

“All of Us” in Bracknell Forest

Equalities Monitoring - Services

**Annual Report
2014-15**



Published: January 2016

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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 2014-15 in implementing the scheme and its action plan:

<http://www.bracknell-forest.gov.uk/bracknellforestequalityscheme201216>

This monitoring report and the individual service reports should be read alongside the 2014-15 workforce monitoring report which summarises the Council's employment information.

[Link to updated workforce monitoring here](#)

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. The 2014-15 level of hate crime is down quite considerably when compared with last year (down from 54 in 2013-14 to 31 in 2014-15). Bracknell Forest has the lowest number of reported hate crimes of the six Berkshire Unitary Authorities and there is now increased awareness and reporting of hate crimes following a campaign to raise awareness in the last couple of years.
- The Community Safety Partnership is working with Milton Keynes Racial Equality Council to raise awareness of hate crime both amongst professionals and the wider community. They will offer support to victims of hate crime, investigate cases and refer to the police or local authority for further action where necessary. Victims will be referred into local support services where ongoing support is required and free training will be provided to professionals in the borough. They will look to establish a network of community champions, establish third party reporting sites within the borough and carry out awareness raising activities within the local community.

- The number of racist incidents (recorded crime) is 28 which is a reduction from the previous year (46) but low compared to 2009–2011. 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 for 2014-15 (up slightly from 21 in 2013-14 to 24 in 2014-15) despite an increase in the size of Black and Minority Ethnic (BME) communities and new housing developments in Bracknell Forest.

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

- There are a higher proportion of Asian adult learners than in the general Bracknell Forest population – 129 in total which is 8% of the population of adult learners as compared to 5% of the Bracknell Forest population. This is mainly due to focused projects, such as the European Integration Fund (EIF) which specifically funds learning opportunities for speakers of other languages, including English courses. In addition to the regular promotional mix (leaflets, web and emails), promotion to the BME population has proved most effective when conducted via community leaders, faith groups and via gatherings such as the English Language Café at the Open Learning Centre.
- There are a higher proportion of adult learners in Bracknell Forest declaring a disability or learning difficulty (24%) compared to the estimated percentage of the population with a self-declared disability (10%). This indicates that there are a higher proportion of people with self-declared disability accessing adult learning. This helps support our equality objective to improve recruitment, and employment opportunities for members of the community with disabilities.
- The proportion of the resident working age population who are in employment in Bracknell Forest is very high. Figures from March 2015 show 80.2% of the residents of working age population in Bracknell Forest are in employment, compared with 77.6% in Berkshire and 74.1 nationally. (Source: Office for National Statistics).
- Bracknell Forest also ranks highly as having low unemployment rates amongst those of working age. At the end of June 2015 only 0.8% were claiming job seekers allowance, compared with 1.0% in Berkshire and 1.8% nationally. (Source: Office for National Statistics).
- The proportion of unemployed people in Bracknell Forest who are defined as being in Long Term Unemployment is very low. In June 2015 only 14.05% of people claiming job seekers allowance have done so for at least 12 months, compared with 18.8% across the other Berkshire unitary authorities and 27.6% nationally.
- 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. The percentage of NEETs in the borough has reduced

from 4.3% in 2014 to 3.77% as compared to 11.7% in the South East and 13.6% nationally.

- The gap between the attainment of children who receive additional funding (Pupil Premium Gap) and children who do not receive the extra funding has closed by 2% to 20% at the Early Years Foundation Stage. There are some improvements in maths at Key Stage 1 but further work will be done to achieve the target for the academic year 2014–2015. At Key Stage 2 and 4 there has been improvement in closing the Pupil Premium Gap with significant reductions being made (from 26.2% to 21.8% at KS2 and from 34% to 27.2% at KS4).
- The number of permanent exclusions from school in 2014-15 was extremely low as a result of schools having new ways to manage exclusions. Only two children were permanently excluded in 2014-15.
- 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. There were 3722 e-books and e-audio books downloaded in 2012-13 and 8016 in 2013-14 and this has now gone up to 11,258 in 2014-15.

In terms of **fostering good relations**:

- The 2014-15 level of hate crime is down considerably when compared with last year and can indicate how well people from different backgrounds get along together in the local area. The Community Safety Partnership is working with the Milton Keynes Racial Equality Council to raise awareness of hate crime both amongst professionals and community members.
- Over 6 weeks in autumn 2014 the independent company QA Research contacted more than 1,800 people from across Bracknell Forest. The aim of the survey was to gather the views of a representative number of Bracknell Forest residents on a variety of issues relating to the council as well as attitudes towards Bracknell Forest as a place to live and work. Residents agreed that there was strong community cohesion in their local area, and the proportion agreeing that people from different backgrounds get on well together where they live has increased significantly since 2012 (87% to 94%). There was also a low level of disagreement that people in the respondents' local area treated each other with respect and consideration, a slight decrease from 2012 (14% to 13%).
- The 'Stronger Voices' Project, funded by the European Integration Fund (at a total cost of £151,000), has been successful in supporting the integration of Nepali and other non EU immigrants in Bracknell Forest including through teaching English and integrating this teaching with employment skills like CV writing and ICT. A number of health related project activities along with cultural visits were also included. Project participants report being more confident in carrying out everyday tasks and having a better understanding of life in the UK and better integration. 113 learners attended ESOL classes against a target of 90 and 3 volunteer led ESOL sessions were run over the lifetime of the project assisting 30 eligible recipients. Over 80 people were enrolled in Skilled for Health Classes during the lifetime of the project – this is

twice as many as the target of 40. Health trainers signposted 25 people to health and wellbeing services and activities and increased their understanding of primary care prevention programmes available

3 Actions since the 2013-14 equalities monitoring report

Following the 2013-14 equalities monitoring report the following actions and improvements have been implemented:

- Due to the fall in the number of benefits claims recorded at the end of 2013-14 compared with those recorded for 2012-13 for those classed as having a disability or long term illness; the Benefits Service recommendation was to monitor this during 2014-15 and to investigate any data when available from the Department for Work and Pensions. In June 2013 the Disability Living Allowance was replaced by Personal Independence Payment. A backlog of cases at the Department of Work & Pensions meant that some customers had to wait up to nine months to find out if they were eligible for benefit. This may have contributed to the decrease in the number recorded in 2013-14. However, this year's report shows that the number has increased and is again in line with 2012-13 data.
- Adult Social Care Services have faced many changes in 2014-15 with the introduction of the Care Act 2014, along with new statutory reporting requirements. This has meant, since data has not yet been published, that full analysis against England averages (which often show more accurate trends in this service area than by just analysing the local population) has not been possible. In most cases this will be available for the 2015-16 monitoring report.
- The Customer Services satisfaction survey 2014-15 was made available on-line. There was an increase in the number of respondents in 2014-15 to 209 compared with 73 in 2013-14. In previous years the survey has predominately covered satisfaction with customers contacting Customer Services by telephone. Last year the survey was extended to other communication channels used by customers, i.e. visiting the Council's Time Square reception in person, emailing and using the council's website. Whilst the sample size is relatively low for this survey, overall satisfaction is high and there are no significant differences relating to the various equalities groups.
- Following the 2013-14 leisure monitoring report, discussions were held about making the equality monitoring data more representative across the leisure services department so that more than one site was analysed. Therefore the data sources for this year's report includes survey results from three of Bracknell Forest Council's leisure sites (Coral Reef Water World, The Look Out Discovery Centre and Bracknell Leisure Centre) which enabled us to analyse a much greater sample regarding the delivery of our leisure services.

- £100k was invested by the Council to address domestic abuse (DA) in 2014-15. The intention was to achieve 3 targets agreed by the Bracknell Forest Domestic Abuse Forum (DAF):
 - Reduce the number of reported criminal offences committed by the Domestic Abuse Service Co-ordination (DASC) cohorts
 - Reduce the number of children on Child Protection Plans (CPPs) where DA is a factor and the perpetrator has participated in the Domestic Abuse Perpetrator Service (DAPS) programme

Achieve the detection rate for DA assaults with injury. This target is no longer appropriate as during 2014/15 Thames Valley Police changed their methodology for measuring the 'end result' in domestic abuse cases. Previously 'detection rates' were measured, with targets set to increase the detection rates. The measurement now is recorded in terms of successful 'outcome rates'¹ as a percentage of the total number of crimes in that period and as such comparisons to previous years are unreliable. The successful outcome rate for Domestic Abuse Assaults with Injury in 2014/15 in Bracknell Forest was 33.2%. This figure shows better outcome rates than the average for the Thames Valley Police area.

¹ A successful outcome is defined by Thames Valley Police as where an offence that has been resolved where a suspect has been either charged, cautioned, issued a fixed penalty notice, there has been a community resolution, where the suspect has requested that the offence be taken into consideration at court, the suspect is deceased or CPS have decided it is not in the public interest to prosecute the suspect

Following discussions with partners in the Community Safety Partnership, it was decided that the targets above should reflect the cohorts being worked with, as opposed to aiming to achieve widespread overall reductions. This approach to reducing the harm caused by DA is the subject of an evaluation by Cambridge University who presented their initial evaluation findings in January 2015. The report shows encouraging results for the programme in terms of reducing levels of harm to victims of DA. Recommendations are to increase the cohort size and monitor the long term impact of the programme over a 2 year period, both of which have been accepted by the Community Safety Partnership.

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

- In most cases monitoring has been undertaken and analysed under the protected groups of age, race, sex, religion and disability. When sufficient data for analysis is available for the other protected groups in the Equality Act 2010, these will also be included.

- In order to encourage a larger response, all customer self service forms developed for the web site and which generate email notifications/updates to customers will include a link to the customer services satisfaction survey. The link will also be promoted more prominently on the council's web site to encourage customer feedback.
- In Adult Social Care there have been major changes this year to the data that local authorities submit to government, which means that for some characteristics; in particular age cannot be benchmarked against national data as the information is not yet publically available. The majority of people who use these services are aged 65 or over, but these people only make up 18% of Bracknell Forest Council's adult population, therefore we can only meaningfully compare our performance against other local authorities who report the same information.
- The findings suggest that further investigation or analysis is required on why men aged 65 or over are under represented accessing Adult Social Care services or receiving support when compared against the Bracknell Forest older population. Next year will allow analysis against national benchmarking data, which may give a more accurate view.
- There are approximately 2500 pupils in receipt of Pupil Premium attending Bracknell Forest schools and the additional funding they bring into the borough is in the region of £3+m. The gap between their achievement and the achievement of other pupils is closing, but the pace of change needs to be accelerated. Some schools have had a significant impact on closing the gap in achievement, but in others there has been little change. This is a priority area for the Learning and Achievement branch of the Children, Young People and Learning Directorate with a detailed strategy which includes actions such as strengthening school leadership and governance as well as a range of activity which is specifically related to use of the grant.
- Coral Reef will close for around twelve months from early 2016 to enable significant improvement works to be undertaken. These works will predominately involve the replacement of the main pool hall roof, flume tower and flumes. As part of the preparation for reopening, staff will be given a wide range of training which will include elements specifically related to customer service and equalities. When Coral Reef has re-opened in 2017 a more in-depth survey will be planned to see if there are still issues with poor satisfaction from a minority of older, disabled and BME customers. If that continues to be the case an action plan will then be developed to follow up any issues.
- Public Health - detailed information on access, outcomes/ performance and satisfaction will be been analysed for this service area and a full report will be included next year.

Action to address the issues above will be undertaken during 2015-16 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

Note: Where indicators are quarterly the Q4 figure has been used

N/A: The 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	2011/12	2012/13	2013/14	2014/15
L136.1	Number in receipt of direct payments	460	265	242	N/A
OF2b	Achieving independence for older people through rehabilitation or intermediate care (Quarterly)	91.1%	88.8%	85.1%	75.8%
OF1c.1	Proportion of social care clients receiving Self Directed Support	85%	97.6%	98%	99.9%
NI 132	Waiting times for assessments	85.88%	92.1%	92.3%	N/A
NI 133	Waiting times for Services	86.3%	90%	95.3% ¹	N/A
NI135	Carers receiving needs assessment or review and a specific carer's service, or advice and information (Quarterly)	35.9%	45.2%	36.9%	40.4%
OF1g	Adults with learning disabilities in settled accommodation (Quarterly)	85.2%	86.8%	87.3%	88.1%
OF1e	Adults with learning disabilities in employment (Quarterly)	14.8%	16.9%	17.1%	19.5%
OF1h	Adults receiving secondary mental health services in settled accommodation (Quarterly)	87%	82.9%	77.7%	76.4%
OF1f	Adults receiving secondary mental health services in employment (Quarterly)	20%	18.6%	14.0%	13.6%
NI155	Number of affordable homes delivered (gross) (Quarterly)	77	142	362	124
L030	Number of lifelines installed (Quarterly)	601	521	511	777
NI181	Time taken to process Housing Benefit or Council Tax Benefit new claims and change events (Quarterly)	6.1	5.0	8.0	4.0

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

Chief Executive's Office

Ind Ref	Short Description	2011/12	2012/13	2013/14	2014/15
CSP 1.03	Achieve and improve on the detection rate for domestic abuse assaults (Quarterly)	46.7%	46.8%	43.4% ¹	N/A
CSP 2.01	Reduce the number of sexual offences involving under 18s (Quarterly)	74%	44%	43%	N/A
CSP1.01	Reduce the number of repeat incidents of domestic abuse committed by 2012/13 DASC cohort	-	24%	62%	N/A ²

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

² Now CSP2.01 - Reduce the number of reported criminal offences committed by the Domestic Abuse Service Co-ordination (DASC) cohorts (Quarterly)

Children, Young People & Learning – Children’s Social Care

Ind Ref	Short Description	2011/12	2012/13	2013/14	2014/15
L123	Initial assessments for children's social care carried out within 10 working days of referral	83.9%	84.5%	N/A	N/A
L188	Percentage of single assessment for children's social care carried out within 45 working days (Annually)	N/A	N/A	93.5%	95.9%
L161	Number of looked after children (Quarterly)	100	103	113	104
NI062	Stability of placements of looked after children - number of placements	10.0%	11.7%	13.3%	13.5%
NI063	Stability of placements of looked after children - length of placement	76.2%	68.4%	51.6%	61.3%
NI066	Looked after children cases which were reviewed within required timescales	100.0%	98%	96%	100%
NI068	Percentage of referrals to children's social care going on to initial assessment	74.6%	78.2%	N/A	N/A
L189	Percentage of referrals to children's social care going on to single assessments (Annually)	N/A	N/A	84.3%	92.8%
NI147	Care leavers in suitable accommodation (aged 19)	89.5%	100.0%	100.0%	84.6%
NI148	Care leavers in suitable education, employment or training (aged 19)	57.9%	86%	56.3%	53.8%

Children, Young People & Learning - Education

Note: Data is collected at the end of each academic year and therefore refers to the academic year i.e. September 2014 – July 2015.

Ind. Ref	Short Description	2011/12	2012/13	2013/14	2014/15
NI 092	Narrowing the gap between the lowest achieving 20 percent in the Early Years Foundation Stage Profile and the rest	25.4%	27.3%	25.1%	28%
L153	Looked after children reaching level 4 in English at Key Stage 2	0%	50%	80%	57%
L154	Looked after children reaching level 4 in Maths at Key Stage 2	0%	50%	80%	57%
L155	Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths)	0%	7%	13%	33%
NI 102.1	Achievement gap between pupils eligible for free school meals and their peers - Key Stage 2	18.00%	20%	26%	n/a

Ind. Ref	Short Description	2011/12	2012/13	2013/14	2014/15
NI 102.2	Achievement gap between pupils eligible for free school meals and their peers - Key Stage 4	32%	32%	32%	n/a
NI 104	The Special Educational Needs (SEN) non-SEN gap - achieving Key Stage 2 English and Maths threshold	48.20%	-	-	-
NI 104	The Special Educational Needs (SEN) non-SEN gap - achieving Key Stage 2 Reading, Writing and Mathematics	-	51%	56%	n/a
NI 105	The Special Educational Needs (SEN non SEN gap -- achieving 5 A(star)-C GCSEs including English and Maths	59.0%	43.9%	42.4%	n/a
NI 107	Key Stage 2 attainment at Level 4+ for Black and minority ethnic groups in English and Maths	79%	-	-	-
NI 107	Key Stage 2 attainment at Level 4+ for Black and minority ethnic groups in Maths	-	84.2%	86.7%	85%
NI 108	Key Stage 4 attainment for Black and minority ethnic groups (Annually) GCSE (Average point score)	354	356	357	356
NI 117	16 to 18 year olds who are not in education, training or employment (NEET)	5.6%	6.0%	4.2%	4.0%

Corporate Services

Ind Ref	Short Description	2011/12	2012/13	2013/14	2014/15
BV156	Percentage of buildings open to the public which are suitable for and accessible to disabled people (Annually) ¹	83%	90.2%	87.2%	91.9%
L066	Top five percent earners - women (Annually) ²	35.6%	39.04%	39.8%	45.47%
L067	Top five percent earners - minority ethnic communities (Annually)	4.64%	3.00%	4.3%	1.56%
L068	Top five percent earners - with disability (Annually)	4.64%	4.50%	4.3%	3.11%
L070	Percentage of employees with a disability (Annually)	1.55%	1.42%	2.07%	1.96%
L071	Percentage of black and ethnic minority employees (Annually)	3.89%	4.25%	5.08%	5.19%
L072	Gender pay gap (Annually)	18.25%	18.38%	17.61%	19.70%

Ind Ref	Short Description	2011/12	2012/13	2013/14	2014/15
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.

Environment, Culture & Communities

Ind Ref	Short Description	2011/12	2012/13	2013/14	2014/15
L020	Number of people enrolled in the Leisure Saver Scheme (Quarterly)	501	569	536	556
L019	Number of items borrowed from library service	582,416	501,917	509,095	478,871
L151	Number of visits to libraries	424,260	380,926	289,944	351,558