

Gloucestershire County Council

Equality and Diversity Information - Service Users (January 2012)

Contents	Page
1. Introduction	1
2. Service User Equality and Diversity Information:	2
A. Adult Social Care	2
B. Safeguarding	12
C. Children's Social Care	16
D. Schools	18
E. Children's Centres	21
F. Libraries	24
G. Trading Standards	25
H. Archives	27
I. Youth Support Service	28
3. Customer Complaints	29

1. Introduction

Gloucestershire County Council (GCC) is the largest single employer in the county and a major supplier and contractor of high quality services across the whole of Gloucestershire. It is also a key player in many countywide, regional and national partnerships. As such, the Council is committed to tackling all forms of inequality, to providing the best possible standards when delivering services to our local residents and to operating within current equalities legislation.

The Equality Act (2010) replaced existing anti-discrimination laws and was designed to simplify the law, remove inconsistencies and make it easier for organisations to understand and comply with it. This Act outlined nine protected characteristics (age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief and sexual orientation), or equality groups, which are central to the council's policies and plans.

As a local authority we are expected to publish information on the effect that our policies and plans have had on people (both employees and service users) who have a protected characteristic, to demonstrate the extent to which we have furthered the three aims of the general equality duty, which are:

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

This document focuses on the service user information, specifically covering Adult Social Care, Children's Social Care, Schools, Children's Centres, Libraries, Trading Standards and Customer Complaints. Information covering our employees can be found at <http://www.gloucestershire.gov.uk/index.cfm?articleid=93075>.

We assess the impact of policies, services, strategies functions or projects across the equality groups. Our Equality Impact Assessments (EIAs) can be viewed at <http://www.gloucestershire.gov.uk/index.cfm?articleid=17212>

Monitoring service users by the protected characteristics enables the Council to ensure that its policies and plans are not discriminating any particular group. It also provides us with evidence to inform our decisions, including which services should be provided, and how.

This information will be updated on an annual basis. During this period we will work to address the gaps in our data in relation to the nine protected characteristics.

2. Service User Equality and Diversity Information

The information below provides a breakdown of our service users in a number of key areas.

A. Adult Social Care

I. People receiving services funded by Adult Social Care (1/4/10 and 1/4/11)

Age Group	Service Type		Total
	Services in the Community	Residential or Nursing Care	
1- 18-29	698	92	790
2- 30-44	1048	177	1225
3- 45-59	1866	237	2103
4- 60-74	3576	314	3890
5- 75-89	8615	1175	9790
6- 90+	2703	670	3373
7- Not Known	20		20
Total	18526	2665	21191

Comment: 62% of our service users are 75 or older, and we support over 2,700 people aged 90 or more in the community.

Age Group	Gender		Total
	Female	Male	
1- 18-29	340	450	790
2- 30-44	646	579	1225
3- 45-59	1171	932	2103
4- 60-74	2197	1693	3890
5- 75-89	6357	3433	9790
6- 90+	2564	809	3373
7- Not Known	13	7	20
Total	13287	7902	21191

Comment: Women tend to live longer than men and this largely explains the gender imbalance.

Ethnicity	Gender		Total
	Female	Male	
White British	12231	7220	19451
White Irish	81	41	122
White Other	205	112	317
Mixed White/Black Caribbean	<5	<5	5
Mixed White/Black African	<5		<5
Mixed White/Asian	<5		<5
Mixed Other	20	6	26
Asian Indian	52	31	83
Asian Pakistani	6	<5	<10
Asian Bangladeshi	7	<5	<10
Asian Other	44	25	69
Black Caribbean	87	60	147
Black African	<5		<5
Black Other	44	26	70
Chinese	18	6	24
Other	57	31	88
Declined	26	19	45
Not Recorded	400	317	717
Total	13288	7900-7905	21191

Comment: 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.

Religion	Total
Church of England	9635
Not Known	4085
Not Recorded	3244
Atheist/None	1335
Roman Catholic	853
Christian	559
Methodist	425
Baptist	234
Other	233
Muslim	108
Church of Scotland	83
Jehovah’s Witness	77
Protestant	46
Hindu	39
Pentecostal	38
Agnostic	30
Spiritualist	29

Quaker	23
Buddhist	19
Free Churches	18
Greek Orthodox	16
Christian Scientist	15
Jewish	15
Mormon	12
Seventh Day Adventist	11
Sikh	<5
Plymouth Brethren	<5
Total	21191

Areas of Disability or Need	Sensory Impairments				Total
	None	Dual Sensory Impairment	Hearing Impairment	Sight Impairment	
Physical Disabilities	12691	1012	1983	2002	17688
Mental Health Issues	3997	312	443	629	5381
Substance Misuse	60	<5	5	<5	70
Learning Disabilities	1751	66	109	166	2092
Autistic Spectrum Disorders	179	6	15	21	221
Dementia	1694	179	260	356	2489
Carers	1112	67	108	89	1376
Total	16194	1012	1983	2002	21191

Comment: The biggest area of need for social care service users is physical disabilities. Almost 24% have some level of sensory impairment, with over 1000 having problems with both sight & hearing. About a quarter of our service users have some mental health issues, and that includes nearly two and a half thousand people with dementia. Over 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.

Areas of Disability or Need: Other Disabilities of people with Dementia	
Physical Disabilities	2351
Substance Misuse	9
Learning Disabilities	65
Autistic Spectrum Disorders	6
Carers	111
Total	2489

Areas of Disability or Need: Other Disabilities of people with Learning Disabilities	
Physical Disabilities	1401
Mental Health Issues	579
Substance Misuse	<5
Autistic Spectrum Disorders	187
Dementia	65
Carers	65
Total	2092

Comment: People with learning disabilities often have multiple disabilities. Many people with LD (16.3% of our service users) also have sensory problems.

II. Assessments Completed (1/4/10 and 31/3/11)

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

Comment: This table shows a basic breakdown by age and gender of all the people assessed during the year. 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.

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

Comment: 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 – at least one person in 5 is assessed at least twice in the year as a new service user.

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

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

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

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

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

Comment: 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.

III. Carers Assessments (1/4/10 and 31/3/11)

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.

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

Comment: Older service users are slightly more likely to have carers assessments

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

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

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

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

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

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

Areas of Disability or Need	Sensory Impairments				Total
	None	Dual Sensory Impairment	Hearing Impairment	Sight 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

B. Safeguarding (Abuse of Vulnerable Adults return 2010/11)

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		
		Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Age group : 18 - 64	Physical disability, frailty and sensory impairment (Total)	38	47	85	7	11	18	0	2	2	12	12	24
	<i>of which: Sensory Impairment</i>	1	1	2	1	1	2	0	0	0	1	1	2
	Mental Health (Total)	42	46	88	8	4	12	3	1	4	12	7	19
	<i>of which: Dementia</i>	1	2	3	0	0	0	0	0	0	2	0	2
	Learning Disability	122	155	277	49	56	105	11	10	21	44	54	98
	Substance misuse	1	2	3	0	0	0	0	0	0	0	0	0
	Other Vulnerable People	26	24	50	3	1	4	0	0	0	2	1	3
Total aged 18 - 64	229	274	503	67	72	139	14	13	27	70	74	144	
Age group : 65 - 74	Physical disability, frailty and sensory impairment (Total)	41	35	76	10	3	13	2	1	3	11	9	20
	<i>of which: Sensory Impairment</i>	0	0	0	0	0	0	0	0	0	0	0	0
	Mental Health (Total)	16	8	24	7	3	10	0	1	1	5	3	8
	<i>of which: Dementia</i>	16	8	24	7	3	10	0	1	1	5	3	8
	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	57	43	100	17	6	23	2	2	4	16	12	28	

Number of alerts, referrals, repeat referrals and completed referrals by age, primary client group and gender of alleged victim (contd)

<i>Primary client group:</i>		Alerts			Referrals			Repeat Referrals			Completed Referrals		
		Female	Male	Total	Female	Male	Total	Female	Male	Total	Female	Male	Total
Age group : 75 - 84	Physical disability, frailty and sensory impairment (Total)	78	56	134	17	8	25	1	1	2	13	5	18
	<i>of which: Sensory Impairment</i>	0	0	0	0	0	0	0	0	0	0	0	0
	Mental Health (Total)	66	43	109	22	14	36	1	1	2	17	14	31
	<i>of which: Dementia</i>	66	43	109	22	14	36	1	1	2	17	14	31
	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	144	99	243	39	22	61	2	2	4	30	19	49	
Age group : 85 +	Physical disability, frailty and sensory impairment (Total)	92	37	129	20	11	31	0	2	2	24	12	36
	<i>of which: Sensory Impairment</i>	0	0	0	0	0	0	0	0	0	0	0	0
	Mental Health (Total)	97	16	113	32	4	36	1	0	1	31	2	33
	<i>of which: Dementia</i>	97	16	113	32	4	36	1	0	1	31	2	33
	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 85 and over	189	53	242	52	15	67	1	2	3	55	14	69	
Total	619	469	1088	175	115	290	19	19	38	171	119	290	

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

<i>Ethnicity:</i>		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	384	539	923	113	141	254	21	10	31	123	138	261
	White Irish	1	7	8	0	1	1	0	0	0	0	1	1
	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	15	5	20	4	1	5	2	0	2	0	1	1
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	1	0	1	1	0	1	0	0	0	1	0	1
	Any other Mixed background	5	1	6	2	0	2	1	0	1	1	0	1
Asian or Asian British	Indian	1	0	1	0	0	0	0	0	0	0	0	0
	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	4	1	5	1	0	1	0	0	0	0	0	0
Black or Black British	Caribbean	0	3	3	0	1	1	0	0	0	1	1	2
	African	1	0	1	1	0	1	0	0	0	1	0	1
	Any other Black background	2	0	2	1	0	1	1	0	1	1	0	1
Other Ethnic Groups	Chinese	1	5	6	0	3	3	0	1	1	0	3	3
	Any other ethnic group	0	2	2	0	0	0	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	88	22	110	16	4	20	2	0	2	12	2	14
Total		503	585	1088	139	151	290	27	11	38	140	146	286

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	69	57	89	46
	White Irish			1	
	Traveller of Irish Heritage				
	Gypsy/Roma				
	Any other White background			1	
Mixed	White and Black Caribbean				
	White and Black African				
	White and Asian			1	
	Any other Mixed background				1
Asian or Asian British	Indian				
	Pakistani				
	Bangladeshi				
	Any other Asian background				
Black or Black British	Caribbean	1		1	
	African		1		
	Any other Black background	1			
Other Ethnic Groups	Chinese		1	2	
	Any other ethnic group				
Not stated	Refused				
	Information not yet obtained	5	4	4	1
Total - all ethnicities		76	63	99	48

Comment: We 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 we review our performance across the range of safeguarding adults activity data. We have recently identified what appears to be 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. A meeting has been arranged to explore ways of improving awareness of safeguarding adults processes and alerting routes amongst BME groups. The success of any resulting initiatives will be evaluated through regular monitoring of alert and referral rates.

We are currently evaluating the extent to which our safeguarding activity rates by age, gender and primary client group are in line with our statistical 'nearest neighbour' local authority comparator group.

Additional Safeguarding information can be found at <http://www.gloucestershire.gov.uk/index.cfm?articleid=15692>

C. Children's Social Care

The information below is a breakdown of the Children and Young People aged 18 and under who were receiving Children's Social Care Services on the 24th January 2012.

Current Child Age Band	Total
1. Unborn	20
2. Under 1	130
3. 1-4	565
4. 5-9	665
5. 10-15	840
6. 16+	450
Total	2670

Gender	Total
Female	1225
Male	1420
Unborn	25
Total	2670

Is Disabled?	Total
No	790
Not Recorded	1725
Yes	155
Total	2670

Ethnicity	Total
A1 - White British	1985
A2 - White Irish	<5
A3 - Any other White background	85
A4 - Traveller of Irish Heritage	<5
A5 - Gypsy / Roma	15
B1 - White and Black Caribbean	50
B2 - White and Black African	10
B3 - White and Asian	20
B4 - Any other mixed background	50
C1 - Indian	10
C2 - Pakistani	<5
C3 - Bangladeshi	<5
C4 - Any other Asian background	20
D1 - Caribbean	20
D2 - African	20
D3 - Any other Black background	<5
E1 - Chinese	<5
E2 - Any other ethnic group	30
E3 - Refused	10
E4 - Information not yet obtained	325
Total	2670

D. Schools

The following information is derived from the School Censuses taken in January and October 2011. This information will only cover children attending a maintained Gloucestershire school or Academy, and will include children resident in other counties/authorities, and will not include information on children resident to Gloucestershire but attending schools elsewhere.

Gender – All Schools	Total	Girls	Boys
Primary Schools	41945	20490	21455
Secondary Schools	39450	19650	19800
Special Schools	1005	240	765
Gloucestershire Total	82400	40380	42020

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	41945	545	34940	4935	1525	6460
Secondary	39450	625	33490	4335	1000	5335
Special	1005	895	0	20	90	110
Gloucestershire Total	82400	2065	68430	9290	2615	11905

SUMMARY OF NUMBER ON ROLL - ALL SCHOOLS

(Ages as at 31st August)

Sector	PT	<3	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19 +	Total
Primary	5			6195	6090	5980	5980	6060	5670	5920	45									41945
Secondary										0	6270	6575	6570	6740	6650	3495	2900	240	10	39450
Special	35	10	25	60	40	50	60	50	65	60	80	90	95	120	120	15	20	10		1005
Totals	40	10	25	6255	6130	6030	6040	6110	5735	5980	6395	6665	6665	6860	6770	3510	2920	250	10	82400

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

WHITE	30985	35830	775	67590
BME	4220	3610	105	7935
EAL	1670	1220	20	2910
White and Chinese	50	60	0	110
White - Western European	330	300	0	630
White - Welsh	170	240	5	415
White - Traveller of Irish Heritage	20	10	0	30
White - Scottish	70	140	0	210
White - Other British	1380	985	85	2450
White - Other	400	410	20	830
White - Irish	100	120	0	220
White - Gypsy / Roma	135	35	0	170
White - English	29370	34470	680	64520
White - Eastern European	520	340	5	865
Refused	260	240	15	515
Pakistani	90	70	0	160
Not obtained	100	190	0	290
Mixed - White and Black Caribbean	475	440	10	925
Mixed - White and Black African	140	90	0	230
Mixed - White and Asian	285	235	5	525
Mixed - Other	395	340	20	755
Indian	420	345	5	770
Chinese	85	105	0	190
Black - Caribbean	110	130	10	250
Black - Any Other	95	50	0	145
Black - African	150	150	5	305
Bangladeshi	120	100	5	225
Any Other Ethnic Group	95	100	0	195
Any Other Asian Background	200	170	5	375
Total 5+	35565	39865	875	76305
School Type	Primary	Secondary	Special	Total

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).

E. Children's Centres

Children's centres record registration details about families in their reach area, any support or interventions that have been made and activities attended. There have been significant improvements made by Gloucestershire's children's centres in the recording of information over the past year.

Age	Under 1	1 year old	2 years old	3 years old	4 years old	Total
Number recorded as seen	1960	1473	1469	1246	722	6870
Percentage of children recorded as seen against population within age group	41%	31%	30%	26%	16%	21%

The highest number and percentage of children recorded as seen by children's centres are under one year olds. This percentage progressively reduces to 16% of four year olds. This reflects the following:

- a strong emphasis on targeting new births
- good signposting to children's centre services by centres and partners
- midwives delivering universal maternity services through children's centres
- regular pattern of clinic visits and activities for babies and very young children
- three and four year olds taking up nursery education in settings in the reach area

Vulnerable groups accessing children's centre services

The data shown has been divided into children's centres based in the area of highest deprivation (30% centres) and those based in the most advantaged areas (70% centres). We would expect the 30% centres to have increased usage by vulnerable groups as they target those in the highest 30% of deprivation. As the children's centres in Cotswold are 70% centres they are not included in the data for 30% centres.

We are aware of low recording of particular vulnerable groups due to:

- Staff at children's centres not recording the data on a systematic basis
- Some areas of vulnerability are not identifiable until the family require one to one support, such as domestic violence or substance/alcohol misuse. Also, concerns with recording sensitive issues due to confidentiality have been raised as a potential barrier to recording.

Centres based in the areas of highest deprivation

Data	Gloucester (7 centres)	Forest of Dean (2 centres)	Stroud (1 centre)	Cheltenham (4 centres)	Tewkesbury (2 centres)
BME Group	304	<5	9	76	30
Domestic Abuse	48	0	11	18	8
Parents in Prison	<5	0	0	<5	0
Disabled child	25	<5	11	18	8
Lone Parents	226	12	11	89	67
Refugee/ Asylum seeker	11	0	0	0	0
Workless Household	246	14	5	78	53
Homeless	24	0	0	8	<5
Traveller family	14	0	0	0	<5
Substance/Alcohol Misuse	9	0	<5	<5	5
Mental Health	50	<5	6	27	13
Father	246	42	39	116	81
Pregnant Teenager	<5	<5	0	0	0
Teenage Parents	14	10	<5	<5	<5

Centres in the more advantaged areas

Data	Cheltenham (3 centres)	Cotswold (4 centres)	Forest of Dean (3 centres)	Gloucester (3 centres)	Stroud (6 centres)	Tewkesbury (4 centres)
BME Group	6	0	0	19	<5	15
Domestic Abuse	<5	23	<5	10	20	6
Parents in Prison	0	0	0	<5	0	0
Disabled child	<5	<5	0	5	<5	7
Lone Parents	<5	55	<5	18	63	38
Refugee/ Asylum seeker	0	0	0	0	0	0
Workless Household	<5	37	<5	15	16	7
Homeless	0	<5	0	0	<5	<5
Traveller family	0	0	0	0	0	<5
Substance/Alcohol Misuse	0	0	<5	<5	0	<5
Mental Health	<5	26	7	11	20	10
Father	14	59	14	98	91	60
Pregnant Teenager	0	<5	0	0	0	0
Teenage Parents	0	6	<5	<5	<5	<5

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.

For further details, please go to:

<http://www.gloucestershire.gov.uk/index.cfm?articleid=101701>

F. Libraries

An extensive and detailed impact analysis has recently been carried out as part of the development of the Library Strategy, which is currently subject to consultation. This information is available at

<http://www.gloucestershire.gov.uk/index.cfm?articleid=107166>

G. Trading Standards

Below is a breakdown of the people who responded to the Consumer Advice Questionnaire (April 2010 – March 2011).

41 out of 150 questionnaires sent were returned.

Gender	Total	Percentage
Male	24	63%
Female	14	37%

Age	Total	Percentage
18 or under	0	0%
19-30	4	10%
31-40	2	5%
41-50	3	8%
51-60	5	13%
Over 60	26	65%

Ethnicity	Total	Percentage
British	39	91%
Irish	0	0%
White & Black Caribbean	0	0%
White & Black African	0	0%
White & Asian	3	7%
Indian	0	0%
Pakistani	0	0%
Bangladeshi	0	0%
Caribbean	1	2%
African	0	0%
Chinese	0	0%
Other	0	0%

Below is a breakdown of the people who responded to the Consumer Complaint Questionnaire (April 2010 – March 2011).

34 out of 101 questionnaires sent were returned.

Gender	Total	Percentage
Male	17	63%
Female	10	37%

Age	Total	Percentage
18 or under	0	0%
19-30	2	6%
31-40	2	6%
41-50	6	19%
51-60	6	19%
Over 60	16	50%

Ethnicity	Total	Percentage
British	32	100%
Irish	0	0%
White & Black Caribbean	0	0%
White & Black African	0	0%
White & Asian	0	0%
Indian	0	0%
Pakistani	0	0%
Bangladeshi	0	0%
Caribbean	0	0%
African	0	0%
Chinese	0	0%
Other	0	0%

H. Archives

The equalities information below was collected through the Survey of Visitors to UK Archives (2011).

121 out of 189 questionnaires issued were completed.

Gender	Percentage
Male	57%
Female	43%

Age	Percentage
Under 25	3%
25-44	5%
45-64	44%
65-74	36%
75 and over	12%

Ethnicity	Percentage
White	98%
Mixed	1%
Asian	0%
Black	0%
Chinese	0%
Other	1%

Do you have a disability/long-term limiting illness or impairment with any of the following?	Percentage
None / not applicable	89%
Mobility - getting around	3%
Hearing (including deafness)	3%
Eyesight (including blindness)	2%
Dexterity - using hands / fingers	3%
Learning difficulty (e.g. dyslexia)	1%
Mental health	0%
Other	1%

I. Youth Support Service

The Youth Support Service provides a range of services targeted at vulnerable young people aged 11 - 19 (up to 25 for young people with special needs).

i. Youth Offending

First Time Entrant cohort was 426 in 2010-11.

Ethnicity	Percentage
White	89.5%
Non-white	10.5%

This compares with 94.2% (White) and 5.8% (Non-white) in 2009-10 and 92.5% (White) and 7.5% (Non-white) in 2008-09.

ii. Not in Education, Employment or Training (NEET)

There are 926 16-19 year olds in the current cohort. The figures below are a snapshot as at January 2012.

- There are 37 Black and Minority Ethnic 16-19 year olds within the NEET category.
- There are 548 Black and Minority Ethnic 16-19 year olds in Education, Employment or Training who are worked with by the Youth Support Service.
- There are 107 16-19 year olds with Learning Difficulties and Disabilities within the NEET category.
- There are 724 16-19 year olds with Learning Difficulties and Disabilities in Education, Employment or Training who are worked with by the Youth Support Service.

3. Customer Complaints

Local Authorities are required to include within their annual complaints report a statistical breakdown of the age, gender, disability and ethnicity of the people making complaints. As some complaints are made directly by our service users and some by a third party on a service user's behalf we request this information when we first acknowledge the complaints.

i. Community and Adult Care Directorate (2010-11)

Complainant Age Range	Total
18-23	0
24-45	5
46-59	10
60+	17
Not Stated	196
Total	228

Complainant Gender	Total
Male	91
Female	107
Not Stated	30
Total	228

Complainant Disability	Total
Dyslexia	0
Blind/partially sighted	0
Deaf/hearing difficulties	0
Mental Health difficulties	1
Learning Disabilities	3
Wheelchair user/mobility problems	12
Diabetes, epilepsy or similar	0
Other	2
Not stated	210
Total	228

Complainant Ethnicity	Total
Asian/Asian British	2
Black/Black British	5
White/White British	169
Mixed parentage	0
Chinese or other ethnic group	0
Not Stated	52
Total	228

Comment: The response rate is mixed and where we have not been sent the information the electronic social care records system is used to fill in the gaps where it can. Where no data is available then this has been entered as "not stated" in each table below. A push will be made in the coming year to ensure that this data can be captured more routinely so that figures are a truer reflection on the people using the complaints process.

ii. Children & Young People's Directorate (2011)

Complainant Age Range	Total
0-18	3
19-40	12
41-60	14
60+	4
Not recorded	131
Total	164

Complainant Gender	Total
Male	15
Female	24
Not recorded	125
Total	164

Complainant Disability	Total
Not Disabled	33
Disabled	4
Other	4
Not recorded	123
Total	164

Complainant Ethnicity	Total
White British	15
White Other	1
Not recorded	148
Total	164

Further information on complaints received can be found at the following web pages

<http://www.gloucestershire.gov.uk/index.cfm?articleid=8785> (Adults)

<http://www.gloucestershire.gov.uk/index.cfm?articleid=93198> (Children)