

## Equality Impact Assessment (EqIA)

The Equality Act 2010 introduced the Public Sector Equality Duty which states that a public authority must, in the exercise of its functions, have due regard to the need to:

1. Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act
2. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

This document demonstrates how the Council is meeting the Public Sector Equality Duty by setting out the findings of an equality analysis that has been undertaken in relation to a proposed change to assess whether it has a disproportionate impact on people who share a protected characteristic. The Council's Equality Impact Assessment (EqIA) process covers additional groups not 'protected' by section 149 of the Equality Act 2010, including care leavers and care experienced adults.

### 1. Background

|   |  |
|---|--|
| Directorate   | Corporate Resources Directorate            |
| Service area  | Adults Complaints                          |
| Title of the proposed change being assessed i.e. the policy, service or other development | Adult Social Care Complaints Policy Review |

| Describe the purpose of the proposed change and the intended outcomes   |
|---|
| <p>The Adult Social Care Complaints Policy embeds into practice how the council accept and investigate complaints within the adult social care directorate. This is a statutory duty with best practice guidance which the council is required to follow. The aim of this policy is to ensure fair access to complaints processes in Adult Social Care. The 2025 revision strengthens this by embedding a continuous learning culture and explicitly referencing best practice from the Local Government and Social Care Ombudsman (LGSCO).</p> <p>The complaints policy is overdue for review (September 2024) and was awaiting the updated Local Government Ombudsman suite of guidance on how to handle complaints within the local authorities (updated February 2025). This information is now published, and the team have worked to ensure the revised policy fits within best practise.</p> <p>Alongside the policy review. wider work has been complete by adults commissioning on the management of provider complaints to be transparent and consistent to ensure a clear, robust and attentive process for people who wish to</p> |

complain. The policy reviewing team have amended the existing policy to ensure everything aligns.

One of the Council’s ambitions for Gloucestershire, as set out in the Council Strategy<sup>1</sup> (2022 – 2026), is to be an inclusive County and this forms the basis of our equality objective:

An Inclusive County – the economic and social benefits of growth to be felt by all communities, including rural, urban and our areas of highest deprivation. Opportunities to be available for all and good relations between those who have protected characteristics and those who do not.

The intended outcome is to create a compliant, transparent and effective complaints policy underpinning a proactive, proportionate process to handling complaints effectively within adult social care.

This Equality Impact Assessment compares the 2021 and 2025 versions of the Adult Social Care Complaints Policy to evaluate their impact on individuals with protected characteristics under the Equality Act 2010 and additional characteristics from our local equality assessments.

The 2025 Complaints Policy V4.1 demonstrates a more positive impact on people with protected characteristics than the 2021 version by:

- Providing clearer, more inclusive language
- Embedding accessibility and advocacy support
- Aligning with national best practice
- Promoting a learning culture that values feedback from all individuals

**Who is affected by the proposals?**

|                                     |                                |
|-------------------------------------|--------------------------------|
| Individual drawing on our supports: | Yes/No                         |
| Wider community:                    | Yes/No                         |
| Workforce:                          | Yes/No                         |
| Other (please specify):             | Providers of adult social care |

|   |   |
|---|---|
| Decision to be taken and decision maker | To approve the reviewed Adult Social Care Complaints Policy and ratify its adoption at Quality Assurance Board. |
|---|---|

<sup>1</sup> [service-user-diversity-report-202324.pdf](#)

|  |   |
|--|---|
|  |   |
| Person(s) responsible for completing this assessment | Carriann Hatherall-Cook: Policy Review Officer<br>Colin Davies: Complaints and Feedback Manager |
| Date of this assessment                              | February 2026   |

## 2. Information and Data Collection

Summarise how you have collected the information and data required to assess the current situation (section 3.1 below) and the potential or actual impact of the proposed change (section 3.2 below) on those who share the protected characteristics and the additional groups (e.g. survey of services users, running community focus groups, analysing service usage data, engaging with staff networks). The actual information and data should be set out in Appendix 1 (Individual drawing on our supports) and Appendix 2 (GCC staff).

If there are any gaps, include an action in section 4 to fill these. This does not mean that you cannot complete the equality impact assessment, but you need to follow-up the action and revisit as part of the monitoring and review arrangements set out in section 5.

| Stakeholders   | Engagement and Consultation  | Other Sources   |
|--|--|---|
| Individual drawing on our supports / Wider Community | <p>There has been no direct engagement or consultation with individuals drawing on our support, or their family, friends and carers as this policy outlines our statutory function.</p> <p>However, feedback around complaints processes, especially from third party providers, has been included and considered.</p> <p>Engagement is expected in 2026</p> | <ul style="list-style-type: none"> <li>• Complaints data<sup>2</sup></li> <li>• The LGSCO used insights from its own investigations into complaints across England. This helped identify common issues and areas where councils were not meeting expectations—such as using outdated two-stage complaint processes</li> <li>• Inform Gloucestershire <a href="https://www.gloucestershire.gov.uk/inform/adults-and-older-people/">https://www.gloucestershire.gov.uk/inform/adults-and-older-people/</a></li> <li>• Service user diversity report <a href="https://www.gloucestershire.gov.uk/media/ex2fitgj/annual-complaint-report-for-adult-care-2023-2024-v22-approved.pdf">service-user-diversity-report-202324.pdf</a></li> </ul> |

<sup>2</sup> <https://www.gloucestershire.gov.uk/media/ex2fitgj/annual-complaint-report-for-adult-care-2023-2024-v22-approved.pdf>

|                  |  |   |
|------------------|--|---|
| <p>Workforce</p> | <p>The policy team have worked with the adult social care complaints manager to develop the complaints policy.</p> <p>The Principal Social Worker, Head of Quality and performance and internal members of the practice quality board have also been provided opportunity to comment on the policy and equality implications.</p>  | <ul style="list-style-type: none"> <li>• Workforce Equalities, Diversity &amp; Inclusion report <a href="https://www.gloucestershire.gov.uk/media/ptbd23uz/gcc-workforce-edi-report-2024-final.pdf">https://www.gloucestershire.gov.uk/media/ptbd23uz/gcc-workforce-edi-report-2024-final.pdf</a></li> <li>• The development of the upcoming training package has been used to understand where there are gaps in the current policy</li> </ul> |
| <p>Partners</p>  | <p>External/partner members of the practice quality board have been provided opportunity to comment on the policy and equality implications – this includes our GHC colleagues</p> <p>Third party providers have been involved in the internal process development for the Formal Adult Social Care Provider Complaint Process</p> |   |

|       |  |  |
|-------|--|--|
| Other |  | <ul style="list-style-type: none"> <li>• Document analysis of both policies</li> <li>• Legislative review (Equality Act 2010, Care Act 2014, Mental Capacity Act 2005)</li> <li>• Benchmarking against LGSCO guidance</li> <li>• The Ombudsman worked with pilot councils and sector partners to test and refine the Code before wider rollout. This collaborative approach helped ensure the guidance was practical and realistic for local authorities to adopt</li> <li>• Gloucestershire County Council Population Profile 2025 <a href="https://www.gloucestershire.gov.uk/media/hucbt2bt/equality-profile-2025-v2.pdf">https://www.gloucestershire.gov.uk/media/hucbt2bt/equality-profile-2025-v2.pdf</a></li> <li>• Co-pilot to support with the comparison of policies</li> <li>• Service User diversity report <a href="https://www.gloucestershire.gov.uk/media/igqlmi32/service-user-diversity-report-202324.pdf">https://www.gloucestershire.gov.uk/media/igqlmi32/service-user-diversity-report-202324.pdf</a></li> </ul> |
|-------|--|--|

### 3. Equality Assessment

Indicate the impact on each group and explain how you have reached your conclusions (i.e. through analysis of the information and data that was collected through the engagement, consultation and other sources / methods that were set out in section 2).

Consider sub-categories (e.g. different kinds of disabilities) and how the groups are interconnected (e.g. young women) resulting in particular needs or types of disadvantage and discrimination (sometimes known as intersectional or combined discrimination).

#### 3.1 – Status Quo

If the proposal involves changing an existing activity (e.g. policy, service), summarise the key findings from your assessment of the current situation for each of the groups below. If the proposal is completely new, then move straight to section 3.2.

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**Individual drawing on our supports**

**Gloucestershire County Council (GCC) Staff**

|  |  |   |
|--|--|---|
| <p>Protected Characteristics (Equality Act 2010)</p> | <p>Opportunities</p> <ul style="list-style-type: none"> <li>• The current policy does not entrench the requirement to offer a conversation to explain the process in a way that is suitable for the people accessing our service</li> <li>• Accessible formats are mentioned, but could be made clearer</li> <li>• The policy generally mentions reasonable adjustments, but there is no option to add a reasonable adjustment on the online form.</li> <li>• What support we can offer is mentioned generally</li> <li>• The current policy is only available in pdf format which is less accessible for people with protected characteristics. Although we do have an offer of easy read, the document remains unfriendly for screen readers and translation</li> </ul> <p>Strengths</p> <ul style="list-style-type: none"> <li>• To help make sure we have information about our complaints process in leaflet format as well as on our website. There is also an electronic form which people can use to make a complaint which compliments existing communication routes (letter, email and telephone). People can make a complaint in any format they wish.</li> </ul> | <p>Opportunities</p> <ul style="list-style-type: none"> <li>• There are no clear steps within the policy for handling provider complaints</li> <li>• The current policy is only available in pdf format which is less accessible for people with protected characteristics. Although we do have an offer of easy read, the document remains unfriendly for screen readers and translation</li> <li>• The current policy only mentions organisational learning without explaining what this is, or why.</li> <li>• Complaints training for staff to increase confidence and competence in managing service requests, and complaints</li> </ul> |
|--|--|---|

|   |  |  |
|---|--|--|
| Additional Groups<br>(including care leavers / care experienced adults) |  |  |
|---|--|--|

### 3.2 – The Proposed Change

Summarise your assessment of the likely or actual impact of the proposed change on each of the groups. If an action is required, this should be recorded in Section 4.

|   |
|---|
| <b>Individual drawing on our supports</b> |
|---|

| Protected Characteristics / Additional Groups | Positive Impact | Neutral Impact | Negative Impact | Not Sure | Summary of Impact  | Action Required (Y/N)? |
|---|-----------------|----------------|-----------------|----------|--|------------------------|
| Age   | x               |                |                 |          | <p>The policy provides clearer provisions for young people transitioning into adult services.</p> <p>Providing the policy in html format will make the policy more accessible</p> <p>The revised policy has strengthened references to advocacy and decision-making support. With around 60% of people currently drawing on adult social care being an older person, and the current and anticipated</p> | N                      |

|            |   |   |  |  |  |   |
|------------|---|---|--|--|--|---|
|            |   |   |  |  | increase in dementia, this change will have a positive impact for older people, their friends, family and carers to understand how the council can support them to make a complaint. This is embedded into the policy as an appendix as against sign posting to other policies to provide quicker access.  |   |
| Disability | x |   |  |  | <p>Providing the policy in html format will make the policy more accessible, in particular with font, colours and assistive technology. The PDF format has also been accessibility checked.</p> <p>The policy is clearer on how/when someone can request reasonable adjustment, including a new appendix with examples of reasonable adjustments and a transparent explanation of the council's requirement to the accessible information standard.</p> <p>The policy now has through detailed examples of reasonable adjustments and accessible information standards (Appendix 5).</p> | N |
| Sex        |   | x |  |  | No significant impact anticipated  | N |
| Race       | x |   |  |  | Providing the policy in html format will make the policy more accessible, with 200 translatable languages  | N |

|                              |   |   |  |  |  |   |
|------------------------------|---|---|--|--|--|---|
| Gender reassignment          |   | x |  |  | No significant impact anticipated  | N |
| Pregnancy & maternity        |   | x |  |  | No significant impact anticipated  | N |
| Religion and/or belief       |   | x |  |  | No significant impact anticipated  | N |
| Sexual orientation           |   | x |  |  | No significant impact anticipated  | N |
| Marriage & civil partnership |   | X |  |  | No significant impact anticipated  | N |
| Armed Forces community       |   | X |  |  | No significant impact anticipated  | N |
| Carers                       | X |   |  |  | <p>In the service user diversity report<sup>3</sup> half of carers did state that they had a disability or health need of their own (49%). This is an increase compared with last year (43%).</p> <p>The majority of these were categorised as 'Other' needs (35%). This impacts visibility of the types of vulnerabilities that our carers may be coping with that may require support so that they can maintain their own health while sustaining their caring role. Just over 5% of carers were recorded as having a mental health condition while almost 5% of carers faced challenges of their own in relation to mobility.</p> <p>By providing more information in one place, this reduces the burden of carers, and helps</p> | N |

<sup>3</sup> [service-user-diversity-report-202324.pdf](#)

|   |                 |                |                 |          |   |                        |
|---|-----------------|----------------|-----------------|----------|---|------------------------|
|   |                 |                |                 |          | support them to make complaints as required more easily.  |                        |
| Care leavers / care experienced adults        |                 | X              |                 |          | No significant impact anticipated   | N                      |
| Digital exclusion                             | X               |                |                 |          | The policy is clearer on how/when someone can request reasonable adjustment. If someone logs a complaint via the internet (maybe by a friend), they can request information to be shard in an alternative format. | N                      |
| Geography, for example, urban and rural areas |                 | X              |                 |          | No significant impact anticipated   | N                      |
| Socio-economic disadvantage                   |                 | X              |                 |          | No significant impact anticipated   | N                      |
| Vulnerable groups of society                  |                 | X              |                 |          | No significant impact anticipated   | N                      |
| Interconnected Characteristics / Groups       | Positive Impact | Neutral Impact | Negative Impact | Not Sure | Summary of Impact   | Action Required (Y/N)? |

|                                      |   |  |  |  |   |   |
|--------------------------------------|---|--|--|--|---|---|
| Age, Geography and digital exclusion | X |  |  |  | <p>Age UK information<sup>4</sup> tells us:<br/>Among over-65s in the UK:</p> <ul style="list-style-type: none"> <li>• Almost one-in-four (23%) are unable to turn on the device and enter any account login information as required.</li> <li>• Around one-in-five (24%) are unable to open an Internet browser to find and use websites (e.g. Safari, Google Chrome, Mozilla Firefox, Microsoft Edge).</li> </ul> <p>The more rural the area of Gloucestershire, the higher the density of people aged 65+ <sup>5</sup></p> <p>By including more information on reasonable adjustments, more clarity on how someone can complain (in ways other than via the online form) and being more transparent around options of picking up, or posting forms increases independent access to people who may be older, in more rural areas, and digitally excluded.</p> | N |
|                                      |   |  |  |  |   |   |

<sup>4</sup> <https://www.ageuk.org.uk/latest-press/articles/2023/age-uk-analysis-reveals-that-almost-6-million-people-5800000-aged-65-are-either-unable-to-use-the-internet-safely-and-successfully-or-arent-online-at-all/>

<sup>5</sup> <percentage-of-each-lsoas-population-which-is-aged-65plus-in-gloucestershire-2022.pdf>

**Gloucestershire County Council Staff**

| Protected Characteristics / Additional Groups | Positive Impact | Neutral Impact | Negative Impact | Not Sure | Summary of Impact                 | Action Required (Y/N)? |
|---|-----------------|----------------|-----------------|----------|-----------------------------------|------------------------|
| Age   |                 | x              |                 |          | No significant impact anticipated | N                      |
| Disability                                    |                 | x              |                 |          | No significant impact anticipated | N                      |
| Sex   |                 | X              |                 |          | No significant impact anticipated | N                      |
| Race  |                 | X              |                 |          | No significant impact anticipated | N                      |
| Gender reassignment                           |                 | X              |                 |          | No significant impact anticipated | N                      |
| Pregnancy & maternity                         |                 | X              |                 |          | No significant impact anticipated | N                      |
| Religion and/or belief                        |                 | X              |                 |          | No significant impact anticipated | N                      |
| Sexual orientation                            |                 | X              |                 |          | No significant impact anticipated | N                      |
| Marriage & civil partnership                  |                 | X              |                 |          | No significant impact anticipated | N                      |

|   |                 |                |                 |          |   |                        |
|---|-----------------|----------------|-----------------|----------|---|------------------------|
| Armed Forces community                        |                 | X              |                 |          | No significant impact anticipated                   | N                      |
| Carers  |                 | X              |                 |          | No significant impact anticipated                   | N                      |
| Care leavers / care experienced adults        |                 | X              |                 |          | No significant impact anticipated                   | N                      |
| Digital exclusion                             |                 | X              |                 |          | No significant impact anticipated                   | N                      |
| Geography, for example, urban and rural areas |                 | X              |                 |          | No significant impact anticipated                   | N                      |
| Socio-economic disadvantage                   |                 | X              |                 |          | No significant impact anticipated                   | N                      |
| Vulnerable groups of society                  |                 | x              |                 |          | No significant impact anticipated                   | N                      |
| Interconnected Characteristics / Groups       | Positive Impact | Neutral Impact | Negative Impact | Not Sure | Summary of Impact No significant impact anticipated | Action Required (Y/N)? |
|   |                 |                |                 |          |   |                        |
|   |                 |                |                 |          |   |                        |

#### 4. Action Plan

Set out the key actions that will be undertaken, following the equality assessment in section 3, to further maximise the positive impact or mitigate the negative impact of the proposal on the protected characteristics and additional groups prior to implementation (any negative consequences should be eliminated, minimised or counter-balanced by other measures):

| Identified Potential or Actual Impact | Recommended Action(s)  | Owner                                       | Target Completion Date |
|---------------------------------------|--|---|------------------------|
| Building training plan                | Ensure the complaints handling training supports staff with protected characteristics, so they can undertake, understand and learn in a way that does not disadvantage them              | Complaints Team                             | 2026                   |
| Lessons learned                       | Develop a lesson learned log within ASC Ops, practice development and complaints team to learn from our complaints, and use this information to feed into reviews of the policy and EQIA | Complaints Team and Principal Social Worker | 2026                   |
| Review complaints online form         | Review the complaints webpage and online form to ensure the information provided, and how people make complaints, are well explained, consistent and in-line with the policy.            | Complaints Team                             | End of 2025            |
| Utilise engagement period             | Use the planned 2026 engagement period to gain feedback on the complaints policy and this EQIA   | Complaints Manager                          | End of 2026            |

## 5. Monitoring and Review

Public bodies must have regard to the aims of the duty not only when a policy, service or development is being created and decided upon, but also when it is implemented and at regular intervals thereafter. The Equality Duty is a continuing duty.

|                  |  |
|------------------|--|
| Lead officer(s): | Complaints Manager and Principal Social Worker |
|------------------|--|

### Part 1 – Initial arrangements (up to around six months following implementation)

|   |  |
|---|--|
| Date of the post implementation review:   | October 2026   |
| Approach to <u>measuring the impact</u> of the change to enable a <u>comparison</u> between the <u>anticipated impact</u> (as set out in section 3) with the <u>actual impact</u> : <ul style="list-style-type: none"><li>▪ What mechanisms will be used?</li><li>▪ How will Individual drawing on our supports / the wider community / GCC staff and other stakeholders be involved?</li></ul> | Review the current complaints process, including quality assurance of provider complaints.<br>Review of annual report of complaints and a reduction the number of complaints due to poor information.<br>Request feedback on complaints handling |

### Part 2 – Ongoing arrangements (from around six months onwards)

|                                     |        |
|-------------------------------------|--------|
| Frequency of monitoring and review: | Annual |
|-------------------------------------|--------|

|   |   |
|---|---|
| <p>What mechanisms will be used?</p> <p>How will Individual drawing on our supports / the wider community / GCC staff and other stakeholders be involved?</p> | <p>Annual complaints report</p> <p>Engagement with people with lived experience through co-production</p> |
|---|---|

## 6. Approval

|                             |                          |
|-----------------------------|--------------------------|
| Signature of Policy Officer | <i>C.Hatherall-Cook</i>  |
| Name of Policy Officer      | Carrieann Hatherall-Cook |
| Date                        | 12/03/2026               |

|                             |                         |
|-----------------------------|-------------------------|
| Signature of Decision Maker |                         |
| Name of Decision Maker      | Quality Assurance Board |
| Date                        | 30/03/2026              |

## Appendix 1 – Individual drawing on our support Data and Information

Details of Individual drawing on our supports affected by the proposed activity: **[NB Ensure you follow the data suppression guidance in the annotated version of the EqIA to reduce the risk of inadvertently disclosing personal data and therefore breaching GDPR]**

| Groups     | Individual drawing on our support Data and Information  |
|------------|---|
| Age        | <p>Service User Diversity report:<br/>Older people (65 years and over) with a physical support need make up almost 60% of those supported or cared for by Adult Social Care. People with a learning disability account for just over 20% of people receiving support. 18-64 year olds with a physical support need made up 15% of those in receipt of a service. People with a mental health need formed the remaining 5% of those supported.</p> <p>Gloucestershire Population data:<br/>In 2023, the resident population of Gloucestershire was estimated at 659,276 people, of which:</p> <ul style="list-style-type: none"><li>• 21.9% were aged 0-19;</li><li>• 56.1% were aged 20-64;</li><li>• 22.1% were aged 65 and over</li></ul> |
| Disability | <p>Complaints report 2023-2024:<br/>17% of complainants identified as having a disability</p> <p>Service User Diversity Report:</p>   |

|                | <p>The proportion of older people needing support with personal care has increased over the last five years from 66% to 80%. This is, in part, likely to be due to improved capture of information as data wasn't captured for almost 10% of people in 2019/20 but may also reflect a greater proportion of people remaining in their own home as needs increase. The second biggest area of need for older people is with memory and cognition (11%).</p> <p>Personal care also makes up the primary reason for services to two-thirds of 18-64 year olds (67%). Mental health and memory and cognition make up the next two largest categories of support for this group (13% and 7% respectively).</p> <p>For those receiving support for a mental health condition, 5% also required support with access and mobility</p> <p>Gloucestershire Population Data:<br/>According to the 2021 Census 16.8% of Gloucestershire residents reported a disability under the Equality Act. 6.4% reported that their activities were limited 'a lot' and 10.4% reported their activities were limited 'a little'. The equivalent national figures for England were 17.3%, 7.3% and 10.0%. At a household level, 30.3% of households had at least one person with a long-term limiting health problem or disability; this was slightly lower than the figure for England of 32.0%.</p> |         |        |         |            |      |      |          |      |      |                |      |      |            |      |      |
|----------------|---|---------|--------|---------|------------|------|------|----------|------|------|----------------|------|------|------------|------|------|
| Sex            | <p>Complaints report 2023-2024:<br/>50% of complainants identified as female with the rest male or unspecified</p> <p>Service User Diversity Report:<br/>At the end of 2023/24, more females than males were in receipt of support from Adult Social Care (55% compared with 45%). This means that females are slightly over-represented compared to the overall female population of Gloucestershire, aged 18 years and over (52%).</p> <p>Gloucestershire Population Data:</p> <table border="1" data-bbox="459 1193 1803 1385"> <thead> <tr> <th></th> <th>% male</th> <th>%female</th> </tr> </thead> <tbody> <tr> <td>Cheltenham</td> <td>49.1</td> <td>50.9</td> </tr> <tr> <td>Cotswold</td> <td>48.1</td> <td>51.9</td> </tr> <tr> <td>Forest of Dean</td> <td>49.0</td> <td>51.0</td> </tr> <tr> <td>Gloucester</td> <td>49.6</td> <td>50.4</td> </tr> </tbody> </table>   |         | % male | %female | Cheltenham | 49.1 | 50.9 | Cotswold | 48.1 | 51.9 | Forest of Dean | 49.0 | 51.0 | Gloucester | 49.6 | 50.4 |
|                | % male  | %female |        |         |            |      |      |          |      |      |                |      |      |            |      |      |
| Cheltenham     | 49.1  | 50.9    |        |         |            |      |      |          |      |      |                |      |      |            |      |      |
| Cotswold       | 48.1  | 51.9    |        |         |            |      |      |          |      |      |                |      |      |            |      |      |
| Forest of Dean | 49.0  | 51.0    |        |         |            |      |      |          |      |      |                |      |      |            |      |      |
| Gloucester     | 49.6  | 50.4    |        |         |            |      |      |          |      |      |                |      |      |            |      |      |

|                     |   |        |      |      |            |      |      |                 |      |      |
|---------------------|---|--------|------|------|------------|------|------|-----------------|------|------|
|                     | <table border="1"> <tr> <td>Stroud</td> <td>48.9</td> <td>51.1</td> </tr> <tr> <td>Tewkesbury</td> <td>48.4</td> <td>51.6</td> </tr> <tr> <td>Gloucestershire</td> <td>48.9</td> <td>51.1</td> </tr> </table>   | Stroud | 48.9 | 51.1 | Tewkesbury | 48.4 | 51.6 | Gloucestershire | 48.9 | 51.1 |
| Stroud              | 48.9  | 51.1   |      |      |            |      |      |                 |      |      |
| Tewkesbury          | 48.4  | 51.6   |      |      |            |      |      |                 |      |      |
| Gloucestershire     | 48.9  | 51.1   |      |      |            |      |      |                 |      |      |
| Race                | <p>Complaints report 2023-2024:<br/>83% of complainants identified as White British</p> <p>Service User Diversity Report:<br/>The majority of people receiving support of care from Adult Social Care at the end of March 2024 were white (88%, white British, white Irish, white European, white other). This has remained consistent over time.</p> <p>Gloucestershire Population Data:<br/>With regards to ethnicity, the 2021 Census found that:</p> <ul style="list-style-type: none"> <li>• 87.7% of Gloucestershire residents were white people from an English, Welsh, Scottish, Northern Irish or British background</li> <li>• 2.9% were people from an Asian, Asian British or Asian Welsh background</li> <li>• 2.2% were people with a mixed or multiple ethnic background</li> <li>• 1.2% were black people from a British, Welsh, Caribbean or African background</li> <li>• 0.6% were white people from an Irish background</li> <li>• 0.1% were white Gypsy and Irish Traveller people, 0.1% were white Roma people</li> <li>• 4.5% were in the 'other white' group</li> <li>• 0.7% were in another ethnic group.</li> </ul> |        |      |      |            |      |      |                 |      |      |
| Gender reassignment | <p>Service User Diversity Report:<br/>A small proportion of people disclosed that they were transgender, non-binary or preferred their own term to describe their gender identity</p> <p>Gloucestershire Population Data:</p>   |        |      |      |            |      |      |                 |      |      |

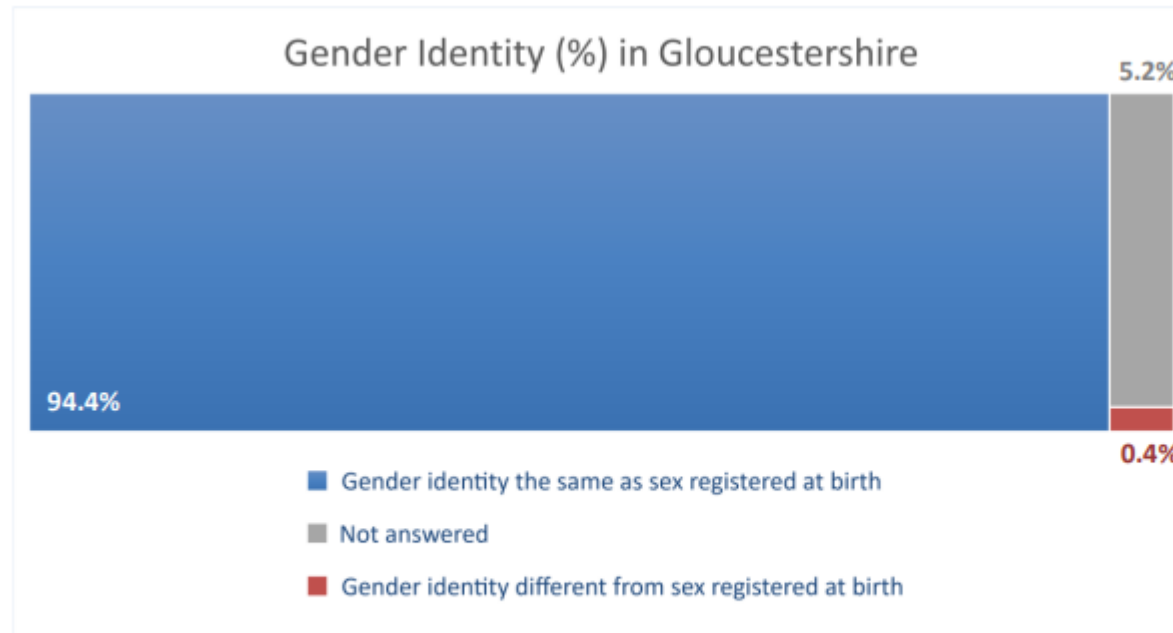


Figure 2 - Proportion of Gloucestershire residents aged 16 and over by broad gender identity, 2021<sup>53</sup>

|                        |  |
|------------------------|--|
| Pregnancy & maternity  | <p>Gloucestershire Population Data:<br/>         There were 5,839 live births in Gloucestershire in 2023. This represented a 0.1% increase on the previous year (increase of 5 live births)</p>  |
| Religion and/or belief | <p>Service User Diversity Report:<br/>         Almost 2 in 5 people stated that they were Church of England or Scotland, Christian or Christian Scientist (39%). Around 15% of people chose not to share information about their religion and beliefs, 11% of people</p> |

said that they were agnostic or atheist, while 4% of people were Catholic. All other religions accounted for fewer than 1% of people supported each but covered a wide range of belief systems

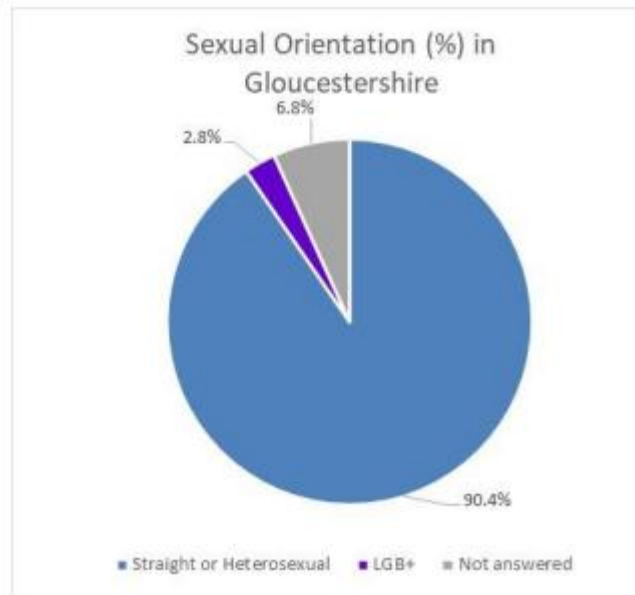
Gloucestershire Population Data:

**Table 24: Religion in Gloucestershire 2021<sup>74</sup>**

|                        | % of population |            |            |            |            |            |                |             |                     |
|------------------------|-----------------|------------|------------|------------|------------|------------|----------------|-------------|---------------------|
|                        | Christian       | Buddhist   | Hindu      | Jewish     | Muslim     | Sikh       | Other Religion | No Religion | Religion not stated |
| Cheltenham             | 45.5            | 0.5        | 1.0        | 0.2        | 1.5        | 0.2        | 0.5            | 44.4        | 6.3                 |
| Cotswold               | 55.7            | 0.4        | 0.3        | 0.2        | 0.3        | 0.1        | 0.5            | 36.7        | 6.0                 |
| Forest of Dean         | 50.5            | 0.3        | 0.1        | 0.1        | 0.3        | 0.1        | 0.6            | 41.6        | 6.4                 |
| Gloucester             | 47.7            | 0.3        | 1.0        | 0.0        | 4.7        | 0.2        | 0.5            | 39.7        | 6.0                 |
| Stroud                 | 47.5            | 0.4        | 0.2        | 0.1        | 0.3        | 0.1        | 0.7            | 44.1        | 6.5                 |
| Tewkesbury             | 51.0            | 0.4        | 0.7        | 0.1        | 0.5        | 0.1        | 0.4            | 40.8        | 6.0                 |
| <b>Gloucestershire</b> | <b>49.2</b>     | <b>0.4</b> | <b>0.6</b> | <b>0.1</b> | <b>1.4</b> | <b>0.1</b> | <b>0.5</b>     | <b>41.4</b> | <b>6.2</b>          |
| England                | 46.3            | 0.5        | 1.8        | 0.5        | 6.7        | 0.9        | 0.6            | 36.7        | 6.0                 |

Sexual orientation

Gloucestershire Population Data:



**Marriage & civil partnership**

**Service User Diversity Report:**

A greater proportion of people receiving Adult Social Care have a marital status which makes it more likely that they live alone compared with those who are married or living with a partner. Over half of people receiving support or care at the end of March 2024 were single, divorced/dissolved civil partnership, widowed/surviving civil partner or separated (54%), with single people making up one-third of those supported (34%). 17.5% of people with a package of support or care were married/civil partnership or lived with their partner

**Gloucestershire Population Data:**

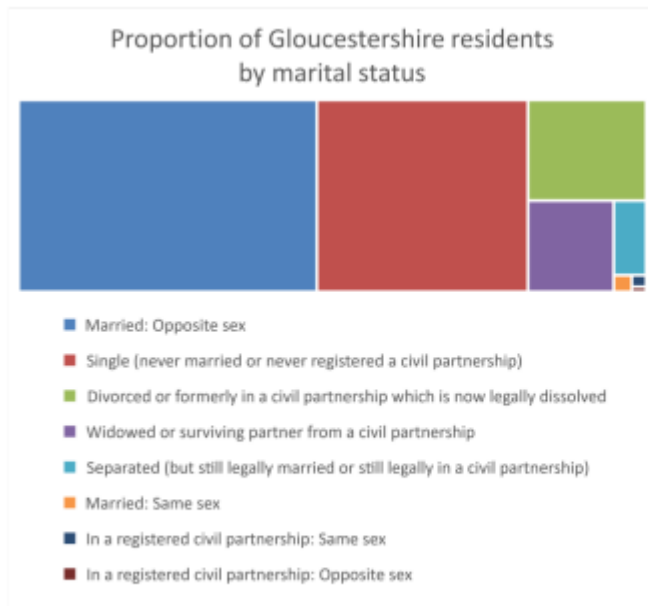


Figure 4 - Proportion of eligible Gloucestershire residents by marital status, 2021<sup>58</sup>

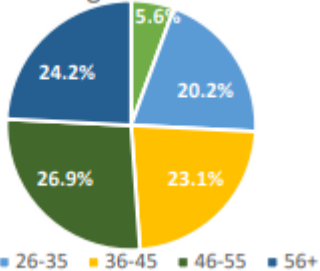
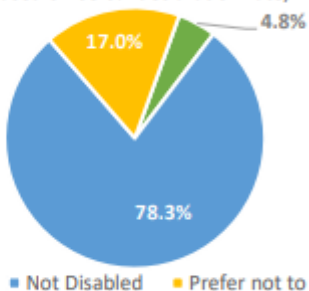
|                               |  |
|-------------------------------|--|
| <p>Armed Forces community</p> | <p>Gloucestershire Population Data:<br/>         In 2021 there were 27,418 people who had previously served in the UK armed forces resident in Gloucestershire. This equates to 5.2% of the 16+ population. This is just over 1 in 20 people aged 16 years and over in Gloucestershire. The proportion of armed forces veterans was higher in Gloucestershire than it was across England (3.8%).</p> |
| <p>Carers</p>                 | <p>Service User Diversity Report:<br/>         The majority of carers were female (70%); this has remained consistent over time. As mentioned above, we are working to reach more male carers.</p>   |

|  |  |
|--|--|
|  | <p>Almost 45% of carers were within age groups which form the majority of working-age people i.e. between 18-64 years. Carers aged 65- 84 years also made up around 45% of those receiving support for their caring responsibilities, while 10% of carers were aged 85 years and over and may be more likely to have more vulnerabilities of their own</p> <p>The majority of carers were white (92%, white British, white Irish, white other). This is in line with the population in Gloucestershire. All other races made up 1% or fewer of carers each, but equated to 170 people representing a wide range of backgrounds.<br/>At the end of 2023/24, half of carers considered themselves to have no disability (49%).</p> <p>Gloucestershire Population Data:<br/>In 2021, there were 51,862 people aged 5+ providing unpaid care in Gloucestershire, this is equivalent to 8.5% of the population. In comparison, a slightly higher proportion of the population in England (8.8%) said they provided unpaid care.</p> |
| Care leavers / care experienced adults | <p>Gloucestershire population data:<br/>1st April and 31st March of the reporting year. For 2024 there were 370 people that fell into that category</p>  |
| Digital exclusion                      | <p>In Gloucestershire, it is estimated that between 30,000 and 40,000 (6-8%) adults in the county are effectively offline and a further 80,000 - 100,000 adults are online but are likely to be missing the full benefits of the internet</p> <p>High risk areas for digital exclusion exist in every district. Forest of Dean: Cinderford, Newnham and Blakeney. Gloucester: the centre, Westgate and Matson/Robinswood. Stroud: Stroud Town, Minchinhampton and Amberley. Tewkesbury: Shurdington and Badgeworth. Cheltenham: pockets in Hesters Way, Arle and Oakley. Cotswolds: Moreton, Stow and Cirencester Central.</p> <p><a href="https://www.gloucestershire.gov.uk/health-and-social-care/public-health/reports-publications-and-strategies/director-of-public-health-report-2022/5-digital-connections/#_edn1">https://www.gloucestershire.gov.uk/health-and-social-care/public-health/reports-publications-and-strategies/director-of-public-health-report-2022/5-digital-connections/#_edn1</a></p>              |

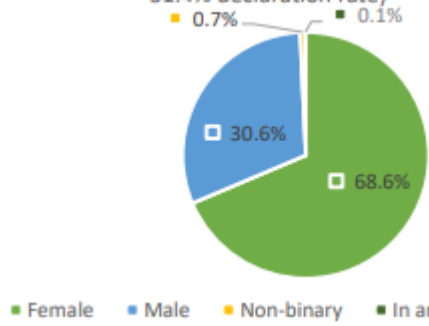
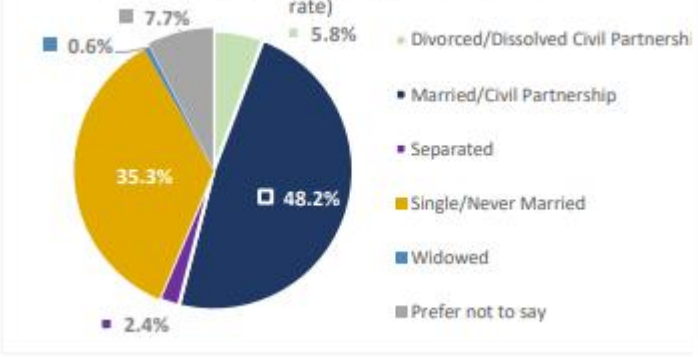
|  |   |
|--|---|
| <p>Geography, for example, urban and rural areas</p> | <p><b>Service User Diversity Report:</b></p> <p>There is an under-representation of younger people (18-64) with a physical support need in Cotswolds, Stroud and Tewkesbury (33% of those supported for a physical need compared with 46% of the 18-64 years population of the County), and an overrepresentation in Gloucester (30% compared with a population representing 22% of the 18-64 year olds in the County).</p> <p>- For older people, people receiving services in Cheltenham and Gloucester make up 42% of over 65's supported by Adult Social Care, compared with an over 65's population of 32% of the County in those areas. Again, Cotswolds, Stroud and Tewkesbury are each slightly under-represented (42% of service users compared with 52% of the over 65's population).</p> <p>- There is an under-representation of people with a mental health condition supported in the Stroud District (13% of those supported in relation to a mental health condition compared to an adult population (18+) representing 20% of the County).</p> <p>- 2% of people supported by Adult Social Care are outside of the County.</p> |
| <p>Socio-economic disadvantage</p>                   | <p>In terms of deprivation, 27% of the overall adult population of Gloucestershire live in more deprived areas (the five lowest deciles within the County). There is a greater representation of these adults among those receiving support from Social Care (40%). The top five least deprived deciles was under-represented by almost 15% points. Representation across the 10 deciles has remained consistent over the last five years.</p>  |
| <p>Vulnerable groups of society</p>                  | <p>Information not easily available</p>   |

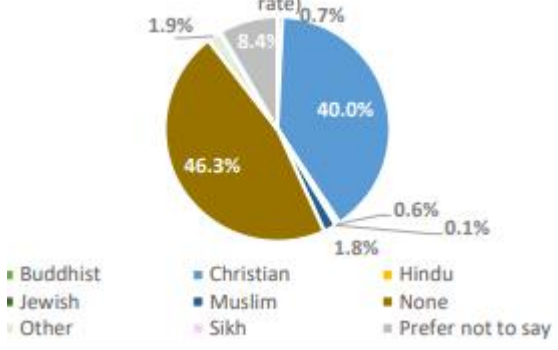
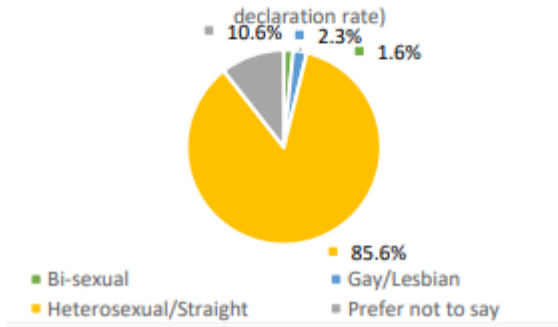
## Appendix 2 – Gloucestershire County Council Staff Data and Information

Details of GCC staff affected by the proposed activity: **[NB Ensure you follow the data suppression guidance in the annotated version of the EqIA to reduce the risk of inadvertently disclosing personal data and therefore breaching GDPR]**

| Groups            | GCC Workforce Data and Information <sup>6</sup>  |                   |            |          |      |              |       |                   |       |       |       |     |       |
|-------------------|--|-------------------|------------|----------|------|--------------|-------|-------------------|-------|-------|-------|-----|-------|
| Age               | <p data-bbox="808 309 1021 336">GCC: Age Bracket</p>  <table border="1" data-bbox="712 587 1126 608"> <thead> <tr> <th>Age Bracket</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>16-25</td> <td>5.6%</td> </tr> <tr> <td>26-35</td> <td>24.2%</td> </tr> <tr> <td>36-45</td> <td>23.1%</td> </tr> <tr> <td>46-55</td> <td>26.9%</td> </tr> <tr> <td>56+</td> <td>20.2%</td> </tr> </tbody> </table> | Age Bracket       | Percentage | 16-25    | 5.6% | 26-35        | 24.2% | 36-45             | 23.1% | 46-55 | 26.9% | 56+ | 20.2% |
| Age Bracket       | Percentage   |                   |            |          |      |              |       |                   |       |       |       |     |       |
| 16-25             | 5.6%   |                   |            |          |      |              |       |                   |       |       |       |     |       |
| 26-35             | 24.2%  |                   |            |          |      |              |       |                   |       |       |       |     |       |
| 36-45             | 23.1%  |                   |            |          |      |              |       |                   |       |       |       |     |       |
| 46-55             | 26.9%  |                   |            |          |      |              |       |                   |       |       |       |     |       |
| 56+               | 20.2%  |                   |            |          |      |              |       |                   |       |       |       |     |       |
| Disability        | <p data-bbox="741 660 1238 687">GCC: Disability (based on 68.6% declaration rate)</p>  <table border="1" data-bbox="831 959 1290 979"> <thead> <tr> <th>Disability Status</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Disabled</td> <td>4.8%</td> </tr> <tr> <td>Not Disabled</td> <td>78.3%</td> </tr> <tr> <td>Prefer not to say</td> <td>17.0%</td> </tr> </tbody> </table>                    | Disability Status | Percentage | Disabled | 4.8% | Not Disabled | 78.3% | Prefer not to say | 17.0% |       |       |     |       |
| Disability Status | Percentage   |                   |            |          |      |              |       |                   |       |       |       |     |       |
| Disabled          | 4.8%   |                   |            |          |      |              |       |                   |       |       |       |     |       |
| Not Disabled      | 78.3%  |                   |            |          |      |              |       |                   |       |       |       |     |       |
| Prefer not to say | 17.0%  |                   |            |          |      |              |       |                   |       |       |       |     |       |
| Sex               | The split remains approximately 70% female and 30% male  |                   |            |          |      |              |       |                   |       |       |       |     |       |
| Race              | 7.5% of the council's workforce are from a Black, Asian or Minority Ethnic (DEC) background  |                   |            |          |      |              |       |                   |       |       |       |     |       |

<sup>6</sup> <https://www.gloucestershire.gov.uk/media/ptbd23uz/gcc-workforce-edi-report-2024-final.pdf>

| <p>Gender reassignment</p>              | <p>GCC: Self Identified Gender (based on 31.4% declaration rate)</p>  <table border="1"> <thead> <tr> <th>Gender</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>68.6%</td> </tr> <tr> <td>Male</td> <td>30.6%</td> </tr> <tr> <td>Non-binary</td> <td>0.7%</td> </tr> <tr> <td>In another way</td> <td>0.1%</td> </tr> </tbody> </table>   | Gender         | Percentage | Female                    | 68.6% | Male                 | 30.6% | Non-binary                          | 0.7% | In another way    | 0.1% |           |      |         |      |
|---|--|----------------|------------|---------------------------|-------|----------------------|-------|-------------------------------------|------|-------------------|------|-----------|------|---------|------|
| Gender                                  | Percentage   |                |            |                           |       |                      |       |                                     |      |                   |      |           |      |         |      |
| Female                                  | 68.6%  |                |            |                           |       |                      |       |                                     |      |                   |      |           |      |         |      |
| Male                                    | 30.6%  |                |            |                           |       |                      |       |                                     |      |                   |      |           |      |         |      |
| Non-binary                              | 0.7%   |                |            |                           |       |                      |       |                                     |      |                   |      |           |      |         |      |
| In another way                          | 0.1%   |                |            |                           |       |                      |       |                                     |      |                   |      |           |      |         |      |
| <p>Marriage &amp; civil partnership</p> | <p>GCC: Martial Status (based on 59.4% declaration rate)</p>  <table border="1"> <thead> <tr> <th>Marital Status</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Married/Civil Partnership</td> <td>48.2%</td> </tr> <tr> <td>Single/Never Married</td> <td>35.3%</td> </tr> <tr> <td>Divorced/Dissolved Civil Partnershi</td> <td>5.8%</td> </tr> <tr> <td>Prefer not to say</td> <td>7.7%</td> </tr> <tr> <td>Separated</td> <td>2.4%</td> </tr> <tr> <td>Widowed</td> <td>0.6%</td> </tr> </tbody> </table> | Marital Status | Percentage | Married/Civil Partnership | 48.2% | Single/Never Married | 35.3% | Divorced/Dissolved Civil Partnershi | 5.8% | Prefer not to say | 7.7% | Separated | 2.4% | Widowed | 0.6% |
| Marital Status                          | Percentage   |                |            |                           |       |                      |       |                                     |      |                   |      |           |      |         |      |
| Married/Civil Partnership               | 48.2%  |                |            |                           |       |                      |       |                                     |      |                   |      |           |      |         |      |
| Single/Never Married                    | 35.3%  |                |            |                           |       |                      |       |                                     |      |                   |      |           |      |         |      |
| Divorced/Dissolved Civil Partnershi     | 5.8%   |                |            |                           |       |                      |       |                                     |      |                   |      |           |      |         |      |
| Prefer not to say                       | 7.7%   |                |            |                           |       |                      |       |                                     |      |                   |      |           |      |         |      |
| Separated                               | 2.4%   |                |            |                           |       |                      |       |                                     |      |                   |      |           |      |         |      |
| Widowed                                 | 0.6%   |                |            |                           |       |                      |       |                                     |      |                   |      |           |      |         |      |
| <p>Pregnancy &amp; maternity</p>        | <p>During the period 1st July 2023 to 30th June 2024, a total of 151 employees took maternity/adoption leave, 23 employees took paternity leave and other employees utilised family care leave (297) and foster care leave (2)</p>   |                |            |                           |       |                      |       |                                     |      |                   |      |           |      |         |      |

| <p>Religion and/or belief</p>                 | <p>GCC: Religion (based on 41.9% declaration rate)</p>  <table border="1"> <thead> <tr> <th>Religion</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Buddhist</td> <td>1.9%</td> </tr> <tr> <td>Christian</td> <td>40.0%</td> </tr> <tr> <td>Hindu</td> <td>0.7%</td> </tr> <tr> <td>Jewish</td> <td>8.4%</td> </tr> <tr> <td>Muslim</td> <td>1.8%</td> </tr> <tr> <td>None</td> <td>46.3%</td> </tr> <tr> <td>Other</td> <td>0.6%</td> </tr> <tr> <td>Sikh</td> <td>0.1%</td> </tr> <tr> <td>Prefer not to say</td> <td>1.8%</td> </tr> </tbody> </table> | Religion           | Percentage | Buddhist  | 1.9% | Christian   | 40.0% | Hindu                 | 0.7%  | Jewish            | 8.4%  | Muslim | 1.8% | None | 46.3% | Other | 0.6% | Sikh | 0.1% | Prefer not to say | 1.8% |
|---|---|--------------------|------------|-----------|------|-------------|-------|-----------------------|-------|-------------------|-------|--------|------|------|-------|-------|------|------|------|-------------------|------|
| Religion                                      | Percentage  |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| Buddhist                                      | 1.9%  |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| Christian                                     | 40.0%   |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| Hindu   | 0.7%  |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| Jewish  | 8.4%  |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| Muslim  | 1.8%  |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| None  | 46.3%   |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| Other   | 0.6%  |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| Sikh  | 0.1%  |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| Prefer not to say                             | 1.8%  |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| <p>Sexual orientation</p>                     | <p>GCC: Sexual Orientation (based on 38.2% declaration rate)</p>  <table border="1"> <thead> <tr> <th>Sexual Orientation</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Bi-sexual</td> <td>1.6%</td> </tr> <tr> <td>Gay/Lesbian</td> <td>2.3%</td> </tr> <tr> <td>Heterosexual/Straight</td> <td>85.6%</td> </tr> <tr> <td>Prefer not to say</td> <td>10.6%</td> </tr> </tbody> </table>   | Sexual Orientation | Percentage | Bi-sexual | 1.6% | Gay/Lesbian | 2.3%  | Heterosexual/Straight | 85.6% | Prefer not to say | 10.6% |        |      |      |       |       |      |      |      |                   |      |
| Sexual Orientation                            | Percentage  |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| Bi-sexual                                     | 1.6%  |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| Gay/Lesbian                                   | 2.3%  |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| Heterosexual/Straight                         | 85.6%   |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| Prefer not to say                             | 10.6%   |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| <p>Armed Forces community</p>                 | <p>Information not easily available</p>   |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| <p>Carers</p>                                 | <p>Information not easily available</p>   |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| <p>Care leavers / care experienced adults</p> | <p>Information not easily available</p>   |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |
| <p>Digital exclusion</p>                      | <p>Information not easily available</p>   |                    |            |           |      |             |       |                       |       |                   |       |        |      |      |       |       |      |      |      |                   |      |

|   |                                  |
|---|----------------------------------|
| Geography, for example, urban and rural areas | Information not easily available |
| Socio-economic disadvantage                   | Information not easily available |
| Vulnerable groups of society                  | Information not easily available |

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