

## 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, together with care leavers / care experienced adults, as the Council treats this group like a protected characteristic.

### 1. Background

Directorate	Adults
Service area	Public Health and Communities
Title of the proposed change being assessed i.e. the policy, service or other development	Procure and Award a Contract to Deliver Provision of local Healthwatch Service
Describe the purpose of the proposed change and the intended outcomes	
<p>Under the Health and Social Care Act 2012 Gloucestershire County Council has a statutory duty to commission a local Healthwatch to perform functions that enable local voices to influence and improve health and social care services.</p> <p>The current Healthwatch contract is provided by Evolving Communities (CIC) and commenced in 2017 with the initial 5-year + 2-year extension contract period ending in March 2024.</p> <p>An engagement exercise was undertaken to gather views from stakeholders and the general public, including current and potential service users on their knowledge, awareness, and experience of accessing the current Healthwatch Gloucestershire service with a view to informing draft proposals and priorities for a new Healthwatch Service model from April 2024.</p> <p>Actions relating to this engagement feedback provided by demographic groups are included within this Equality Impact Assessment.</p>	

<p>Who is affected by the proposals?</p>	<p>Service users <input checked="" type="checkbox"/></p> <p>Wider community <input type="checkbox"/></p> <p>Workforce <input type="checkbox"/></p> <p>Other, please specify:</p> <div style="border: 1px solid black; height: 60px; width: 100%;"></div>
<p>Decision to be taken and decision maker</p>	<p>To seek Cabinet approval to conduct a competitive procurement process for the delivery of a Healthwatch Gloucestershire Service from 1st April 2024.</p> <p>To delegate authority to award the contract to the preferred tenderer to the Director of Public Health in consultation with:</p> <ul style="list-style-type: none"> <li>○ the Cabinet portfolio holder for Children’s Safeguarding and Early Years</li> <li>○ the Cabinet portfolio holder for Adult Social Care Commissioning</li> </ul>
<p>Person(s) responsible for completing this assessment</p>	<p>Dawn Lane (Senior Public Health Officer)</p> <p>Mo Bhula (Public Health Manager)</p> <p>Zoe Clifford (Consultant in Public Health)</p>

Date of this assessment	July 2023
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## 2. Information and Data Collection

Summarise how you have collected the information and data required to assess the potential or actual impact of the proposed change on those who share the protected characteristics and care leavers / care experienced adults (e.g. survey of services users, community focus groups, analysing service usage data, engaging with the council's staff networks etc.). The actual information and data that has been collected and analysed should be set out in Appendix 1 (Service Users) and Appendix 2 (GCC staff).

If there are any gaps, include an action in section 4 to fill these. This doesn't mean that you can't 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 Methods / Sources
<p style="text-align: center;">Service Users / Wider Community</p>	<p>To gather perspectives on the proposals, engagement activities were undertaken with both current and prospective service users, as well as broader system stakeholders. These activities encompassed an online survey and face-to-face meetings with groups across the protected characteristics, particularly those most impacted by health inequalities.</p> <p>Further discussions were also held with various other stakeholders.</p> <p>Continued engagement with these groups is planned to ensure a comprehensive understanding of their experiences.</p>	<p>To inform this EIA, service data has been supplied by the Provider. It separates data into two categories: 'feedback and signposting' and 'engagement'.</p> <p>Feedback and signposting data come from the following sources:</p> <ul style="list-style-type: none"> <li>• Feedback form via the website</li> <li>• Feedback form via post</li> <li>• Email</li> <li>• Telephone calls</li> <li>• Answerphone messages</li> <li>• Feedback given at events/stands</li> </ul> <p>Engagement data comes from the following sources:</p> <ul style="list-style-type: none"> <li>• Surveys</li> <li>• Focus groups</li> </ul>

	<p>These activities indicated that populations represented protected characteristic groups are not necessarily aware of the HealthWatch Gloucestershire service.</p> <p>This Equality Impact Assessment (EIA) has determined that there's currently minimal targeted service engagement with specific populations representing the protected characteristics. Healthwatch Gloucestershire (HWG) will need to significantly increase promotion of the service to effectively reach and serve these groups.</p>	<ul style="list-style-type: none"> <li>• Interviews</li> </ul> <p>It should be noted that the request to service users to provide demographic data is optional and therefore many people opt not to provide that information.</p> <p>This EIA has identified there is a need for more robust data capturing on the protected characteristics of service users by the current HWG, as part of routine contract monitoring.</p>
<p>Workforce</p>	<p>Discussions with the senior team, wider staff and the Board of the current HealthWatch Gloucestershire service were held during June 2023 via individual interviews and focus groups as a part of the engagement process.</p> <p>This approach provided a deeper understanding, from the provider's viewpoint, of the challenges they face in delivering the service. Additionally, it shed light on potential opportunities that could be leveraged to enhance the existing delivery model and service specification.</p>	<p>Data on the demographics of HWG volunteers for the period 01/01/2022 to 31/12/2022 has been provided. It should be noted that during the last quarter, 16 volunteers were active, assisting in 24 different activities which including those listed below:</p> <ul style="list-style-type: none"> <li>-</li> <li>• Conducting research on paid care at home services, digital exclusion, and NHS websites.</li> <li>• Conducting Enter and View visits to local services to help them improve.</li> </ul>

		<ul style="list-style-type: none"> <li>• Collecting up-to-date information about services, including availability of NHS dental appointments.</li> <li>• Reviewing NHS literature to make sure it is easy to understand.</li> <li>• Representing Healthwatch Gloucestershire at meetings with health and social care professionals and decision makers, to support local people to share their views and experiences.</li> <li>• Participating in sessions to inform the ICS Working with People and Communities Strategy</li> </ul> <p>The current HWG workforce is female with (40%) aged 18-24, (40%) aged 25-49 and the remaining (20%) aged between 50 and 64. All have identified as English/Scottish/Welsh and heterosexual. None of the workforce have identified as having a disability. (40%) have identified as Christian and (20%) have stated none, with the remaining (20%) either stating unknown or preferring not to say.</p>
Partners	<p>Partners were given the opportunity to formally respond to online surveys, which were published in May/June 2023.</p> <p>Partners were also invited to focus groups held during that time.</p>	

	<p>These activities were designed to gather a comprehensive understanding of the current service based on their knowledge and opinions. The feedback obtained was aimed at informing the development of the new service model and the Equality Impact Assessment (EIA).</p> <p>Conversations were also held with commissioners and senior managers from key stakeholder groups, including those from the NHS, primary care colleagues, and community representatives.</p>	
Other	<p>Gloucestershire County Council are continuously conducting contract monitoring meetings with the current service provider to ensure optimal service delivery.</p>	

### 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 methods / sources that were set out in section 2).

Service Users						
Groups		Positive Impact	Neutral Impact	Negative Impact	Not Sure	Summary of Impact
Protected Characteristics (Equality Act 2010)	Age		X			<p>The service is accessible to all residents of the County who are registered with a Gloucestershire GP. We have not identified any negative impacts related to age.</p> <p>However, it's worth noting that 30% of the total respondents in our recent engagement activities stated they had not heard of the Healthwatch Gloucestershire (HWG) service. This includes individuals within protected characteristic groups.</p> <p>A theme that emerged from our engagement related Healthwatch Gloucestershire's struggle to reach out to and engage underrepresented communities. This challenge may be rooted in limited resources, which inhibits their capacity to broaden their engagement.</p> <p>** Selected "Neutral impact" as "best fit" – please see section 4, action plan – Action 1.</p>
	Disability		X			<p>The service is open to adults with a disability; and the provider is required to offer an accessible service.</p>



					<p>** Selected “Neutral impact” as “best fit” – please see section 4, action plan – Action 1.</p>
	Sex		X		<p>The service is inclusive and available to individuals of all gender identities who reside in the county and are registered with a Gloucestershire GP. We have identified no negative impacts based on gender.</p> <p>A theme that emerged from our engagement related Healthwatch Gloucestershire’s struggle to reach out to and engage underrepresented communities. This challenge may be rooted in limited resources, which inhibits their capacity to broaden their engagement.</p> <p>** Selected “Neutral impact” as “best fit” – please see section 4, action plan – Action 1.</p>
	Race		X		<p>The service is open to people of any ethnicity; and no significant negative impacts on the basis of race have been identified as arising from the commissioning of the service.</p> <p>A theme that emerged from our engagement related Healthwatch Gloucestershire’s struggle to reach out to and engage underrepresented communities. This challenge may be rooted in limited resources, which inhibits their capacity to broaden their engagement.</p> <p>Given this challenge, it is difficult to assert that individuals are negatively affected as a result of race however this will be monitored more closely as we recommission and begin a new service. The new service will ensure that</p>

					<p>communication methods are tailored to the preferences of different demographic groups, with special consideration given to those within protected characteristic groups.</p> <p>** Selected “Neutral impact” as “best fit” – please see section 4, action plan – Action 1.</p>
	Gender reassignment		X		<p>The service is available to transgender individuals and those who have undergone gender transition. We have not identified any significant negative impacts related to gender transition resulting from the commissioning of this service.</p> <p>** Selected “Neutral impact” as “best fit” – please see section 4, action plan – Action 1.</p>
	Marriage & civil partnership		X		<p>We have not identified any negative impacts related to individuals' marital status or civil partnership in the provision of our service.</p> <p>A theme that emerged from our engagement related Healthwatch Gloucestershire’s struggle to reach out to and engage underrepresented communities. This challenge may be rooted in limited resources, which inhibits their capacity to broaden their engagement.</p> <p>** Selected “Neutral impact” as “best fit” – please see section 4, action plan – Action 1.</p>
	Pregnancy & maternity		X		

					<p>We have not identified any impacts on individuals who are pregnant or on maternity leave in the delivery of this service.</p> <p>A theme that emerged from our engagement related Healthwatch Gloucestershire’s struggle to reach out to and engage underrepresented communities. This challenge may be rooted in limited resources, which inhibits their capacity to broaden their engagement.</p> <p>** Selected “Neutral impact” as “best fit” – please see section 4, action plan – Action 1.</p>
	Religion and/or belief		X		<p>The service is open to people of any religion or belief; and no negative impacts on the basis of religion have been identified.</p> <p>A theme that emerged from our engagement related Healthwatch Gloucestershire’s struggle to reach out to and engage underrepresented communities. This challenge may be rooted in limited resources, which inhibits their capacity to broaden their engagement.</p> <p>** Selected “Neutral impact” as “best fit” – please see section 4, action plan – Action 1.</p>
	Sexual orientation		X		<p>The service is open to people of all sexual orientations and no negative impacts on the basis of sexuality have been identified.</p>

						<p>A theme that emerged from our engagement related Healthwatch Gloucestershire’s struggle to reach out to and engage underrepresented communities. This challenge may be rooted in limited resources, which inhibits their capacity to broaden their engagement.</p> <p>** Selected “Neutral impact” as “best fit” – please see section 4, action plan – Action 1.</p>
Additional Groups	Care leavers / care experienced adults		X			<p>The service is open to all Care leavers / care experienced adults and the provider will be required to offer an accessible service.</p> <p>A theme that emerged from our engagement related Healthwatch Gloucestershire’s struggle to reach out to and engage underrepresented communities. This challenge may be rooted in limited resources, which inhibits their capacity to broaden their engagement.</p>
Groups		Positive Impact	Neutral Impact	Negative Impact	Not Sure	Summary of Impact

**Gloucestershire County Council Staff**

Groups		Positive Impact	Neutral Impact	Negative Impact	Not Sure	Summary of Impact
Protected Characteristics (Equality Act 2010)	Age					N/A
	Disability					
	Sex					
	Race					
	Gender reassignment					
	Marriage & civil partnership					
	Pregnancy & maternity					
	Religion and/or belief					
	Sexual orientation					
Additional Groups	Care leavers / care experienced adults					
Groups		Positive Impact	Neutral Impact	Negative Impact	Not Sure	Summary of Impact

#### 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 those who share the protected characteristics and care leavers / care experienced adults (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
Positive	<p>As a top priority, Healthwatch Gloucestershire (HWG) should enhance its visibility within the community, particularly among groups with protected characteristics. This can be achieved through more effective publicity, marketing, promotional efforts, improved advertising strategies, and deeper engagement.</p> <p>Furthermore, the communication methods should be tailored to the preferences of different demographic groups, with special consideration given to those within protected characteristic groups. It's important to address any potential language barriers or disabilities to ensure equal access and avoid</p>	Provider	Ongoing and to be included as part of specification of newly commissioned service

	discrimination. This strategy aims to ensure that no individual, particularly those who may be disadvantaged, is hindered from utilising the service.		
Positive	HWG to continue to improve the collection of their service user demographic data	Provider	Ongoing
Positive	Ensure any future service specification sets out clearly how the Provider will be required to promote equality and reduce health inequalities with due regard to the protected groups	Mo Bhula & Dawn Lane	Ongoing and to be included as part of specification of newly commissioned service
Positive	Throughout the contract term we will continue to engage with service users and wider stakeholders to understand if the service offer is meeting needs of those with protected characteristics.	Mo Bhula & Dawn Lane	Ongoing and to be included as part of specification of newly commissioned service
Positive	The future service provider will be required to consider the accessibility and flexibility of its provision to all protected characteristic groups.	Mo Bhula & Dawn Lane	Ongoing and to be included as part of specification of newly commissioned service

## 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 afterwards. The Equality Duty is a continuing duty.

Lead officer(s):	Mohammed Bhula and Dawn Lane
Frequency of the monitoring and review:	The contract will undergo quarterly monitoring, and a comprehensive annual review will take place at the end of each March. Continuous reviews of the EqIA will form part of the monitoring cycle for this contract and on-going equality considerations will be taken forward as a result
How the impact of the policy, service or development will be measured, including the data and information that will be used:	<p>Upon the procurement and implementation of our new service, we will regularly monitor the contract. This includes conducting service user satisfaction surveys to track provider compliance, uptake, outcomes across protected characteristics (as applicable and feasible), and service user satisfaction. We will use this data to facilitate continuous quality improvement and inform future commissioning.</p> <p>Performance will be tracked in accordance with the standard council arrangements. As Healthwatch Gloucestershire (HWG) performs public functions, it is bound by the duties outlined in the Equality Act 2010. The service specification will explicitly state that HWG should provide evidence of engagement with all populations and communities of interest covered by the protected characteristics listed within the Equality Act 2010. The council will use this information to monitor performance.</p> <p>This Equality Impact Assessment (EIA) will be reviewed and updated as the project progresses, helping identify any gaps in the current service provision. We will utilize</p>




	the EIA as a tool to assess if we are appropriately and accurately considering the needs and inequalities of all individuals within the service we provide.
Stakeholders who will be involved:	Gloucestershire County Council Integrated Care Board NHS Partners

## 6. Approval

Signature of Senior Officer	
Name of Senior Officer	Siobhan Farmer

Date	04.09.23
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Signature of Decision Maker	
Name of Decision Maker	Councillor Stephen Davies – Consultee for Children Social Care
Date	4 September 2023

Signature of Decision Maker	
Name of Decision Maker	Councillor Carole Allaway-Martin – Consultee for Adult Social Care
Date	5 September 2023

## Appendix 1 – Service User Data and Information

Details of service users affected by the proposed activity:

Groups	Service User Data and Information
Age	<p>All information below has been taken from the Gloucestershire County Council website: Inform Gloucestershire Census 2021<sup>1</sup></p> <p>In 2021, the resident population of Gloucestershire was estimated to be 645,076 people of which:</p> <ul style="list-style-type: none"> <li>• 17.5% were aged 0-15;</li> <li>• 60.8% were aged 16-64;</li> <li>• 21.7% were aged 65 and over.</li> </ul> <p>Gloucestershire has a lower proportion of 0–15-year-olds and 16–64-year-olds and a higher proportion of people aged 65+ when compared to England. There is some variation at district level:</p> <ul style="list-style-type: none"> <li>• Gloucester had the highest proportion of 0–15-year-olds and 16- 64-year-olds (19.2% and 64.1% respectively).</li> <li>• Cotswold and Forest of Dean had the lowest proportion of 0–15-year-olds (16.0%)</li> <li>• Cotswold also had the lowest proportion of 16–64-year-olds (58.0%).</li> </ul>

- Inversely, Gloucester had the lowest proportion of 65+ year olds (16.7%) and Cotswold the highest (26.1%).

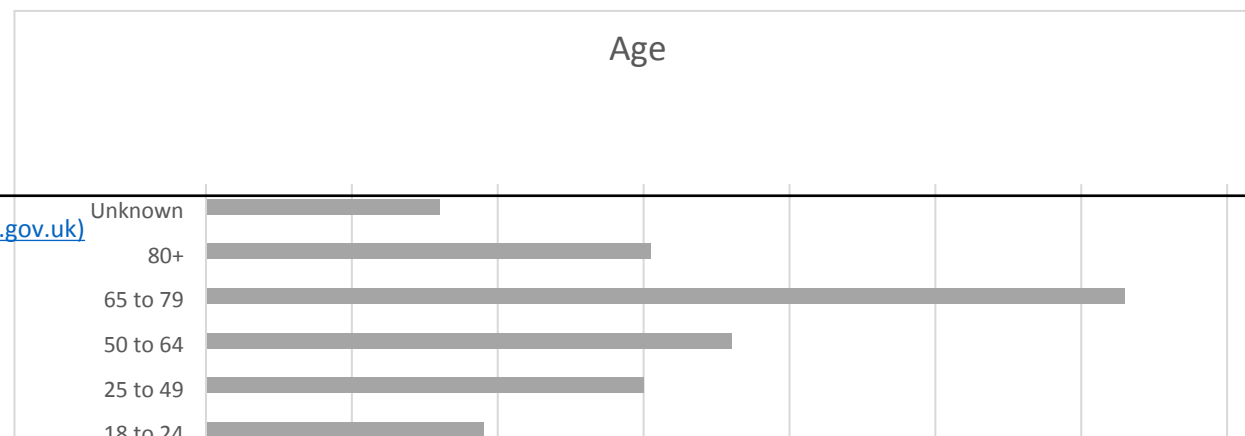
The population of Gloucestershire has increased by 48,092 people (8.1%) compared with Census Day 2011. The rate of growth in Gloucestershire was higher than nationally - Gloucestershire's 65+ population increased by 25.6% (England and Wales increased by 20%). Gloucestershire's 16-64 population increased by 3.6%, this is a slightly bigger increase than England and Wales (3.4%). The 0-15 population group also increased - Gloucestershire had the greatest growth with a 5.7% increase, this compares to a 4.3% increase in England and Wales overall.

There is considerable variation at district level:

- Tewkesbury had the biggest increase in the 16-64 population (10.6%) however, Cheltenham (-1.5%) had a decrease in the working age population.
- Tewkesbury experienced the biggest growth of 0-15 population with an increase of 20.2% whilst Forest of Dean experienced a decrease by 0.4%
- All districts saw an increase in the 65+ age group. Growth was highest in Cotswold (26.1%), and all districts saw a larger percentage increase than England (18.4%), apart from Gloucester where the rate was lower (16.7%).

**HWG service users: -**

The age group of 65-79 year-olds represented the largest demographic who accessed the Feedback & Signposting (F&S) provision, accounting for 38% of respondents. This was followed by those aged 80 and above, representing 19% of respondents. For the engagement provision, the majority of users were in the 25-49 age bracket (23%), although a significant percentage (18%) also belonged to the 65-79 age range.



<sup>1</sup> Census 2021 - Inform ([gloucestershire.gov.uk](https://gloucestershire.gov.uk))

**Healthwatch Gloucestershire (HWG) volunteers:** 7 volunteers fall within the 25-49 and 50-64 age bracket, and 11 in the 65-79 age range.

HWG promotes a 'digital by default' approach in providing information and advice. Even though data suggests that individuals in the 65-74 and 75+ age groups are more likely to not use the internet compared to other age groups, service user data indicates that this approach hasn't disadvantaged these older demographics. HWG continues to offer telephone and face-to-face contact options to meet the needs of these users.

In an effort to engage younger audiences, HWG has trained a group of young volunteers, known as 'Young Listeners'. These volunteers conducted a peer-to-peer engagement project focusing on improving health and care services in the county. Their focus areas included mental health, relationship support, attitudes of general practitioners, inclusivity, and accessibility. Feedback was collected from 85 young individuals, outlining key areas for potential change and improvement.

HWG also conducted an online survey, gathering feedback from 42 young participants on their mental health experiences and preferred support:

- Of the respondents, 57.1% (24 people) had used mental health services, while 42.9% (18 people) hadn't.
- A significant majority, 88.1% (37 people), reported feeling anxious often, always, or sometimes, while 11.5% (five people) rarely or never felt anxious.
- The Covid pandemic had negatively affected the mental health of 36.6% of respondents.
- Over half (52.4%) said they felt they needed someone to discuss their mental health with but didn't know who to approach.

	<ul style="list-style-type: none"> <li>• Respondents reported feeling most comfortable discussing their mental health with friends, followed by their GP, parents, and then a counsellor/therapist.</li> <li>• More than half (54.8%) of respondents (23 people) were aware of mental health support services for young people in Gloucestershire.</li> </ul>
Disability	<p><u>All information below has been taken from the Gloucestershire County Council website: Inform Gloucestershire Census 2021<sup>2</sup>, Gloucestershire County Council Population Profile 2022 and from Office for Health Improvement and Disparities (OHID) Public health data.</u></p> <p>According to the 2021 Census:</p> <ul style="list-style-type: none"> <li>• 16.8% of Gloucestershire’s population (108,379 people) were classed as disabled under the Equality Act (2010), of which 6.4% (41,202 people) said their daily activities are limited a lot and 10.4% (67,177 people) limited a little. There was a higher proportion of the population in both the Southwest (18.6%) and England and Wales (17.5%) classed as disabled</li> <li>• There was a slightly higher proportion of the Gloucestershire’s population who have a long-term physical or mental health condition(s) but their daily activities are not limited, 8.0% of the population in Gloucestershire (51,411 people) vs. 7.7% in the Southwest and 6.8% in England and Wales overall.</li> <li>• Forest of Dean has a significantly higher proportion of people who are disabled under the Equality Act (2010); accounting for 19.2% of the population.</li> <li>• Cotswold has the significantly lowest proportion of disabled people with 15.4% of the population.</li> <li>• In Gloucestershire, 69.7% of households did not contain anyone classed as disabled. However, just under a quarter of households contained one disabled person and 5.8% of households had two or more disabled people living in them. The Gloucestershire proportions were similar to the regional and national proportions.</li> </ul> <p>In 2020/21 Gloucestershire GPs recorded that 0.6% of their registered patients were known to have a learning disability; this was higher than the England figure of 0.5%. In 2021, 1.4% of people aged 16+ who completed the GP patient survey in Gloucestershire, reported that they had a learning</p>

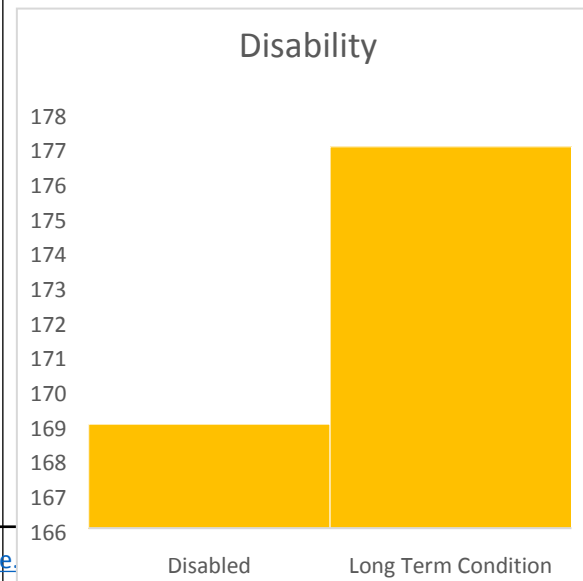
disability; this was lower than the England figure. This discrepancy may be due to under-reporting amongst GPs of people who have mild learning disabilities.

In 2021 approximately 1.2% of the 16+ population in Gloucestershire reported blindness or partial sight. During the same period 5.9% of the population aged 16+ reported deafness or hearing loss.<sup>3</sup>

The Office for Health Improvement and Disparities (OHID) estimates that in Gloucestershire 14.6% of those aged 16+ have a common mental health disorder compared to 16.9% for England (2017). For those aged 65+ the figures are 9.1% and 11.0.2% respectively. In 2021/22, the recorded prevalence for depression (18+) was 11.9% in Gloucestershire compared to 12.7% in England.<sup>4</sup>

Given the ageing population, the number of people with a limiting long term health problem is likely to increase in the future.

**HWG service users:** - Out of the 346 individuals that that considered themselves to be disabled or having a long-term condition, 205 responding to the F & S identified as disabled and 141 individuals responding to engagement identified as having a long-term condition.



<sup>2</sup> [Census 2021 - Inform \(gloucestershire\)](#).

	<p><b>HWG volunteers:</b> - Fewer than 5 volunteers considered themselves to have a disability.</p> <p>HWG have worked with the Care Quality Commission (CQC) to understand the experiences of the Deaf community in Gloucestershire. A focus group hosted by Gloucestershire Deaf Association told HWG which health and care services they use, what they expect from those services, what barriers and challenges they face, and the changes they would like to see. The insight we gathered will help the CQC tackle inequalities in health and care, and it is informing our work with Gloucestershire's NHS Trusts to improve the accessibility of communication and services.</p>
Sex	<p>All information below has been taken from the Gloucestershire County Council website: <u>Inform Gloucestershire <b>Census 2021</b></u><sup>5</sup></p> <p>Overall, there were 329,832 women and 315,244 men living in Gloucestershire on Census Day 2021, equivalent to a 51.1% to 48.9% split. This is in-line with the South West and marginally different to the 51.0% female, 49.0% male split in England and Wales.</p> <p>Population by sex, Gloucestershire 2021:</p>

<sup>3</sup> [equality-profile-2022-v2.pdf \(gloucestershire.gov.uk\)](#)

<sup>4</sup> [Mental Health and Wellbeing JSNA - OHID \(phe.org.uk\)](#)

<sup>5</sup> [Census 2021 - Inform \(gloucestershire.gov.uk\)](#)



Area name	Females	Males	Net Difference	Female Proportion	Male Proportion
Cheltenham	60,751	58,085	2,666	51.1%	48.9%
Cotswold	47,060	43,772	3,288	51.8%	48.2%
Forest of Dean	44,441	42,563	1,878	51.1%	48.9%
Gloucester	66,916	65,500	1,416	50.5%	49.5%
Stroud	61,869	59,235	2,634	51.1%	48.9%
Tewkesbury	48,795	46,089	2,706	51.4%	48.6%
<b>Gloucestershire</b>	<b>329,832</b>	<b>315,244</b>	<b>14,588</b>	<b>51.1%</b>	<b>48.9%</b>
South West	2,911,551	2,789,635	121,916	51.1%	48.9%
England	28,833,712	27,656,336	1,177,376	51.0%	49.0%
England and Wales	30,420,202	29,177,340	1,242,862	51.0%	49.0%

All districts have a higher proportion of females than males. Cotswold has the highest proportion of females accounting for 51.8% of its population, whereas Gloucester has the lowest, accounting for 50.5% of its population.

Gloucestershire has a smaller proportion of people in the age groups between 0- 4 and 40-44 and a higher proportion of people in all age groups over 50-54 for males and females combined, compared to England and Wales. There is more of a mixed picture when comparing to the Southwest, generally there is a bigger proportion of people in the 0-4 to 10-14 age groups and 35-39 to 60-64 age groups. In contrast, there is a smaller proportion of the population in the 15-19 to 25-29 and 65-69 plus age groups compared to the Southwest.

**HWG service users:** - The service user data showed that the majority of service users identified as female with 63% for F&S and 60% for Engagement respectively, compared to 37% (F&S) and 37% (Engagement) identifying as male.

**HWG volunteers:** - 65% of the volunteers are female and 35% are male.

	As a universal open access services HWG provision is accessible to all residents.
Race	<p><u>All information below has been taken from the Gloucestershire County Council website: Inform Gloucestershire Census 2021<sup>6</sup></u></p> <p>In 2021 93.1% (600,314 people) of Gloucestershire’s population identified as “White”. Gloucestershire was less diverse than the national average, with 81.7% of residents across England and Wales identifying as “White”, however it was in line with the regional average where 93.1% of residents identified as “White”. All districts in Gloucestershire had a higher proportion of residents identifying as “White” than nationally. The urban districts of Gloucester and Cheltenham (84.9% and 91.4%) had the lowest proportion of “White” residents, while the Forest of Dean had the highest (97.5%).</p> <p>"Asian, Asian British or Asian Welsh" accounted for the second largest proportion of Gloucestershire’s population at 2.9%. This group was also the second largest group at a national and regional level, although it accounted for a larger proportion nationally (9.3%) than in Gloucestershire. This ethnic group also saw the largest percentage point increase from 2011, up from 2.1%.</p> <p>The third largest ethnic group in Gloucestershire was “Mixed or Multiple ethnic groups”, this differs from the picture seen at a national level where “Black, Black British, Black Welsh, Caribbean or African” accounted for the third largest proportion of the population.</p> <p>As part of the "White" ethnic group, 87.7% of the total population in Gloucestershire identified their ethnic group as "English, Welsh, Scottish, Northern Irish or British", this is a decrease from 91.6% in 2011.</p> <p>Across the 19 ethnic groups, the largest percentage point increase was seen in the number of people identifying through the "White: Other White" category (4.5% in 2021, up from 3.1%, in 2011).</p>

<sup>6</sup> [Census 2021 - Inform \(gloucestershire.gov.uk\)](https://www.gloucestershire.gov.uk/inform)

At ward level, Barton and Tredworth ward in Gloucester was the most ethnically diverse ward with three LSOAs in this area having less than half their population identifying as “White”.

Given that the overall population has become more diverse since 2011 it is unsurprising the proportion of multiethnic households increased during the same period. In 2011 6.1% of households in Gloucestershire were made up of different ethnic groups, this increased to 7.8% in 2021. The growth was primarily driven by an increase in households classed as “Ethnic groups differ within partnerships” with the proportion of households in Gloucestershire falling into this group increasing from 3.8% in 2011 to 5.1% in 2021.

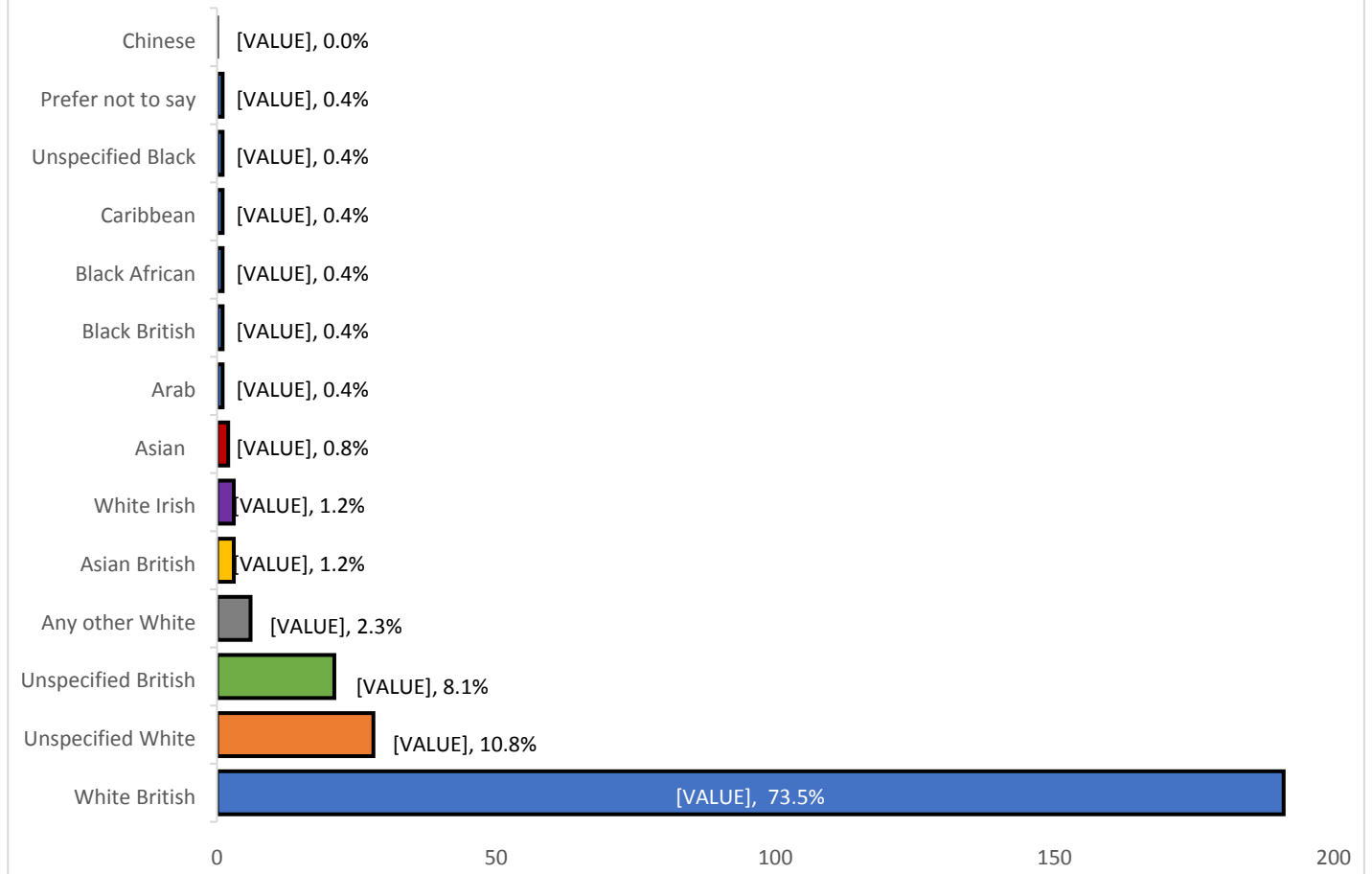
Since 2011 the proportion of Gloucestershire residents reporting a non-UK identity has increased from 4.4% in 2011 to 5.7% in 2021.

Out of the 27,000 people living in Gloucestershire (4.3% of the population) whose main language was not English, 0.7% (4,294 people) could not speak English well or at all.

Polish, Romanian and Portuguese were the most widely spoken languages in Gloucestershire other than English.

**HWG service users:** - For F&S the majority of those identifying as White British were (93%) whereas Engagement saw a slightly lower response rate, with the majority again being those identifying as White British at 53%, followed by Unspecified White at 22%, then Unspecified British at 16% the remaining identifying as Asian, Asian British, White Irish, Black African, Caribbean and Any other white background.

### Ethnicity



	<p><b>HWG volunteers:</b> - 95% of volunteers have stated that they are English/Welsh/Scottish. It has been recognised that the ethnicity of the volunteers is not representative of the communities of Gloucestershire and this is something that HWG and GCC seek to improve.</p> <p>The HWG Readers Panel regularly reviews the accessibility of information produced by the local authority in regard to access issues for residents whose first language is not English in relation to alternative access to information in translation or with the support of specialist community services. This could be improved by having more ethnically diverse pool of volunteers, which as previously stated, is something which HWG and GCC seek to address going forward.</p> <p>No negative impacts on the basis of race have been identified as arising from the commissioning of the service.</p>
Gender reassignment	<p><u>All information below has been taken from the Gloucestershire County Council website: Inform Gloucestershire Census 2021<sup>7</sup></u></p> <p>In Gloucestershire, 94.39% of the population (502,440 people) over the age of 16 years have the same gender identity as their sex registered at birth, this is a higher proportion than both the Southwest (93.99%) and England and Wales (93.46%). 0.41% of the population (2,163 people) answered that their gender identity is different to the sex they were assigned at birth. This is similar to the proportion in the Southwest and England and Wales.</p> <p>In more detail, 0.08% of the population of Gloucestershire (423 people) identify as a trans woman, 0.07% of the population (380 people) as a trans man, 0.07% of the population (355 people) as non-binary and 0.04% of the population (229 people) specified other gender identities. These proportions are in-line with the regional and national proportions.</p> <p>At district level:</p>

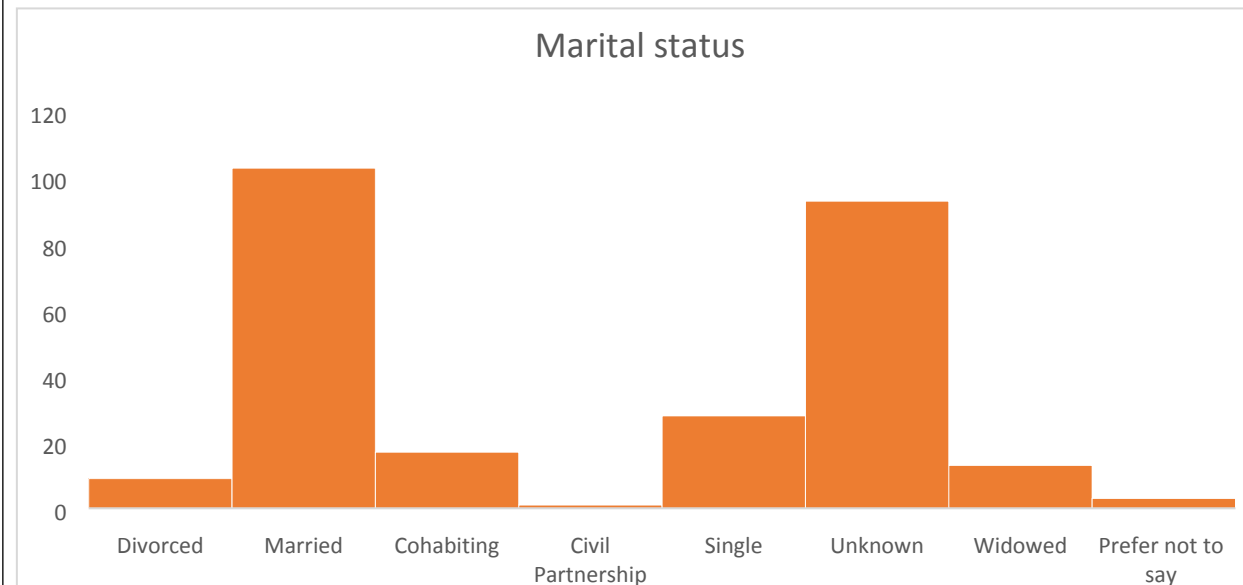
<sup>7</sup> [Census 2021 - Inform \(gloucestershire.gov.uk\)](https://www.gloucestershire.gov.uk/census-2021-inform)

	<ul style="list-style-type: none"> <li>• The district with the highest proportion of people whose gender identity is the same as their assigned sex at birth is Cotswold with 95.07% (72,549 people) whereas Gloucester has the lowest proportion with 93.75% of the population (100,259 people)</li> <li>• Gloucester has the highest proportion of the population whose gender identity is not the same as their assigned sex at birth (0.56%, 600 people) and Cotswold the lowest proportion with a 0.28% proportion (213 people).</li> <li>• Trans woman: Gloucester has the highest proportion with 0.11%, 114 people, whereas Forest of Dean has the lowest with 0.05% of the population, 38 people.</li> <li>• Trans man: Gloucester has the highest proportion with 0.10%, 107 people, and Forest of Dean the lowest with 0.04% of the population, 30 people.</li> <li>• Non-binary: Cheltenham has the highest proportion of the population with 0.12%, equivalent to 123 people, whereas Cotswold, Forest of Dean and Tewkesbury have the lowest with a 0.04% share, equivalent to 33, 30 and 29 people respectively.</li> </ul> <p><b>HWG service users:</b> - Fewer than 5 service users of the engagement provision identified themselves as transgender. There were no respondents for the F&amp;S provision.</p> <p><b>HWG volunteers:</b> - no data available</p>
<p>Marriage &amp; civil partnership</p>	<p><u>All information below has been taken from the Gloucestershire County Council website: Inform Gloucestershire Census 2021<sup>8</sup></u></p> <p>In 2021, among residents of Gloucestershire:</p> <ul style="list-style-type: none"> <li>• 48.0% of Gloucestershire residents aged 16+ were married or in a civil partnership, meaning this group accounts for the largest proportion of total residents.</li> <li>• Of the 48.0% of people in Gloucestershire who were married or in a registered civil partnership, 47.8% of individuals were married and 0.2% were in a registered civil partnership,</li> <li>• Of those people that are married 99.5% were in opposite-sex couples,</li> <li>• Same sex couples account for the largest proportion of civil partnerships at 70.6%,</li> <li>• 33.6% never been married and never registered a civil partnership,</li> </ul>

- 2.0% are separated but still legally married or still legally in a same sex civil partnership,
- 9.9% are divorced or formerly in civil partnership which is now legally dissolved.
- 6.5% are widowed or a surviving partner from civil partnership.

Gloucestershire has a lower proportion of people who are single or separated when compared to the national figure. In contrast the proportion of people who are married, divorced or widowed exceeds the national figures.

**HWG service users:** - The majority of those responding to F&S provision selected unknown at 55%, followed by those who selected married at 37%. Only 8% stated they were cohabiting or single, while those who stated they were divorced or in a civil partnership which made up a very small percentage. As for those responding to Engagement, the majority of respondents are married at 40%, followed by 20% who stated they were single, 13% Widowed, 10% Cohabiting, 9% Unknown and 7% Divorced



<sup>8</sup> [Census 2021 - Inform \(gloucestershire.gov.uk\)](https://www.gloucestershire.gov.uk/inform)

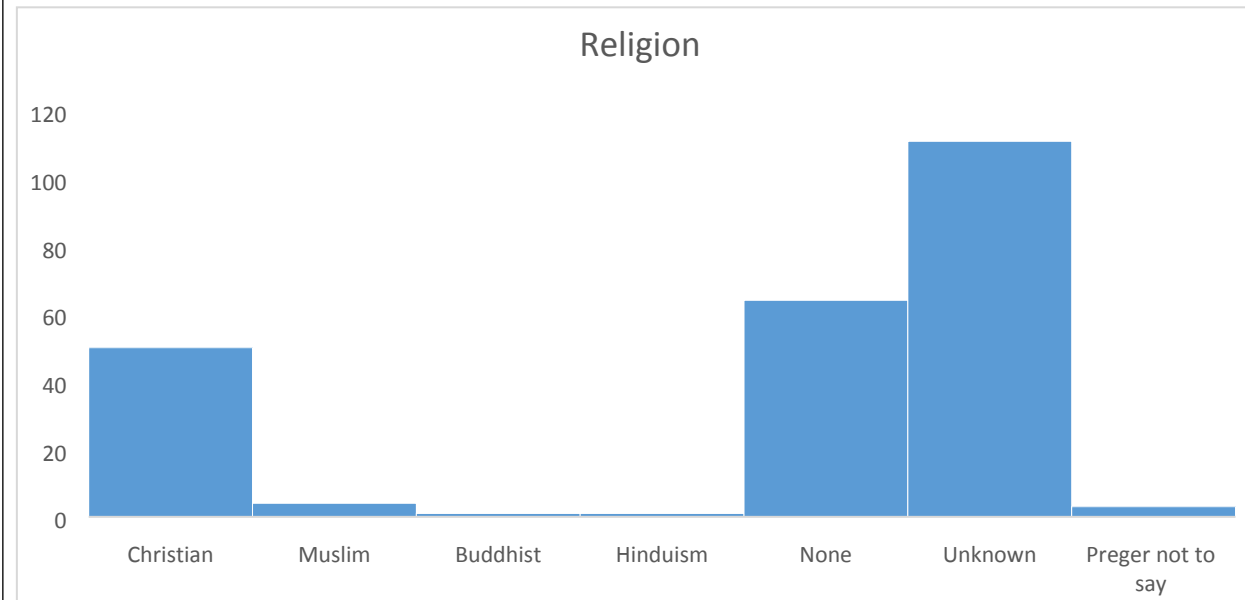
	<p><b>HWG volunteers:</b> - no data available.</p> <p>HWG is accessible to all residents and there is no indication that there is advantage or disadvantage associated with this characteristic.</p>				
Pregnancy & maternity	<p><u>All information below has been taken from the Gloucestershire County Council Population Profile 2022<sup>9</sup></u></p> <p>There were 5,800 live births in Gloucestershire in 2020, which accounts for 1% of over 19 population. The highest proportion of deliveries were to women aged 30 to 34 continuing the trend of later motherhood. Births to mothers in all age bands between the ages of 25 and 44 account for a slightly higher proportion of total births in Gloucestershire than they do nationally, whilst those to mothers aged under 25 account for a lower proportion.</p> <p>At district level:</p> <ul style="list-style-type: none"> <li>• Gloucester has a higher proportion of births to mothers aged under 20 (3.6%) than Gloucestershire and England.</li> <li>• Cheltenham, Cotswold and Stroud have a higher proportion of births to mothers aged 35+ than Gloucestershire and England</li> </ul> <p><b>Service user data:</b> For F&amp;S 20% identified themselves as new mothers and 5% as Pregnant the remaining did not respond and there are no recorded responses for engagement either.</p> <div data-bbox="618 1262 1861 1596"> <p>The chart displays a single data point for 'Pregnancy and Maternity' with a value of approximately 26. The y-axis is labeled from 15 to 30 in increments of 5.</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Pregnancy and Maternity</td> <td>~26</td> </tr> </tbody> </table> </div>	Category	Value	Pregnancy and Maternity	~26
Category	Value				
Pregnancy and Maternity	~26				



	<p><b>HWG volunteers:</b> no data available.</p> <p>HWG is accessible to all residents and there is no indication that there is advantage or disadvantage associated with this characteristic.</p>
<p>Religion and/or belief</p>	<p><u>All information below has been taken from the Gloucestershire County Council website: Inform Gloucestershire Census 2021<sup>10</sup></u></p> <p>According to the 2021 Census, out of Gloucestershire’s population, 266,959 people said they had no religion (equivalent to 41.4% of the population). This is a higher proportion than in 2011 when 26.7% of the population answered that they had no religion. The biggest change in proportion out of the categories given was the Christian category which decreased from a 63.5% share of the population in 2011 to a 49.2% share of the population in 2021 (equivalent to 61,534 fewer people.</p> <p>At district level:</p> <ul style="list-style-type: none"> <li>• Cheltenham had the smallest proportion of people identifying with Christianity at 45.5% whereas, Cotswold has the highest at 55.7%,</li> <li>• Cheltenham had the highest proportion of people stating they had no religion.</li> <li>• 30.1% of multi-person households stated that all members identify with the same religion, 22.2% stated that no members in the household were religious and 14.8% of households contained members who have the same religion and no religion.</li> </ul> <p><b>HWG service users:</b> - For the F&amp;S provision, the majority of service users (97%) did not provide information concerning their religious beliefs. Of the remaining 3% that did, this was evenly split between individuals identifying as Christian, Muslim, and Hindu.</p>

<sup>9</sup> [equality-profile-2022-v2.pdf \(gloucestershire.gov.uk\)](#)

In terms of Engagement, 35% of respondents identified as Christian, 2% as Muslim, 2% preferred not to disclose their religion, and another 2% were evenly divided between Buddhism and Hinduism. Interestingly, a significant proportion (44%) reported having no religious affiliation. The religious beliefs of the remaining 15% of respondents were not specified.



**HWG volunteers:** - 10 consider themselves as Christian, 6 as Other Religion or Prefer not to say, fewer than 5 were unknown.

The service is open to people of any religion or belief; there is no evidence to suggest any advantage or disadvantage associated with this characteristic.

<sup>10</sup> [Census 2021 - Inform \(gloucestershire.gov.uk\)](https://gloucestershire.gov.uk/census-2021-inform)

Sexual orientation	<p><u>All information below has been taken from the Gloucestershire County Council website: Inform Gloucestershire Census 2021<sup>11</sup></u></p> <p>According to Census 2021, in Gloucestershire, 90.40% of residents (481,191 people) over the age of 16 stated that they are straight or heterosexual, 1.28% (6,814) said they are gay or lesbian, 1.21% (6,432) answered they are bisexual and 0.31% (1,660 people) of the population is classified as all other sexual orientations. In comparison, there was a similar proportion of the population in each of the sexual orientation categories in the Southwest and England and Wales.</p> <p><u>At district level:</u></p> <ul style="list-style-type: none"> <li>• Tewkesbury had the highest proportion of its population answering that they are straight or heterosexual with 91.58% (70,842 people) whilst the lowest proportion was in Cheltenham with 89.18% (87,790 people)</li> <li>• Cheltenham had the highest proportion of the population answering they were gay or lesbian (1.61%, 1,581 people), bisexual (1.84%, 1,812 people) and all other sexual orientations (0.45%, 443 people).</li> <li>• The lowest proportion for the gay or lesbian category was Forest of Dean (1.02%, 747 people).</li> <li>• Cotswold accounted for the lowest proportion of people stating they are bisexual or stated a different sexual orientation, accounting for 0.85% (649 people) and 0.19% (144 people) respectively.</li> </ul> <p><b>HWG service users:</b> - The recorded figures for F&amp;S provision are 50% Heterosexual, 2% Lesbian and 1% Prefer not to say. The remaining 47% is recorded as Unknown. The recorded figures for Engagement are more varied with 71% identifying as Heterosexual, 10% as Bisexual, 7% as Asexual or Lesbian and Pansexual or have selected Prefer not to say. The remaining 11% have been recorded as Unknown.</p>
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<sup>11</sup> [Census 2021 - Inform \(gloucestershire.gov.uk\)](https://www.gloucestershire.gov.uk/inform)

	<p><b>HWG volunteers:</b> - 16 volunteers consider themselves Heterosexual/straight whilst fewer than 5 prefer not to say</p> <p>HWG is accessible to all residents and there is no indication that there is advantage or disadvantage associated with this characteristic</p>
<p>Care leavers / care experienced adults</p>	<p>The Independent Review of Children’s Social Care, published in May 2022 (The “MacAlister review”), recognised the often-negative outcomes for people with care experience and recommended that the government should make ‘Care Experienced’ a protected characteristic. The introduction of the Equality Act in 2010, enshrining ‘protected characteristics and outlawing discrimination on the basis of these characteristics</p> <p>There is a range of barriers and discrimination care leavers can face throughout life, including but not limited to:</p> <ul style="list-style-type: none"> <li>a. 70% of people who have been in care die earlier than would otherwise be expected</li> <li>b. Over half of those in custody up to the age of 21 have been in care</li> <li>c. A quarter of the homeless population in England and Wales has experienced of the care system</li> </ul> <p>No data available.</p> <p>HWG is accessible to all residents and there is no indication that there is advantage or disadvantage associated with this characteristic</p>

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

Details of Gloucestershire County Council staff affected by the proposed activity:

Groups	GCC Workforce Data and Information
Age	N/A
Disability	
Sex	
Race	
Gender reassignment	
Marriage & civil partnership	
Pregnancy & maternity	
Religion and/or belief	
Sexual orientation	
Care leavers / care experienced adults	