young people including those

from ethnic minority backgrounds and a new youth service contract will help the council to address the needs of this group of children and young people.

We will continue to use service user diversity data amongst other sources to inform our work and in March 2013 we will publish our new three year equality objectives.

There will be an obvious link to how we have used the data presented within this report to identify our equality priorities which will be integral to the successful delivery of our corporate vision and aims.

Section 1

What is the service user diversity report (2012/13)

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 2011/12 service user diversity report and includes information across services, specifically covering, Adult Social Care, Children's Social Care, Schools, Children's Centres, Libraries, and Customer Complaints.

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

When you use council services or take part in any engagement activities you will often find an option to complete an '[Equality Monitoring Form](#)'. You are then asked to complete a number of questions about 'you', such as your age, gender, ethnicity, religion or belief and sexual orientation.

Gathering this information allows the council to identify which communities or groups you 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 \[PDF 476KB\]](#)

How we use equality monitoring data

Our equality monitoring data helps us to understand who is and isn't accessing our services and how well service user's 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](#).

What other equality information we use

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.

You can [view the sources of equality information](#) that we use 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 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 looked after children 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 or services users with a particular protected characteristic is fewer than 10, 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.

What is new since we published our 2011 service user diversity report?

2011 Census Data

The First Release of 2011 Census data was published by the Office for National Statistics on the 16th July 2012, and provides headline population numbers by age, sex and household numbers for all local authorities, including Gloucestershire and its six districts.

Download the following tables for detailed results from the Census 2011 First Release for Gloucestershire and its six districts.

[Population and households 2011, Gloucestershire and Districts](#)
[Population change 2001-2011 Gloucestershire and Districts](#)

Consultations and engagement

The council has carried out a number of consultations over the last 12 months to inform our work, this includes engagement with stakeholders, communities and service users on a wide number of policy areas including our health and well being strategy, our approach to supporting carers, an online pupil survey, changes to school funding and our fire services.

You can view the results of these and other consultations [and information about how you can get involved](#) on our website.

Updated population demographics

You can view the updated population demographics for Gloucestershire by the different protected characteristics' [here](#).

Section 2

Adult Social Care

What we do:

Services delivered from the adult social teams include:

- Advice, assessment and care management for people with social care needs
- Delivery of social care services to people with eligible needs, through personal budgets, contracted provision and in house services
- Safeguarding vulnerable adults against harm

What we did in 2012/13

Our adult social care data is a complex mix of information that needs to be considered within the context of population changes and the move towards integrated health and social care services.

Examples of activities undertaken to support adult service users includes:

- The development of a new Health and well being strategy to help people to stay active and healthy. This addresses a wider range of need including young people
- Consultation on our [‘Your Health, Your Care plans’](#)
- Implementation of a stronger focus on reablement and in partnership with NHS Gloucestershire we will ensure that there are effective and efficient services in place in Gloucestershire so that older people do not need care packages after their stay in hospital or accident or illness and sufficient support to learn or relearn the skills necessary for daily living.
- Implementation of our Dementia Strategy
- The roll out of our Carers Survey to inform our refreshed carers strategy
- Development our 2013-16 Autism strategy
- Implementation of [Health Watch](#)
- A review of our Mental Health Strategy and associated policies

Service user data:

The data presented below covers the period April 2011 – April 2012.

Table 1: Adults receiving community and residential services: **Age**

Age group	Services in the Community	Residential or Nursing Care	Reablement/Other
1- 18-29	552	89	114
2- 30-44	688	163	289
3- 45-59	1082	243	619
4- 60-74	1762	308	1293
5- 75-89	4508	1106	3307
6- 90+	1869	645	829
7- Not Known	9		7
Total	10470	2554	6458

Table 2: Adults receiving community and residential services: **Gender and Age**

Age Group	Gender		Total
	Female	Male	
1- 18-29	260	381	641
2- 30-44	423	428	851
3- 45-59	723	602	1325
4- 60-74	1117	953	2070
5- 75-89	3650	1964	5614
6- 90+	1943	571	2514
7- Not Known	7	2	9
Grand Total	8123	4901	13024

Table 3: Adults receiving reablement services: **Gender and Age**

Age Group	Gender		Total
	Female	Male	
1- 18-29	56	58	114
2- 30-44	187	102	289
3- 45-59	349	270	619
4- 60-74	773	520	1293
5- 75-89	2106	1201	3307
6- 90+	576	253	829
7- Not Known	3	4	7
Grand Total	4050	2408	6458

- 62.5% of our ongoing service users are 75 or older, and we support nearly 1,900 people aged 90 or more in the community.
- Nearly 6,500 people received Reablement services and did not go on to ongoing services during the year.
- 64% of our reablement service users are 75 or older
- Women tend to live longer than men and this largely explains the gender imbalance. The gender imbalance is broadly similar for reablement & ongoing services

Table 4: Adults receiving community and residential services: **Race**

Ethnicity	Gender		Total
	Female	Male	
White British	7564	4507	12071
White Irish	45	28	73
White Other	131	78	209
Mixed White/Black Caribbean	<5	<5	<5
Mixed White/Black African	<5		<5
Mixed White/Asian	<5		<5
Mixed Other	10	<5	10-15
Asian Indian	30	12	42
Asian Pakistani	<5	<5	<10
Asian Bangladeshi	<5	<5	<10
Asian Other	20	11	31
Black Caribbean	62	50	112
Black African	<5	<5	<10
Black Other	26	20	46
Chinese	12	6	18
Other	36	17	53
Declined	14	11	25
Not Recorded	156	148	304
Grand Total	8123	4901	13024

Table 5: Adults receiving Reablement services: **Race**

Ethnicity	Gender		Total
	Female	Male	
A1:White British	3476	2037	5513
A2:White Irish	14	17	31
A3:White Other	63	32	95
B1:Mixed White/Black Caribbean			
B2:Mixed White/Black African			
B3:Mixed White/Asian		<5	<5
B4:Mixed Other	<5	<5	<10
C1:Asian Indian	13	9	22
C2:Asian Pakistani	<5	<5	<10
C3:Asian Bangladeshi	<5	<5	<10
C4:Asian Other	14	8	22
D1:Black Caribbean	20	13	33
D2:Black African		<5	<5
D3:Black Other	9	<5	<15
E1:Other Chinese	10	<5	<15
E2:Other Other	12	17	29
F1: Declined	6	6	12
F2: Blank	403	256	659
Grand Total	4050	2408	6458

- 85% of our ongoing service users describe themselves as "White British" - a lower proportion than for ongoing service users (but this is 95% of those with ethnicity recorded). However we only collect ethnicity data on 90% of reablement users.
- 92% of our service users describe themselves as "White British". We have an increasing number of service users from Eastern Europe and also some from the Black Caribbean community. We manage to collect ethnicity data on almost 97% of our service users.

Table 6: Adults receiving community and residential services: **Religion and/or Belief**

Religion	Ongoing services	Reablement
Church of England	6152	2432
Not Known	2569	1241
Not Recorded	1781	1465
Atheist/None	729	499
Roman Catholic	554	254
Christian	333	193
Methodist	268	99
Baptist	151	45
Other	141	58
Muslim	54	37
Jehovah's Witness	51	22
Church of Scotland	44	28
Protestant	31	10
Pentecostal	29	10
Hindu	26	5
Agnostic	21	10
Spiritualist	17	6
Free Churches	11	<5
Quaker	11	<5
Buddhist	10	5
Greek Orthodox	9	<5
Christian Scientist	7	5
Jewish	7	5
Mormon	7	<5
Seventh Day Adventist	7	<5
Plymouth Brethren	<5	<5
Sikh	<5	<5
Grand Total	13024	6458

- We provide ongoing services and Reablement to people from a wide variety of religious faiths.

Table 7: Adults receiving community and residential services: **Disability**

Areas of Disability or Need	Sensory Impairments				Total
	None	Dual Sensory Impairment	Hearing Impairment	Sight Impairment	
Physical Disabilities	6841	898	1278	1576	10593
Mental Health Issues	3453	400	487	713	5053
Substance Misuse	31	<5	<5	<5	37
Learning Disabilities	1288	57	84	145	1574
Autistic Spectrum Disorders	240	9	17	28	294
Dementia	1768	238	314	448	2768
Carers	564	44	67	83	758
Total	9272	895-900	1275-1280	1570-1575	13024
	71%	7%	10%	12%	

- The biggest area of need for social care service users is physical disabilities
- Almost 29% have some level of sensory impairment, with almost 900 having problems with both sight & hearing.
- Almost 40% of our service users have some mental health issues, and that includes well over two and a half thousand people with dementia.
- Almost 6% of our service users also provide regular help to others; often elderly people who have cared for others for years eventually become service users in their own right.

Table 8: Adults receiving Reablement services: **Disability**

Areas of Disability or Need	Sensory Impairments				Total
	None	Dual Sensory Impairment	Hearing Impairment	Sight Impairment	
Physical Disabilities	3652	391	857	611	5511
Mental Health Issues	1040	98	175	163	1476
Substance Misuse	18	<5	<5	<5	20
Learning Disabilities	35	<5	<5	<5	41
Autistic Spectrum Disorders	18	<5	<5	<5	28
Dementia	445	51	98	71	665
Carers	221	21	51	37	330
Total	4599	391	857	611	6458
	71%	6%	13%	9%	

- People getting reablement have a broadly similar spread of disabilities to those getting ongoing services.
- Almost 29% have some level of sensory impairment, with almost 400 having problems with both sight & hearing.
- Almost 40% of our service users have some mental health issues, and that includes well over two and a half thousand people with dementia.
- About 5% of reablement users also provide regular help to others compared to 6% of users of ongoing services.

Table 9: Other Disabilities of people with Dementia

Areas of Disability or Need	
Physical Disabilities	2412
Substance Misuse	6
Learning Disabilities	51
Autistic Spectrum Disorders	6
Carers	134
Total	2768

- People with dementia often have multiple disabilities.

Table 10: Reablement Only users compared to Ongoing service users

Areas of Disability or Need	
Physical Disabilities	569
Substance Misuse	<5
Learning Disabilities	
Autistic Spectrum Disorders	<5
Carers	23
Total	665

- People with dementia or learning disabilities are less likely to get reablement services than people getting ongoing services. This is explained by the nature of services being requested. People with dementia and learning disabilities are more likely to be accessing enablement services.

Table 11: Other Disabilities of people with Learning Disabilities

Areas of Disability or Need	
Physical Disabilities	917
Mental Health Issues	388
Substance Misuse	<5
Autistic Spectrum Disorders	216
Dementia	51
Carers	42
Total	1570-1575

- People with learning disabilities also often have multiple disabilities. For example, over 18% of ongoing service users with LD also have sensory problems.

Table 12: Reablement Only users compared to Ongoing service users

Areas of Disability or Need	
Physical Disabilities	20
Mental Health Issues	10
Substance Misuse	
Autistic Spectrum Disorders	<5
Dementia	
Carers	<5
Total	41

Assessment data

We perform 3 kinds of assessments: Limited assessments look at one specific aspect of people’s lives and provide enough information to suggest short term or minimal interventions to solve a specific problem. Full assessments cover many aspects of peoples lives and are required to support applications for major funding or long term interventions. Reablement assessments look at whether the service user could be assisted to live independently or with less support if reablement or telecare services were provided. Reablement is available to people of any age; the determining factor is whether they could benefit from this sort of service. Many people receive more than one assessment in a year due to their changing needs (for example, receiving a short term reablement service and at a later stage needing an assessment for longer term provision) – at least one person in 5 is assessed at least twice in the year as a new service user.

Table 1: Assessments Completed (1/4/10 and 31/3/11) **Gender and Age**

Age Group	Gender		Total
	Female	Male	
0-Under 18	<5	<5	<10
1- 18-29	200	250	450
2- 30-44	362	319	681
3- 45-59	731	607	1338
4- 60-74	1588	1217	2805
5- 75-89	4721	2605	7326
6- 90+	1684	587	2271
7- Not Known	<10	<5	<10
Total	9292	5590	14882

- Nearly 65% of people assessed were aged 75 or over, but we do assess some young people known to children’s’ services as they come to their 18th birthday. Most young people with disabilities stay in education until they are over 18 so are assessed at this point. As with service users, there are more elderly women requesting our help than men.
- For monitoring purposes we collect information about assessments of people who are not currently receiving services from adult social care. These are described as “new” although many of them have received services in the past.

Table 2: Assessments Completed by **age** and type of assessment

NEW SERVICE USERS ONLY by Age Group	People having Limited Assessments	People having Full Assessments	People Assessed before Reablement	Total People Assessed
0-Under 18	<5	<5	0	<5
1- 18-29	10	176	59	229
2- 30-44	35	296	98	395
3- 45-59	100	644	172	816
4- 60-74	396	1415	412	1879
5- 75-89	1422	3412	1235	4803
6- 90+	367	916	347	1217
7- Not Known	<5	<5	<5	<10
Total	2333	6865	2320-2325	9349

Table 3: Assessments Completed by **gender and ethnicity**

Ethnicity	Gender		Total
	Female	Male	
White British	8481	5062	13543
White Irish	58	32	90
White Other	132	71	203
Mixed White/Black Caribbean	<5	<5	<10
Mixed White/Black African	<5		<5
Mixed White/Asian	<5		<5
Mixed Other	10	<5	14
Asian Indian	33	22	55
Asian Pakistani	<10	<5	7
Asian Bangladeshi	<5	<5	8
Casian Other	35	14	49
Black Caribbean	56	39	95
Black African	<5		<5
Black Other	36	18	54
Chinese	13	<5	<20
Other	39	25	64
Declined to Say	19	17	36
Not Recorded	360	276	636
Total	9292	5590	14882

- The range of ethnicities of people requesting our help is broadly similar to the range receiving services.

Table 4: Assessments Completed by **religion and or belief**

Religion	Total
Church of England	6587
Not Known	2973
Not Recorded	2246
Atheist/None	953
Roman Catholic	608
Christian	410
Methodist	320
Other	193
Baptist	172
Muslim	73
Church of Scotland	70
Jehovah's Witness	48
Protestant	39
Hindu	28
Pentecostal	25
Agnostic	21
Spiritualist	20
Buddhist	16
Quaker	16
Jewish	12
Free Churches	10
Christian Scientist	9
Greek Orthodox	9
Mormon	9
Seventh Day Adventist	9
Sikh	<5
Plymouth Brethren	<5
Total	14882

- The range of religious beliefs of people requesting our help is broadly similar to the range receiving services.

Table 5: Assessments Completed by **disability**

Areas of Disability or Need	Sensory Impairments				Total
	None	Dual Sensory Impairment	Hearing Impairment	Sight Impairment	
Physical Disabilities	8873	860	1594	1489	12816
Mental Health Issues	2941	271	386	511	4109
Substance Misuse	52	<5	<5	<5	60
Learning Disabilities	704	39	59	82	884
Autistic Spectrum Disorders	102	<5	<10	15	128
Dementia	1438	159	233	303	2133
Carers	668	59	82	70	879
Total	10939	860	1594	1489	14882

People with dementia are much more likely to be re-assessed because their needs change and they are more likely to have carers assessments – their carers need more support than those for people with other needs. This accounts for the higher assessment rates among people with mental health issues as well. Otherwise, assessment rates are broadly comparable with service user rates.

Carers assessments completed

This section outlines details about people assessed during the year where the assessment also reflected the needs of an informal carer. The details provided relate to the service user rather than the carer(s) because often the carer does not want their personal information used for statistical purposes.

Table 1: Carers assessments by **gender and age**

Age Group	Gender		Total
	Female	Male	
1- 18-29	65	76	141
2- 30-44	94	77	171
3- 45-59	189	175	364
4- 60-74	450	408	858
5- 75-89	1385	943	2328
6- 90+	584	205	789
7- Not Known	<5		<5
Total	2768	1884	4652

- Older service users are slightly more likely to have carers assessments

Table 2: Carers assessments by **age** and type of assessment

Age Group	Carers for People having Limited Assessments	Carers for People having Full Assessments	Carers for People Assessed before Reablement	Total People Assessed with Carers Component
1- 18-29	0	52	<5	50-55
2- 30-44	0	75	<5	75-80
3- 45-59	0	167	14	179
4- 60-74	0	460	39	489
5- 75-89	<5	1106	144	1185-1190
6- 90+	0	272	56	305
7- Not Known	0	0	<5	<5
Total	<5	2132	260	2296

- Most carers assessments happen in relation to full assessments rather than limited or reablement assessments.

Table 3: Carers assessments by **gender and ethnicity**

Ethnicity	Gender		Total
	Female	Male	
White British	2574	1758	4332
White Irish	20	12	32
White Other	40	20	60
Mixed White/Black Caribbean	<5	<5	<5
Mixed White/Asian	<5		<5
Mixed Other	<5	<5	<10
Asian Indian	19	5	24
Asian Pakistani	<5		<5
Asian Bangladeshi	<5	<5	<5
Asian Other	11	<5	14
Black Caribbean	14	17	31
Black African	<5		<5
Black Other	5	<5	<10
Chinese	5	<5	<10
Other	10	9	19
Declined	6	<5	<10
Not Recorded	56	45	101
Total	2768	1884	4652

- The range of ethnicities of people with carers requesting our help is broadly similar to the range receiving services.

Table 4: Carers assessments by **religion and or belief**

Religion	Total
Church of England	2253
Not Known	872
Not Recorded	560
Atheist/None	314
Roman Catholic	176
Christian	120
Methodist	93
Other	61
Baptist	60
Muslim	32
Church of Scotland	23
Jehovah's Witness	18
Protestant	14
Pentecostal	12
Hindu	7
Spiritualist	6
Mormon	5
Agnostic	<5
Greek Orthodox	<5
Jewish	<5
Quaker	<5
Buddhist	<5
Free Churches	<5
Christian Scientist	<5
Seventh Day Adventist	<5
Sikh	<5
Total	4652

- The range of religious beliefs of people with carers requesting our help is broadly similar to the range receiving services.

Table 5: Carers assessments by **disability**

Areas of Disability or Need	Sensory Impairments			Sight Impairment	Total
	None	Dual Sensory Impairment	Hearing Impairment		
Physical Disabilities	2974	341	379	589	4283
Mental Health Issues	1160	135	150	235	1680
Substance Misuse	7	<5	<5	<5	11
Learning Disabilities	184	13	19	35	251
Autistic Spectrum Disorders	27	<5	<5	7	40
Dementia	716	81	111	160	1068
Carers	170	17	16	29	232
Total	3343	341	379	589	4652

Safeguarding (Abuse of Vulnerable Adults)

What is a Vulnerable Adult: A vulnerable adult is defined as anyone who is 18 years or over; “Who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, against significant harm or exploitation” (No Secrets, DoH 2000). In Gloucestershire, this also applies to vulnerable adults in education.

We continue to record the number of alerts, referrals, repeat referrals and completed referrals by age, ethnicity, primary client group and gender of alleged victim as part of the annual Abuse of Vulnerable Adults (AVA) return.

Each month the chair of the safeguarding board and senior managers review our performance across a wide range of activity data including our statistical ‘nearest neighbour’ local authority comparator group.

Table 1: Number of alerts, referrals, repeat referrals and completed referrals by age, primary client group and gender of alleged victim

	<i>Primary client group:</i>	Alerts			Referrals			Repeat Referrals			Completed Referrals		
		Femal e	Mal e	Tota l	Femal e	Mal e	Tota l	Femal e	Mal e	Tota l	Femal e	Mal e	Tota l
Age group : 18 - 64	Physical disability, frailty and sensory impairment (Total)	36	27	63	5	11	16	0	<5	<5	<5	10	14
	<i>of which: Sensory Impairment</i>	<5	<5	<5	0	<5	<5	0	<5	<5	0	<5	<5
	Mental Health (Total)	100	70	170	25	21	46	<5	4	6	21	21	42
	<i>of which: Dementia</i>	13	6	19	5	<5	8	<5	0	<5	<5	<5	6
	Learning Disability	172	178	350	53	70	123	16	14	30	61	77	138

	Substance misuse	<5	<5	<5	0	<5	<5	0	0	0	0	<5	<5
	Other Vulnerable People	18	17	35	5	5	10	0	0	0	6	<5	10
	Total aged 18 - 64	327	294	621	88	108	196	18	20	38	92	113	205
Age group : 65 - 74	Physical disability, frailty and sensory impairment (Total)	47	52	99	12	17	29	<5	<5	5	13	15	28
	<i>of which: Sensory Impairment</i>	0	0	0	0	0	0	0	0	0	0	0	0
	Mental Health (Total)	24	22	46	8	7	15	<5	0	<5	9	5	14
	<i>of which: Dementia</i>	14	15	29	5	5	10	<5	0	<5	6	<5	9
	Learning Disability	0	0	0	0	0	0	0	0	0	0	0	0
	Substance misuse	0	0	0	0	0	0	0	0	0	0	0	0
	Other Vulnerable People	0	0	0	0	0	0	0	0	0	0	0	0
	Total aged 65 - 74	71	74	145	20	24	44	<5	<5	8	22	20	42
Age group : 75 - 84	Physical disability, frailty and sensory impairment (Total)	68	55	123	24	13	37	<5	<5	<5	24	15	39
	<i>of which: Sensory Impairment</i>	0	0	0	0	0	0	0	0	0	0	0	0
	Mental Health (Total)	65	35	100	29	16	45	<5	0	<5	29	15	44
	<i>of which: Dementia</i>	58	28	86	25	14	39	<5	0	<5	25	13	38
	Learning Disability	0	0	0	0	0	0	0	0	0	0	0	0
	Substance misuse	0	0	0	0	0	0	0	0	0	0	0	0
	Other Vulnerable People	0	0	0	0	0	0	0	0	0	0	0	0
	Total aged 75 - 84	133	90	223	53	29	82	6	<5	7	53	30	83

Table 2: Number of alerts, referrals, repeat referrals and completed referrals by ethnicity and age of alleged victim

Ethnicity:		Alerts			Referrals			Repeat Referrals			Completed Referrals		
		18-64	65+	Total	18-64	65+	Total	18-64	65+	Total	18-64	65+	Total
White	White British	485	563	1048	150	209	359	33	21	54	156	194	350
	White Irish	<5	<5	6	<5	0	<5	0	0	0	0	0	0
	Traveller of Irish Heritage	0	0	0	0	0	0	0	0	0	0	0	0
	Gypsy/Roma	0	0	0	0	0	0	0	0	0	0	0	0
	Any other White background	16	13	29	<5	6	9	<5	<5	<5	7	<5	11
Mixed	White and Black Caribbean	0	0	0	0	0	0	0	0	0	0	0	0
	White and Black African	0	0	0	0	0	0	0	0	0	0	0	0
	White and Asian	0	0	0	0	0	0	0	0	0	0	0	0
	Any other Mixed background	7	0	7	5	0	5	<5	0	<5	5	0	5
Asian or Asian British	Indian	0	<5	<5	0	<5	<5	0	0	0	0	<5	<5
	Pakistani	0	0	0	0	0	0	0	0	0	0	0	0
	Bangladeshi	0	0	0	0	0	0	0	0	0	0	0	0
	Any other Asian background	0	<5	<5	0	<5	<5	0	0	0	0	<5	<5
Black or Black British	Caribbean	7	5	12	<5	<5	6	0	<5	<5	0	<5	<5
	African	<5	0	<5	0	0	0	0	0	0	0	<5	<5
	Any other Black background	<5	<5	<5	0	<5	<5	0	<5	<5	0	<5	<5
Other Ethnic Groups	Chinese	<5	<5	<5	<5	<5	<5	0	<5	<5	<5	<5	<5
	Any other ethnic group	<5	<5	<5	0	<5	<5	0	0	0	0	0	0
Not stated	Refused	0	0	0	0	0	0	0	0	0	0	0	0
	Information not yet obtained	100	56	156	33	15	48	1	0	1	36	13	49
Total		621	654	1275	196	240	436	38	25	63	205	220	425

Table 3: Number of completed referrals by case conclusion, and ethnicity of vulnerable adult

Ethnicity:		Substantiated	Partly Substantiated	Not Substantiated	Not Determined / Inconclusive
White	White British	69	57	89	46
	White Irish			<5	
	Traveller of Irish Heritage				
	Gypsy/Roma				
	Any other White background			<5	
Mixed	White and Black Caribbean				
	White and Black African				
	White and Asian			<5	
	Any other Mixed background				<5
Asian or Asian British	Indian				
	Pakistani				
	Bangladeshi				
	Any other Asian background				
Black or Black British	Caribbean	<5		<5	
	African		<5		
	Any other Black background	<5			
Other Ethnic Groups	Chinese		<5	<5	
	Any other ethnic group				
Not stated	Refused				
	Information not yet obtained	5	4	4	1
Total - all ethnicities		<i>27</i> 76	63	99	48

Table 4: Number of completed referrals by case conclusion, and ethnicity of vulnerable adult

<i>Ethnicity:</i>		Substantiated	Partly Substantiated	Not Substantiated	Not Determined / Inconclusive
White	White British	93	65	107	85
	White Irish	0	0	0	0
	Traveller of Irish Heritage	0	0	0	0
	Gypsy/Roma	0	0	0	0
	Any other White background	<5	<5	<5	<5
Mixed	White and Black Caribbean	0	0	0	0
	White and Black African	0	0	0	0
	White and Asian	0	0	0	0
	Any other Mixed background	<5	<5	0	<5
Asian or Asian British	Indian	0	0	<5	0
	Pakistani	0	0	0	0
	Bangladeshi	0	0	0	0
	Any other Asian background	0	<5	<5	0
Black or Black British	Caribbean	<5	0	0	<5
	African	0	0	0	0
	Any other Black background	0	0	<5	0
Other Ethnic Groups	Chinese	<5	<5	0	<5
	Any other ethnic group	0	0	0	0
Not stated	Refused	0	0	0	0
	Information not yet obtained	13	14	13	9
Total - all ethnicities		114	83	126	102

Case study: Adult safeguarding

What we found:

Each month we review our performance across the range of safeguarding adult's activity data. In 2011/12 we identified a lower level of alerts and referrals for BME groups than we would expect given their numbers in the relevant age bands in the wider population.

What we did:

In 2012/13 we identified the following objectives within our Gloucestershire Safeguarding Adults Strategic Plan

To raise awareness of adult safeguarding in the BME populations

To support this objective we have:

- Run a half day community event targeted at the BME community
- Delivered bespoke sessions on safeguarding adults to a variety of community groups, including the Afro-Caribbean and Chinese communities and the sessions were well received
- Have further sessions planned for the eastern European and Asian communities, and also community leaders.

We have delivered culturally sensitive sessions to our safeguarding adult trainers to promote a better understanding of issues that may be unique to BME communities.

Children's Social Care

What we do:

We deliver social care services to children with eligible needs through personal budgets, contracted provision and in house services.

Service user data:

Data presented below is taken at 31st December 2012

Children In Need

Table 1: Children in Need **Age and Gender**

Total number of Children in Need (CiN) **including** children subject of a Child Protection Plan and Children Looked After

Age group	Male	Female	Unborn	Total
1. Under 1	91	72	58	221
2. 1-4	321	282		603
3. 5-9	376	315		691
4. 10-15	419	354		773
5. 16+	330	280		610
Total	1537	1303	58	2898

The table above provides a basic breakdown by age and gender of children and young people assessed as being in need by children's social care services at the end of December 2012. The majority of children in need (26.7%) are aged between 10 and 15. 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.

Table 2 and 3: Children in Need **Disability and Race**

Is Disabled?	Total
No	2669
Yes	229
Total	2898

Ethnicity	Total
A1 - White British	2306
A2 - White Irish	<5
A3 - Any other White background	87
A4 - Traveller of Irish Heritage	<5
A5 - Gypsy / Roma	14
B1 - White and Black Caribbean	82
B2 - White and Black African	14
B3 - White and Asian	28
B4 - Any other Mixed background	58
C1 - Indian	5
C2 - Pakistani	6

C3 - Bangladeshi	<5
C4 - Any other Asian background	31
D1 - Caribbean	20
D2 - African	29
D3 - Any other Black background	10
E1 - Chinese	<5
E2 - Any other ethnic group	31
E3 - Refused	6
E4 - Information not yet obtained	160
Total	2898

Of the children and young people identified as being in need at the end of December 2012, 14.7% were BME. As with children looked after below, children from 'Any other white background' are the most prolific after 'White British' (3.0%).

Table 4: Children in Need **Age and Gender**

Total number of Children in Need (CiN) **excluding** children subject of a Child Protection Plan and Children Looked After

Age group	Female	Male	Unborn	Total
1. Unborn			57	57
2. Under 1	36	53		89
3. 1-4	149	186		335
4. 5-9	200	257		457
5. 10-15	243	284		527
6. 16+	228	260		488
Total	856	1040	57	1953

Table 5 and 6: Children in Need **Disability and Race**

Is Disabled?	Total
No	1771
Yes	182
Total	1953

Ethnicity	Total
A1 - White British	1,480
A2 - White Irish	<5
A3 - Any other White background	56
A4 - Traveller of Irish Heritage	<5
A5 - Gypsy/Roma	6
B1 - White and Black Caribbean	48
B2 - White and Black African	11
B3 - White and Asian	20
B4 - Any other Mixed background	45
C1 - Indian	5
C2 - Pakistani	6
C3 - Bangladeshi	<5
C4 - Any other Asian background	22
D1 - Caribbean	16
D2 - African	27
D3 - Any other Black background	8
E1 - Chinese	<5
E2 - Any other ethnic group	30
E3 - Refused	6
E4 - Information not yet obtained	158

Total	1,953
--------------	--------------

Of the children and young people identified as being in need at the end of December 2012, 15.5% were BME. As with children looked after below, children from 'Any other white background' are the most prolific after 'White British' (2.8%).

Children subject of a Child Protection Plan

Table 1: Children subject of a Child Protection Plan **Gender and Age**

Total number of children subject of a Child Protection Plan as at 31st December 2012: 432

Age group	Male	Female	Total
1. Under 1	<30	<30	50
2. 1-4	79	74	153
3. 5-9	54	70	124
4. 10-15	48	48	96
5. 16+	<10	<10	9
Total	210	222	432

The table above provides a basic breakdown by age and gender of children subject of a Child Protection Plan at the end of December 2012. Unlike children in need and children looked after at the same period, the majority of children subject of a CPP were aged between 1 and 4 (35.4%). Also, in contrast to the two other groups, females represent 51.4% of the CP population in Gloucestershire at this date.

Table 2 and 3: Children subject of a Child Protection Plan **Race and Disability**

Is Disabled?	Total
No	425
Yes	7
Total	432

Ethnicity	Total
A1 - White British	379
A3 - Any other White background	15
A5 - Gypsy / Roma	<5
B1 - White and Black Caribbean	22
B3 - White and Asian	<5
B4 - Any other mixed background	5
D1 - Caribbean	<5
D3 - Any other Black background	<5
E4 - Information not yet obtained	<5
Total	432

Comment: Of the children subject of a Child Protection Plan at the end of December, 11.8% were BME. In contrast to children in need and children looked after, children from 'White and Black Caribbean' backgrounds comprise the second largest ethnic group after 'White British' (5.1%).

Category of Abuse	Total
Emotional Abuse	123
Neglect	154
Physical Abuse	9
Sexual Abuse	21
Multiple	125
Total	432

Comment: The above table provides a breakdown by category of abuse of children subject of a Child Protection Plan. In Gloucestershire, as nationally, neglect remains the main category of abuse (35%). The 'multiple' category is for when more than one category of abuse is relevant to the child's current protection plan.

Children Looked After

Table 1: Total number of children looked after **Gender and Age**

Age group	Male	Female	Total
1. Under 1	12	13	25
2. 1-4	56	59	115
3. 5-9	65	45	110
4. 10-15	87	63	150
5. 16+	68	45	113
Total	288	225	513

Comment: As with the child in need population, the majority of children looked after are aged between 10 and 15 (29%). Males comprise the largest number of children within this age group, and represent 56% of the looked after children population in Gloucestershire at the end of December.

Table 2 and 3: Total number of children looked after **Disability**

Is Disabled?	Total
No	473
Yes	40
Total	513

Ethnicity	Total
A1 - White British	447
A2 - White Irish	<5
A3 - Any other White background	16
A5 - Gypsy/Roma	7
B1 - White and Black Caribbean	12
B2 - White and Black African	<5
B3 - White and Asian	<5
B4 - Any other Mixed background	8
C3 - Bangladeshi	<5
C4 - Any other Asian background	9
D1 - Caribbean	<5
D2 - African	<5
E2 - Any other ethnic group	<5
Total	513

Of the children looked after at the end of December, 12.9% were from BME groups. As with children in need, children from 'Any other white background' (3.1%) feature most prominently after 'White British'. Based on mid-2009 population estimates for children and young people aged 0 to 15, 10.3 percent of the population of Gloucestershire were BME. Although population data are only available for 0 to 15 year olds, a comparison of these two figures implies that BME children are slightly over-represented in the looked after children population.

Youth Support Service

What we do:

Gloucestershire Youth Support Team provides a range of services targeted at vulnerable young people. These services are aimed at young people aged 10-19 (or up to age 25 if special needs or care leavers). The types of work covered include: Youth Offending, Youth Crime Prevention, and work with young people not in education, employment or training (NEET), Young People’s Substance Misuse and Care Leavers.

Service user data:

The data presented below is a snapshot as at January 2013. There were 2745 young people on the Youth Support Team (YST) caseload as at January 2013.

This information has been taken from the YST caseload as at January 2013, using information from the Learning Difficulty and Disability Teams, Youth Offending, Youth Crime Prevention, Astra, Young People’s Substance Misuse, Post 16 LAC and Care Leaver, Connexions and Youth Housing elements.

Table 1: Percentage of Young people accessing youth services **Race**

Category	%
White British	79.5%
White – Other	4.5%
All other Ethnicities*	16%

**Please note that included in the ‘All other Ethnicities’ there are 224 young people where the Ethnicity is Unknown.*

Disability

Of the 2745 young people on the caseload list, 1371 (50%) have an identified Learning Disability or Difficulty. This figure reflects the number of service users represented within the learning difficulty and disability team and a higher representation of disabled young people who are not in education, employment or training.

Schools

The following information is derived from the School Censuses taken in January and October 2012. 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	Total	Girls	Boys
Primary Schools	42688	20957	21731
Secondary Schools	39010	19433	19577
Special Schools	1035	254	781
Gloucestershire Total	82733	40644	42089

Comment: 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.

Special Educational Needs – All Schools	Total (Number on Roll)	Statement of SEN	No special provision	School action	School action plus	SEN (No Statement)
Primary	42688	578	35763	4790	1557	6347
Secondary	39010	671	33235	4190	914	5104
Special	1035	922		11	102	113
Gloucestershire Total	82733	2171	68998	8991	2573	11564

SUMMARY OF NUMBER ON ROLL - ALL SCHOOLS

(Ages as at 31st August 2012)

Sector	<3	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19+	Total
Primary		1	6543	6283	6116	5972	5988	6058	5690	37									42688
Secondary									4	6174	6332	6611	6572	6705	3445	2903	246	18	39010
Special	22	36	64	60	46	60	68	56	80	87	86	99	105	119	19	10	18		1035
Totals	22	37	6607	6343	6162	6032	6056	6114	5774	6298	6418	6710	6677	6824	3464	2913	264	18	82733

Comment: Over the last five years, overall pupil numbers in Gloucestershire schools have fallen however, with rising birth figures we are seeing an upward turn in numbers of infant class pupils.

ETHNICITY - ALL SCHOOLS

(As at January 2012)

School Type	Total 5+	Any Other Asian Background	Any Other Ethnic Group	Bangladeshi	Black - African	Black - Any Other	Black - Caribbean	Chinese	Indian	Mixed - Other	Mixed - White and Asian	Mixed - White and Black African	Mixed - White and Black Caribbean	Not obtained	Pakistani	Refused	White - Eastern European	White - English	White - Gypsy / Roma	White - Irish	White - Other	White - Other British	White - Scottish	White - Traveller of Irish Heritage	White - Welsh	White - Western European	White and Chinese	EAL	BME	WHITE
Primary	35798	243	85	121	161	104	129	79	427	424	306	146	474	97	99	234	588	29016	154	98	491	1630	77	26	181	352	56	1823	4563	30904
Secondary	39312	214	96	105	161	58	119	118	381	332	246	95	455	163	92	243	362	33189	44	124	412	1579	133	12	216	307	56	1369	3789	35117
Special	887	7	<5	<5	11	<5	9	<5	5	19	6	6	13	<5	<5	18	5	660	<5	<5	17	86	<5	<5	4	4	<5	116	751	
Gloucestershire Total	75997	464	184	230	333	165	257	199	813	775	554	242	942	262	195	495	955	62865	201	224	920	3295	211	39	401	663	113	3223	8468	66772

Comment: There is an increasing diversity of ethnicities in Gloucestershire schools and increasing numbers of pupils with first language other than English (shown here as EAL).

Children's Centres

What we do

All Gloucestershire 39 children's centres are contracted to deliver a core offer of services comprising of the following:

- Links to integrated early education and childcare provision to support parents and carers
- Health services for children and their parents
- Information and advice about children's services , parenting support and a range of family support services
- Training and advice to help parents gain skills and find work

Further information:

The performance report for Gloucestershire's Children Centres is an evaluation of a range of key areas of children's centre activity during the year 2012 (Jan-Dec).

This includes information of engagement with key user groups

The information has been used to inform the revised specification for Children Centres services and improve the effectiveness of children's centres services as part of the performance management arrangements.

The monitoring of current children's centre activity and impact is based on a variety of data sources. These include:

- e-Start data
- the online Joint Strategic Needs Analysis (EJSNA)
- Other Gloucestershire County Council data collection systems including Capita One, Liquidlogic and EMS
- OFSTED data
- Sufficiency Assessments
- Data collected through Annual Conversations with Childrens Centres

Service user data:

The data presented below covers the period January 2012 to December 2012

Numbers of children registered at a children's centre

There are currently 33,391 0-4 year olds in Gloucestershire, 20,143 are registered with children's centres. Table 1 and 2 outline a breakdown of the diversity profile of children registered across our children's centres

Table 1 and 2: Number of children registered at children's centres: **Age and Gender**

	0-4 yrs	5-18 yrs	TOTAL
FEMALE	6342	3338	9680
MALE	6703	3760	10463
TOTAL	13045	7098	20143

	0-12 months	1 year	2 years	3 years	4 years	TOTAL
FEMALE	1073	1492	1379	1279	1119	6342
MALE	1100	1623	1469	1341	1170	6703
TOTAL	2173	3115	2848	2620	2289	13045

Table 3: Number of children registered at children's centres: **Disability (SEN) and Race**

	0-4 yrs	5-18 yrs	Total	% of total number registered
Disability (SEN)	483	464	947	4.7%
Race	814	510	1,324	6.5%

Children's Centres are required to report as part of performance monitoring arrangements the numbers of SEND children from 0-5 within the reach area and the number accessing children's centre services. Self-reported by children's centres this information includes

- The number of children aged 0-5 who were on the SEN Code of Practice, which the children centre is aware of in their reach area during 2012 on
- Early Years Action
- Early Years Action Plus
- With a statement

Key messages

- The recorded figures reflect the anticipated activity for each phase of children's centre. The larger Phase 1 centres, which have greater capacity with larger buildings and staff and which have the populations in greatest need of children's centre services, are recording the highest levels of registration of 0 – 4s and of engagement with these children.
- Children's centres actively collaborate with local partners across the reach area to develop local data and knowledge of the families within the area. Where access may be more difficult for parents from a minority ethnic group because language and or custom may present a barrier, steps are taken to recruit staff specifically to support these groups

Numbers of children seen at a children's centre

Table 1 and 2: Number of children seen (Receiving services) at children's centres
Age and Gender

	0-4 yrs	5-18 yrs	TOTAL
	12569	1376	13,945

Age	Under 1	1yr	2yrs	3yrs	4yrs	Total
Children Seen	3639	2543	2640	2376	1371	12569

Key messages

- 92% of children with disabilities or 873 accessed services during 2012.

There has been an increase overall of the total number of 0-4 year olds receiving services from 6,870 in 2011 to 12,569 in 2012. Which reflects:-

- Families accessing services through Children Centres has increased. This is mainly due to engagement with families in the reach area.
- The largest 'vulnerable groups' recorded as accessing 30% centres are:- fathers, black and minority ethnic (BME) families, workless households and lone parents. Gloucester and Cheltenham have the largest number of 'vulnerable groups' accessing services.
- More vulnerable 2 year olds are accessing early education opportunities. Total placements during 2010 were 339 increasing to 447 during 2012.
- A strong emphasis on targeting new births as live birth data available for every reach area
- Good signposting to children's centre services by partners agencies.
- Midwives delivering universal maternity services through children's centres
- Regular pattern of clinic visits and activities for babies and very young children
- Information sharing protocol with Health Visitors is established
- 95% of all 3 and 4 year olds accessed 15 hours free education in 2010/2011

Numbers of parents and carers accessing children's centre services (of those registered with the centre)

Table 1: Numbers. of parents/carers registered at children's centres **Gender**

FEMALE	14,336
MALE	9,779
TOTAL	24,115

Table 2: Numbers. of parents/carers registered at children's centres **Race**

Carers registered (parents only) BME	1438
Carers registered (all) BME	1508

- The number of parents / carers accessing services in children's centres has risen with centres recording seeing 56% of parents / carers registered during 2012
- Data is collected on a number of adult and family characteristics which includes disability , male carers , teenage parents , economic migrants, immigrants and traveller families

Table 3: Numbers of carers seen at children's centres

All carers seen	13567
Female Carers seen	11661
Male Carers seen	1906
Teenager mother or pregnant teenager	386
Carers seen with a Disability and/or Special Need	1279

Carers seen (parents only) BME	661
Carers seen (all) BME	685

- The Annual Profile (which gives the "Seen" data) does not have a category for BME carers seen although 823 BME children have been recorded as receiving services during 2012
- Children's centres actively collaborate with local partners across the reach area to develop local data and knowledge of the families within the area. Where access may be more difficult for parents from a minority ethnic group because language and or custom may present a barrier, steps are taken to recruit staff specifically to support these groups

Numbers. of families in the hard to reach category

Children Centre’s can record where they feel appropriate BME families who are considered vulnerable or hard to reach and will further classify under economic migrant who is a person who leaves their home country to live in another country with better work or living conditions (usually labour migration) and immigrant a person who comes to live permanently in a foreign country

However centres might not record “hard to reach” for every family that falls into this category. For example, a family classified as immigrants might use a children’s centre, but because they’re well supported and/or have adapted to the UK, they are not hard to reach or classified as vulnerable

Economic Migrant	Traveller	Immigrant
125	32	139

Further data analysis on specific groups has been undertaken by The Early Childhood Years team. The analysis covers gender, SEN, free school meals, ethnicity, children for whom English is not their home language and Looked After Children.

Case study: Children’s centres

What we found:

BME families can make up to around 40% of our total service users in centres placed in areas of high deprivation. We also know that some BME groups including families from east European countries are less likely to access early year’s education.

What we did:

Staff working within our centres have started to work in partnership with other children’s centres to share skills and strategies to attract under represented families into the centres. This has already resulted in a number of successes in bringing traveller families into pre-school settings.

Libraries

What we did in 2012

During 2012 three main strands of the Library Strategy were implemented. These were:

- Adjustment to opening hours at libraries
- Launch of a new public sector mobile library service
- Establishment of 8 Community Libraries

Consultation and engagement

Prior to the Library Strategy decision at Cabinet on 5th April 2012 a 12 week extensive consultation process had been carried out about the proposals. This included obtaining feedback about the overall strategy proposals including community libraries and the development of a public sector mobile library service.

During the implementation phase further customer and community engagement was carried out for each project. This included seeking information from library users who may share one of the protected characteristics in order to evaluate the impact of the changes and where relevant to provide mitigations to offset adverse effects of the changes being made.

Data about the numbers of people affected was gathered but service users did not always provide information regarding their status with regard to the groups covered by the Equalities Act.

Service user data

The introduction of the new Library Management System in October 2013 will enable us to gather more accurate equalities data about people joining the library and using the library services.

Adjustment to opening hours at libraries

The users of each library were asked to indicate their preferred choice of opening hours across the week. This consultation took part during May and July 2012. 569 written responses received about the distribution of the revised opening hours. Where the customer responses identified negative impact on their access to a library service we reviewed these to check if there was an impact on customers identifying themselves as having a protected characteristic. No recorded differential impact on people sharing protected characteristics became evident. Although opening hours are reduced, all libraries are available to all users.

Launch of a new public sector mobile library service

Users of the mobile library service had been fully consulted about the proposals for changes to the mobile library service during the Library Strategy consultation period which ran from 11th December 2011 to 20th January 2012. During September 2012, customers visiting the mobile libraries were notified about the proposed new mobile stops due to be implemented in December or where their nearest library was.

Any registered customers who had not visited the mobile during that month were contacted by phone and then subsequently by letter. A total of 933 registered mobile users were contacted. The purpose of the conversations held with each person was to assess if they would still be able to use one of the new mobile library proposed stops or visit a static library. If none of these applied staff engaged in a structured conversation based on a questionnaire in order to identify if anyone from a protected group would be affected adversely by the changes compared to people not in protected groups and then these individuals were offered a range of potential mitigating actions to help them sustain library use.

Additionally, during the month that the mobile was off the road in preparation for the launch of the new service all registered mobile library users were contacted by letter to inform them of the actual rota and for their nearest new mobile stop or nearest library and reminding them to contact us if they had any concern about their ability to sustain their library use so that we could make alternative arrangements.

Additionally, a further 676 people who from our borrower records appeared to have used the mobile library service alongside their use of a static library during the previous year were also contacted and informed about the new mobile service and route and stops.

Of the 993 registered mobile users contacted 48 identified themselves as elderly; 27 as disabled. Mitigations applied to enable these people to continue library service use included: housebound service (21 people), bus passes (1 person), library club (7 people), e.books (3 people), volunteer transport to a library (3 people), RNIB service (1 person), enhanced collection at Danby centre, Lydney. (Total 36) The remaining 12 disabled or elderly people are able to use the new mobile service independently and did not need any support.

Establishment of 8 Community Libraries

Prior to transfer to community, staff at the libraries received training about identifying needs of customers and in providing transition support. No individual service users were identified as requiring mitigations to help them sustain library use due to their protected characteristic status.

Older people attending Minchinhampton and Brockworth library club confirmed they would continue to attend the clubs in the community libraries.

Revenue Grant Agreements with Community Libraries require the trustees responsible for the community library to maintain public access to the community library for all people.

Community Libraries are included in the countywide Books on Prescription scheme for people with mild to moderate mental health issues.

Further information:

An extensive and detailed impact analysis has recently been carried out as part of the development of the Library Strategy and can be viewed on our website.

Archives

What we do:

Gloucestershire Archives looks after the historic archives and local studies resources relating to Gloucestershire. We make this documented heritage (our collections) available to the public by:

- collaborating to publish catalogues, lists and indexes and to make these available online
- providing online information, advice and learning experiences
- collaborating to provide online digital copies of items in our collections;
- providing physical access to items via a public research room;
- responding to customer queries by post, email, telephone or face-to-face;
- advising, supporting and working in partnership with local people and organizations to gather, interpret and share the rich heritage of Gloucestershire and South Gloucestershire;
- providing collections-inspired learning opportunities for people of all ages, including curriculum-linked resources for schools and a programme of events;
- sharing expertise with formal and informal learning providers;
- making copies of documents for remote users, personal use and publication; and
- advising on copyright & data protection issues.

The Archives service is able to draw on data from the [Public Services Quality Group](#) (PSQG) on-site visitor survey to understand the profile of users accessing and using our services. This is administered by the Chartered Institute of Public Finance and Accountancy (CIPFA). We will publish the December 2012 survey results here when they become available. We anticipate that this will be towards the end of March 2013.

We are currently developing new Access & Learning policies along with an associated strategy and plan. These will set out our commitment to the provision of accessible services and our priorities for widening and increasing participation. They should be completed by the end of April 2013 and will be published on the Archives website at www.gloucestershire.gov.uk/archives

We are also making some improvements to the Archives customer database. This is currently used as a security measure to register on-site visitors. But we hope to extend its scope to improve our document ordering process and monitor participation. This work will continue throughout 2013 and we will be considering equalities requirements as part of the process.

Case study: Fostering a sense of belonging (good relations)

What we found:

Following our successful Hidden Lives partnership project (see www.bartonandtredworth.org.uk) we identified an ongoing need to help people in the Barton & Tredworth areas to share and preserve their heritage. So we are continuing to meet with and support key community contacts. One outcome of this is a reminiscence project in Charter Court, a care home providing sheltered accommodation and a venue for community activities.

What we did:

We supported Gloucester City Homes and Charter Court Residents Association to develop the project and obtain a £10,000 grant from the Heritage Lottery Fund. We will also be helping them to deliver the project, which will run throughout 2013 and collect and preserve reminiscences from users with differing ethnic backgrounds. The organisers will also be using sound bites from these reminiscences, along with related objects, to create both a permanent display at the Court and on-line content for the Barton and Tredworth Community Heritage website.

What difference did it make

Residents will enjoy sharing their stories. The stories themselves will help residents and other local people value each other as individuals and better understand the traditions and backgrounds that exist within their community.

The stories will help to create a more accurate record of the county's documented history; one that better reflects the true diversity of Charter Court's multi-cultural neighbourhood.

Longer term, the project should help to establish Charter Court as a community centre for Barton and Tredworth by providing heritage gathering equipment, appropriately skilled local people and a mechanism for publishing and sharing community heritage.

Customer Complaints

What is a complaint?

A complaint is when a customer of a council service is unhappy with the way they have been treated, and believe that the council (including a contractor or other body providing services on behalf of the council) has done something wrong. They expect the council to look into the matter and respond to them. The customer may just feel dissatisfied, or they may also feel that they have suffered delay, inconvenience, loss or expense.

A complaint may be about

- the standard of a service or information provided,
- the timeliness of a service (delay, or not provided),
- the way a decision has been made, or
- the way a person has been treated, for instance if they feel they have been treated unfairly or discourteously.

Consideration of the equality duty when developing our revised complaints policy and processes

Improving the customer/service user experience is at the core of what the Council aims to do. This is reflected in our continuing aim to make sure that the customer/service user is always our first consideration. This has resulted in a programme of work designed to improve customer service experience, support and outcome. Our customer programme has a number of themes of work, which includes complaints.

In preparing this revision of the Complaints Policy and procedures we have sought to pay due regard to the impact the policy may have on protected groups.

As a result we are strengthening our complaints monitoring process to gather data on the protected characteristics of complainants and the reasons complaints are being made. This will allow us to identify any over representation of a particular group within our complaints system and act to understand and address if possible the reasons behind our customers/service user's complaints.

Further information:

Previously reported complaints data can be found using the following links.

<http://www.gloucestershire.gov.uk/article/105408/Complaints-about-children-and-young-peoples-services>

<http://www.gloucestershire.gov.uk/article/104794/Complaints-about-adult-social-care>

Other equality information: Hate Crime

A key area of work for Gloucestershire County Council is identifying and eliminating hate crime and incidents through multiagency partnership working.

This has been identified as a priority for the Safer, Stronger Justice Commission. In order to meet this requirement Gloucestershire County Council plays a key part in the Strategic County Hate Crime group. Table 1 outlines the number of crimes reported during 2012 that were tagged with reference to a hate incident against a protected characteristic.

Table 1: Recorded Crime with a Hate Tag by district

	Race	Religion	Disability	Sexual Orientation	Transgender	Other	TOTAL
Cheltenham	42	<5	0	<5	0	<5	45
Gloucester	80	<5	0	6	0	<5	92
Stroud	20	0	<5	<5	0	<5	27
Tewkesbury	12	<5	<5	0	<5	<5	16
Forest	16	0	<5	<5	0	0	18
Cotswolds	13	<5	<5	<5	0	0	18
FORCE	183	7	3	15	<5	7	216

There is a higher rate of race hate crime than any other of the other protected characteristics. A number of activities are underway to reduce hate crime across the county, including:

- The production of a hate crime DVD and supporting material to be used with all partner agencies.
- A data base to record and monitor incidents was set up and
- GCC also supports various external agencies to help fight discrimination.
- Training opportunities have been identified and delivery started with key organisations across the county to raise awareness of hate crime / incidents and reporting mechanisms.

Other equality information: Community cohesion and raising awareness of equality

Activities include:

- Training delivered to Gloucester Fire and Rescue Service (GFRS) including all whole time, retained and Headquarters staff raising awareness of the Equality Act and its implications for employment and service delivery.
- Training sessions delivered for all Skillzone volunteers on Equalities and Fairness and Diversity.
- In addition, Gloucestershire County Council works closely with outside partners to ensure compliance with the Equality Act I.E.: the County Equalities Network, the County Hate Crime Group, Gloucester Prevent Partnership Board.

Table 1 below identifies other areas of work we have undertaken to foster good relations and advance equality of opportunity within our communities.

Table 1: Activities to support community cohesion and relevance to the public sector equality duty

General duty	Steps / Actions (Community & Equalities)
Advance equality of opportunity between people who share a protected characteristic and those who do not.	Kingfisher Church: Working with the church and adults with learning disabilities to provide them with employment and social opportunities. Community Safety and lifeskill opportunities identified in partnership with Skillzone.
	<p>Black History Month A series of opportunities were identified to raise awareness of Black History Month and to identify opportunities to foster good relations and to eliminate discrimination. These included a display from Archives in partnership with Waterstones Bookshop on Black History in Gloucestershire, support for GFM Community Radio, Living Library events organised at Skillzone, where inspirational speakers from the local black community spoke about their experiences.</p> <p>International Women’s Day: 2 events held at Cafe El Bahdja and Friendship Cafe to celebrate women’s achievements. Specially targeted at women from ethnic communities where female participation in society is low to inspire and encourage them into the worlds of commerce, business, government, arts and theatre.</p>
Foster good relations between people who share a protected characteristic and those who do not	Holocaust Memorial Day: January 25 th 2012. Organised commemorative and remembrance ceremony with National STAR college, Gloucestershire Association for Refugees and Asylum Seekers (GARAS), representatives from local Jewish communities, county schools, LGB&T groups, and GFRS.

General duty	Steps / Actions (Community & Equalities)
	<p>Czech / Slovak Day: Support to event organised at Widden School to foster good relations with recent influx of arrivals from Czech / Slovak community and explain about life in Britain.</p> <p>LGB&T History Month: Organised a series of events in partnership with the LGB&T community that raised awareness of issues within the community and identified opportunities for partnership working including: speaking at a series of LGB&T events, organising a networking supper with the community and exploring experiences through a poetry and reading evening. Also involved Mingle, a local group with learning disabilities who identify as LGB or T. Further opportunities identified for partnership working with diverse organisations i.e. GCHQ. Organised display for all LGB&T community groups countywide raising awareness of their work.</p> <p>Pride 2012: Arranged and supported parade through Gloucester and fete in city park to promote/celebrate GAY Pride. Working with younger members of the community, producing a DVD to be stored in archives raising awareness of issues in the community.</p> <p>Jamaica Day: Support to event coinciding with Jamaica's 50th independence anniversary to promote Jamaican culture, music and cuisine. Kite Festival, stalls, refreshments and information booths on day.</p> <p>Transgender Memorial Day: Working with the Transgender Community, organised commemorative event in memory of all the victims of Transphobic Hatred worldwide. Continuing partnership with this seldom heard community.</p> <p>SkillZONE open day: September 8th Support to fire safety and community open day at SkillZONE to promote and provide information on Equality, Human rights and Council services.</p>