

“All of Us” in Bracknell Forest

Equalities Monitoring - Services

**Annual Report
2013-14**



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Appendices: Service Level Reports

- A. Adult Social Care Equalities Monitoring Report
- B. Children’s Social Care Equalities Monitoring Report
- C. Community Safety Equalities Monitoring Report
- D. Customer Services Equalities Monitoring Report
- E. Economic Development Equalities Monitoring Report
- F. Education Equalities Monitoring Report
- G. Housing Services and Benefits Equalities Monitoring Report
- H. Leisure Services Equalities Monitoring Report
- I. Library Services Equalities Monitoring Report

Full reports on each of these services are also available using the following link:
<http://www.bracknell-forest.gov.uk/equalityinformationdataandresearch>

1 Introduction

Bracknell Forest is a thriving, welcoming and inclusive community. Bracknell Forest Council works closely with partners to support and engage our different communities, groups and organisations. As our community grows and changes, we are committed to ensuring that no one is left behind, isolated or disadvantaged. We take great pride in our support for vulnerable groups and individuals. Elected members and staff are committed to ensuring that Bracknell Forest is a borough of opportunity for everyone.

The Council's vision is:

To make Bracknell Forest a place where all people can thrive: living, learning and working in a clean, safe and healthy environment.

The aim of equalities monitoring is to indicate the extent to which the Council provides a fair and equal service to all residents. This is particularly important for service delivery as you need to demonstrate that you are meeting the needs of all of your service users, otherwise you are not providing the best service.

Equalities monitoring enables the Council to assess whether services are discriminating against certain groups and whether people are getting what they want and need. Data provides a starting point for asking questions and highlighting issues around services and if they are under or overused.

The Equality Act 2010's Public Sector Equality Duty came into force in April 2011. The Equality Act Regulations 2011 outlines the specific duties that the Council is required to meet to demonstrate its compliance with its equality duties. The Council must publish equality information annually and publish equality objectives every four years.

The Equality Act 2010 places a legal duty on Bracknell Forest Council to have due regard in all its activities to:

- Eliminating unfair discrimination, harassment and victimisation
- Advancing equality of opportunity
- Fostering good relationships between people

The duty applies across the nine 'protected characteristics' covered by the Act (age, sex, race, sexual orientation, disability, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnerships). With regard to marriage and civil partnerships, however, the Council is only required to ensure it eliminates discrimination, harassment and victimisation on these grounds.

The 'All of Us' Equality Scheme 2012-16 sets out the Council's four year programme to ensure that we meet our equalities duties and reduce inequalities throughout Bracknell Forest

<http://www.bracknellforest.gov.uk/bracknellforestequalityscheme201216>

The following report shows progress made during 2013-14 in implementing the scheme and its action plan:

<http://www.bracknell-forest.gov.uk/equality-scheme-impact-report-2013-to-14.pdf>

This monitoring report and the individual service reports should be read alongside the 2013-14 workforce monitoring report which summarises the Council's employment information.

Link to Workforce monitoring report 2013-14

2 Equalities monitoring findings

To assess whether Bracknell Forest Council's services are fulfilling the three equality duties, information on access, outcomes/ performance and satisfaction has been analysed for the following services:

- Adult Social Care
- Children's Social Care
- Community Safety
- Customer Services
- Economic Development
- Education
- Housing Services and Housing Benefits
- Leisure Services
- Libraries

This report highlights strengths in relation to the three Public Sector duties.

In terms of **eliminating discrimination, harassment and victimisation:**

- The number of reported hate crimes in Bracknell Forest has fallen consistently over the last few years. Whilst the figures have risen slightly since 2012-13 (from 33 in 2012-13 to 54 in 2013-14) they are still low compared to the period 2009–2011. This recent increase could be because of increased awareness and reporting of hate crimes following a campaign to raise awareness in 2013-14.
- Similarly the number of racist incidents (recorded crime) is 46 which is an increase from the previous year (28) but still low compared to 2009–2011. Again this could be due to campaigns to raise awareness including the 'One Community: Stop hate crime now', campaign supported by the Council, Police and Voluntary Sector.
- The number of non-recordable racist incidents (i.e. racist incidents where there was no crime committed) has remained stable and has reduced for 2013-14 (down to from 27 in 2012-13 to 21 in 2013-14) despite significant new Black and Minority Ethnic (BME) communities and new housing developments in Bracknell Forest.
- £100k was made available to address domestic abuse in 2013-14 in order to achieve 3 targets agreed by the Bracknell Forest Domestic Abuse Forum (DAF) including reducing the number of children on child protection plans where domestic abuse is a factor and to achieve the detection rate for domestic abuse assaults with injury.

In terms of **advancing equality of opportunity:**

- The Council's work in partnership with other local organisations such as Bracknell Forest Homes, Involve (formerly Bracknell Forest Voluntary Action), and Bracknell and Wokingham Mencap has meant that many adults have engaged with learning who may not have done otherwise. There are a higher proportion of Asian adult learners than in the general Bracknell Forest population due to focussed projects such as 'Stronger Voices' funded by the European Integration Fund which provides learning opportunities for speakers of other languages.
- There are a higher proportion of adult learners in Bracknell Forest declaring a disability or learning difficulty (23.9%) compared to the estimated percentage of the population with a self-declared disability (10%). Indicating that there are a higher proportion of people with self-declared disability accessing adult learning.
- The proportion of the resident working age population who are in employment in Bracknell Forest is very high, with the area ranking in the top 20% of areas nationally. In Bracknell Forest, 81.6% of the resident working age population are in employment, compared with 78.4% in Berkshire and 71.7% nationally. (Source: Grant Thornton - Local Futures – Sept 2014).
- Bracknell Forest also ranks highly as having low unemployment rates amongst those of working age, as at the end of July 2014 only 1% were claiming job seekers allowance, compared with 1.2% in Berkshire and 2.4% nationally. (Source: Grant Thornton Local Futures – Sept 2014).
- Bracknell Forest has significantly fewer 16-24 year olds who are not in education, employment or training (NEET) compared to the South East and the national average; 1.6% compared to 2.2% and 3.8% respectively.
- Early Years Foundation Stage results show that the gender gap between girls and boys has improved. In 2012-13 data showed that girls outperformed boys in all areas and the gender gap was 21% compared to the national gap of 16%. Improvements in 2014 have resulted in a gender gap of 16% which is now in line with national figures.
- The number of permanent exclusions from school in 2013-14 was extremely low as a result of schools having new ways to manage exclusions. Only one child was permanently excluded in 2013-14 (compared to 5 in 2012-13).
- Due to a new way of working in Adult Social Care people are now automatically assessed for short-term or reablement support first. These services are provided over a short period and help to maximise the individual's independence and ability to stay in their own homes. This may also reduce the need for a long-term package of care. As a result there has been a reduction of people ages 65 or over who have been assessed for long term support compared to the England average.
- To respond to the trend for downloading e-books and accessing online resources from Bracknell Forest libraries the amount of material available to download has increased. In 2012-13 there were 3722 e-books and e-audio books downloaded and this increased to 8016 in 2013-14.

- Overall there was a higher percentage of responses to the leisure services survey from BME groups 27% compared to 13.8% in 2012-13.

In terms of **fostering good relations**:

- Levels of hate crime can indicate how well people from different backgrounds get along together in the local area. Hate crime and racist incidents (recorded crime) have increased slightly this year, however this may be due to awareness campaigns. The figures are still considerably lower than the last three years.
- The 'Healthy Voices' Project, funded by the European Integration Fund, has been successful in supporting the integration of the Nepali community in Bracknell Forest including through teaching English and a number of health related project activities. Project participants report being more confident in carrying out everyday tasks and having a better understanding of life in the UK. The project received a very positive full independent evaluation.

3 Actions since the 2012/13 equalities monitoring report

Following the 2012-13 equalities monitoring report the following actions and improvements have been implemented:

- Sandhurst Library was closed for two weeks in November 2013 to enable a complete refurbishment to take place. The new layout has improved wheelchair access and the children's area has been moved away from the external doors to make it safer.
- Employment opportunities for those with disabilities is something that the Council is striving to improve through awareness raising and use of the 'Two Ticks' symbol. This shows the Council encourages applications from people with disabilities by guaranteeing an interview to disabled candidates who meet the minimum criteria for a job vacancy. 2.3% (1.3% last year) of applicants who were successful in gaining employment with the Council this year were disabled (not including schools). As this is lower than the percentage of disabled applicants, further analysis will be undertaken this year. This will establish if there is any undue bias or if the applicants are simply not meeting person specifications and whether adaptations were being considered.
- The Council's Consultation Steering Group is exploring how to best engage with minority ethnic groups both through the Council's consultation portal and through other surveys. Involve (formerly BFVA) have a database which can be used to target BME groups and ask them how they would like to be engaged. One of the targets of the Council's 2014 Residents survey communications plan was improved response rates from BME communities.
- Bracknell Forest Community Safety Partnership promoted the Stop Hate UK facility and domestic abuse services in the borough by investing in a GP's Health Care Guide for users of health services.

- A number of projects are underway to achieve the Economic Development vision. A new Enterprise Hub was created in the town centre by converting some empty office space to provide a 'one stop shop' facility and services for business start-ups. The Hub is providing workshops and network events to improve the performance of small businesses as well as operating a drop in centre with a Business Club membership providing free internet connection and drinks.
- Work has already started to encourage people to start their own businesses, while Bracknell and Wokingham College offer courses on how to start a business. These developments should improve the employment prospects of all communities living in Bracknell Forest in the future.

4 Conclusion

Bracknell Forest Council is committed to providing excellent customer service and providing fair and appropriate access to services that are tailored to meet the individual needs of the residents and diverse communities living in Bracknell Forest.

This report shows that Bracknell Forest Council is making good progress in meeting the three Public Sector duties in the Equality Act 2010 to eliminate discrimination, victimisation and harassment, advance equality of opportunity and foster good relations between people.

Next steps

- The Benefits Service report shows the number of claimants classed as having a disability or long term illness has reduced in 2013-14 compared with previous years. This will be monitored in 2014-15 to ensure staff are able to identify customer who may be entitled to a disability benefit to increase take up of these benefits where appropriate.
- New statutory reporting requirements during 2014-15 will allow Adult Social Care to monitor and benchmark the care management pathways people take between short-term and long-term support and future reports will therefore include this information.
- The Customer Services satisfaction survey 2014-15 will also include customers who have visited in person or contacted the council via email or the website. The survey will be available online via email which it is hoped will result in a greater number of responses and therefore more useful data for equalities analysis.
- Satisfaction ratings from Bracknell Leisure Centre for those with a disability or long term health issues have dropped since 2012-13. 24% of those that stated they had a disability (50 respondents) rated their satisfaction as 'very poor'. This could be related to the few outstanding accessibility items that are being worked on including heavy entry doors and high reception counters. Another factor could be the change in service delivery of the Leisure & Well Being Team.

Action to address the issues above will be undertaken during 2014-15 and reported in next year's equalities monitoring report. We will also monitor and review our equalities action plan against our equalities objectives to make sure it remains effective in reducing inequalities in the borough.

5 Council Performance Indicators Relating to Equalities

Where cells are blank this is because that indicator is no longer measured as part of the performance framework or the data is not yet available.

Adult Social Care Health & Housing

Ind Ref	Short Description	2010/11	2011/12	2012/13	2013/14
L136.1	Number in receipt of direct payments	265	460	265	242
OF2b	Achieving independence for older people through rehabilitation or intermediate care (Quarterly)	91.4%	91.1%	88.8%	85.1%
L159	Proportion of social care clients receiving Self Directed Support (Quarterly)	55%	85%	97.6%	98%
NI 132	Waiting times for assessments	90%	85.88%	92.1%	92.3%
NI 133	Waiting times for Services	90%	86.3%	90%	95.3% ¹
NI135	Carers receiving needs assessment or review and a specific carer's service, or advice and information (Quarterly)	24.6%	35.9%	45.2%	36.9%
OF1g	Adults with learning disabilities in settled accommodation (Quarterly)	80.4%	85.2%	86.8%	97.3%
OF1e	Adults with learning disabilities in employment (Quarterly)	15.5%	14.8%	16.9%	17.1%
OF1h	Adults receiving secondary mental health services in settled accommodation (Quarterly)	90%	87%	82.9%	77.7%
OF1f	Adults receiving secondary mental health services in employment (Quarterly)	14%	20%	18.6%	14.0%
NI155	Number of affordable homes delivered (gross) (Quarterly)	136	77	142	362
L030	Number of lifelines installed (Quarterly)	639	601	521	511
NI181	Time taken to process Housing Benefit or Council Tax Benefit new claims and change events (Quarterly)	13.1	6.1	5.0	8.0

¹ Data relates to Q1 only – this is no longer an indicator for 2014/15.

Children, Young People & Learning

Ind Ref	Short Description	2010/11	2011/12	2012/13	2013/14 ¹
L123	Initial assessments for children's social care carried out within 10 working days of referral	90.8%	83.9%	84.5%	N/A
L188	Percentage of single assessment for children's social care carried out within 45 working days (Annually)	N/A	N/A	N/A	93.5%
L161	Number of looked after children	87	100	103	113
NI062	Stability of placements of looked after children - number of placements	8.0%	10.0%	11.7%	13.3%

Ind Ref	Short Description	2010/11	2011/12	2012/13	2013/14¹
NI063	Stability of placements of looked after children - length of placement	60.0%	76.2%	68.4%	51.6%
NI066	Looked after children cases which were reviewed within required timescales	100.0%	100.0%	98%	96%
NI068	Percentage of referrals to children's social care going on to initial assessment	70.7%	74.6%	78.2%	N/A
L189	Percentage of referrals to children's social care going on to single assessments (Annually)	N/A	N/A	N/A	78.8%
NI147	Care leavers in suitable accommodation (aged 19)	100.0%	89.5%	100.0%	100.0%
NI148	Care leavers in suitable education, employment or training (aged 19)	25.0%	57.9%	86%	56.3%

¹ Data for 2013/14 is provisional

Chief Executive's Office

Ind Ref	Short Description	2010/11	2011/12	2012/13	2013/14
CSP 1.03	Achieve and improve on the detection rate for domestic abuse assaults (Quarterly)	31.7%	46.7%	46.8%	43.4% ¹
CSP 2.01	Reduce the number of sexual offences involving under 18s (Quarterly)	93%	74%	44%	43%
CSP1.01	Reduce the number of repeat incidents of domestic abuse committed by 2012/13 DASC cohort	-	-	24%	62%

¹ Data only available up to Q3 as data is no longer collected for this indicator.

Corporate Services

Ind Ref	Short Description	2010/11	2011/12	2012/13	2013/14
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people (Annually) ¹	83%	83%	90.2%	87.2%
L066	Top five percent earners - women (Annually) ²	31.8%	35.6%	39.04%	39.8%
L067	Top five percent earners - minority ethnic communities (Annually)	4.56%	4.64%	3.00%	4.3%
L068	Top five percent earners - with disability (Annually)	6.06%	4.64%	4.50%	4.3%
L070	Percentage of employees with a disability (Annually)	1.85%	1.55%	1.42%	2.10%
L071	Percentage of black and ethnic minority employees (Annually)	4.0%	3.89%	4.25%	5.10%
L072	Gender pay gap (Annually)	19.79%	18.25%	18.38%	17.6%

Ind Ref	Short Description	2010/11	2011/12	2012/13	2013/14
NI001	Percentage of people who believe people from different backgrounds get on well together in their local area	-	-	87%	94%
NI023	Perceptions that people in the area are not treating one another with respect and consideration	-	-	14%	13%

¹ Car parks have been included in this calculation from 2013/14

² This relates to a small number therefore one full time person represents 1.44% in this group and so makes a significant difference to the data.

Education¹

Ind. Ref	Short Description	2010/11 (Academic year)	2011/12 (Academic year)	2012/13 (Academic year)
NI 092	Narrowing the gap between the lowest achieving 20 percent in the Early Years Foundation Stage Profile and the rest	24.9%	25.4%	27.3%
L153	Looked after children reaching level 4 in English at Key Stage 2	100%	0%	50%
L154	Looked after children reaching level 4 in Maths at Key Stage 2	0%	0%	50%
L155	Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths)	11%	0%	25%
NI 102.1	Achievement gap between pupils eligible for free school meals and their peers - Key Stage 2	28.0%	18.0%	20%
NI 102.2	Achievement gap between pupils eligible for free school meals and their peers - Key Stage 4	19%	32%	32%
NI 104	The Special Educational Needs (SEN)_non-SEN gap - achieving Key Stage 2 English and Maths threshold	44.2%	48.2%	-
NI 104	The Special Educational Needs (SEN)_non-SEN gap - achieving Key Stage 2 Reading, Writing and Mathematics	-	-	51.0%
NI 105	The Special Educational Needs (SEN)_non SEN gap -- achieving 5 A(star)-C GCSEs including English and Maths	44.6%	59%	-
NI 107	Key Stage 2 attainment at Level 4+ for Black and minority ethnic groups in English and Maths	77%	79%	-
NI 107	Key Stage 2 attainment at Level 4+ for Black and minority ethnic groups in Maths	-	-	95.2%
NI 108	Key Stage 4 attainment for Black and minority ethnic groups (Annually) GCSE (Average point score)	346	354	347
NI 117	16 to 18 year olds who are not in education, training or employment (NEET)	6.1%	5.6%	6.0%

¹ Data is only collected at the end of each academic year and is therefore not yet available for 2013/14.

Environment, Culture & Communities

Ind Ref	Short Description	2010/11	2011/12	2012/13	2013/14
L020	Number of people enrolled in the Leisure Saver Scheme (Quarterly)	530	501	569	564