South Gloucestershire Council

Initial Equality Impact Assessment and Analysis (EqIAA)

Council Revenue Budget and Capital Programme 2026/27

Dates of completing EqIAA:- July 2025 – Ongoing

Completing the EqIAA:- Service Director – Finance & Chief Financial Officer (S151 Officer); Equality Officer – Policy and Compliance; Service Directors.

Please Note:-

This document describes an initial assessment of equalities impacts in relation to the "*Council Revenue Budget and Capital Programme 2026-27"*.

The council has a statutory duty to consider the impact of its actions in relation to the following protected characteristic groups:-

1. Age
2. Disability
3. Gender Reassignment
4. Marriage and Civil Partnership
5. Pregnancy and Maternity
6. Race
7. Religion or Belief
8. Sex
9. Sexual Orientation

In addition, council policy includes consideration of the impact of its actions in relation to 'socio-economic groups', the 'Armed Forces Community' and 'Care Leavers'.

Therefore, the council wishes to hear and proactively consider any comments in relation to how any aspect of the information presented may impact on any sections of the community as listed above. All feedback in relation to equalities and any point raised within this document will inform a full Equality Impact Assessment and Analysis of the Council Revenue Budget and Capital Programme 2026/27.

You can find out more and tell us your views by completing our survey online at Have Your Say Today - Council Budget 2026/27 - Commonplace or by sending your comments to:

Email: consultation@southglos.gov.uk
Write to: South Gloucestershire Council, Insight and Engagement Team, Council offices, Badminton Road, Yate, BRISTOL, BS37 5AF
Phone: 01454 863867

Copies of the consultation are available from your local library or one stop shop.

Accessible formats such as copies of the information translated into community languages are available; please use the above contact details to obtain this.

The consultation on these proposals starts on Monday 27th October 2025 and closes on Sunday 21st December 2025.

CONTENTS

	Page
Document overview	4
Section 1 - Introduction	5 - 7
Section 2 – Current Position	8 - 17
Section 3 –Proposals	18 - 27
Approach 1: Reviewing our internal costs	19
Approach 2: Finding the most efficient way to achieve the best outcomes	20 - 21
Approach 3: Investing in prevention to improve outcomes and reduce need for the most expensive support	22 – 23
Approach 4: Raising money fairly	24 – 25
Approach 5: Stopping, cutting back and prioritising services and support	26 - 27
Section 4 – Cumulative Impacts	28 - 33
Section 5 – Data and evidence collected over time	34 - 91
Section 6 – EqIAA Outcomes	92
Section 7 – Sources of information	93

DOCUMENT OVERVIEW

This document may seem lengthy, but in summary, it presents four 'sets' of information.

Firstly, the document presents an overview of the council's position, as at March 2024, in respect of the 60 objectives set out in the Tackling Inequalities Plan 2024-28.

This is important, as it sets out the current 'picture' in respect of progress being made against the council's priority objectives for tackling inequalities.

Please Note: It should be noted that an updated overview of the council's position as at March 20**25** will be added to this EqIAA post consultation and will form part of the decision-making process in respect of the council's 2026-27 budget.

Secondly, the document presents some proposals, and these are currently being consulted upon. This document sets out the potential impacts of any implementation of these proposals so that residents have clear information in this regard and can respond to the consultation equipped with that information. Post consultation, analysis of the feedback received will allow us to update this EqIAA document which in-turn will influence decision-making.

Thirdly, the document presents information assessing the cumulative impacts of the set of proposals in respect of Protected Characteristic groups.

These three 'sets' of information and the consultation feedback we receive will be brought together and will be clearly presented as part of decision-making with the clear aim of aligning our work to ensure that we can best tackle the inequalities impacting upon our residents and communities moving forwards.

Fourthly, this document presents data and information collected over a significant time period concerning resident views.
This information has been continuously collected since 2013 and this document sets out analysis of the information over the time period. This approach is significant as for the majority of these areas and issues, the Council has 12-years of data which this EqIAA investigates. In turn, this allows for an understanding of both trends and cumulative impacts in respect of Protected Characteristic groups to continue to mature and influence decisions and actions on an ongoing basis.

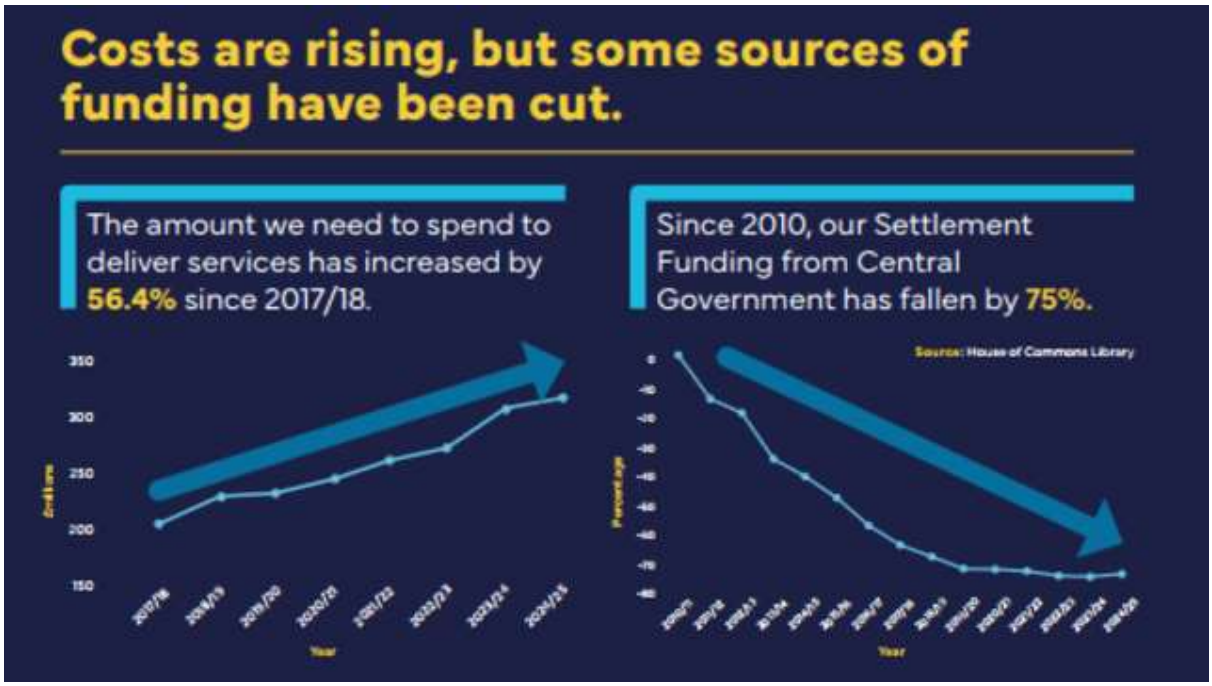
This document will be updated post consultation and in-turn will influence decision-making

SECTION 1 - INTRODUCTION

The financial challenges we face

Councils locally and nationally are facing daunting financial challenges as the cost of delivering services increases much faster than the opportunities to generate income. Demographic pressures like the increase in the number and proportion of older people in our society, a surge in how many people with Special Educational Needs & Disabilities need support and more individuals and families struggling to make ends meet, mean demand for support is at an all-time high. And in the same way that everyone's cost of living has risen over recent years, inflation, particularly in the form of higher energy bills and wages, and increased interest rates are pushing up our costs.

This means that the amount we must spend to deliver the same level of services to everyone who is eligible for them goes up each year – and right now, it is escalating rapidly.



Our financial position for the coming year

Our forward planning and hard work delivering savings and income targets has left us better placed over the short term than most other Local Authorities. But surging demand for some of our most expensive services, specifically adult social care, since we set our last budget means we are due to overspend by over £12million during this current financial year.
We are already implementing measures to try to level off this demand and mitigate the overspend, but we face growing uncertainties going forward.

Looking ahead

The cost and demand pressures we face are not going away and the picture is more challenging and uncertain over the longer term We anticipate that national changes to the way business rates are assessed and distributed among local authorities could reduce our income by £15m a year. Adding to the uncertainty, the government's Fair Funding Review will redistribute how much each local authority receives in central grants. Whilst we do not yet know exactly how the new allocations will work, from what we have heard so far, we are projecting that we in South Gloucestershire will receive £2m less each year from next April.

Given the demand pressures and the uncertainties over local government financing, we believe we must consider difficult choices now. We are proposing some new measures for consideration through this budget consultation process, but we'll continue to identify ways to save or raise additional funds and consult on these separately as appropriate over the coming months and years.



The options open to us

Following the Budget, we await an update from Central Government on the financial settlement for the year ahead, but we have planned ahead, producing a draft budget to consult on.
We will continue to work as efficiently as we can, making best use of council property and ensuring we are securing best value for money from all our suppliers. Where there are opportunities to, we'll bid for money from other sources, (for example, Central Government and the West of England Combined Authority), to help us deliver on priorities. However, this funding typically comes with strings attached about what it can be spent on and, currently, is only agreed for one year at a time, making it harder for us to plan ahead.

We'll seek out new and more efficient working practices, and we'll work in partnership and share services with other councils and public sector agencies.

We are limited in what we can do locally to raise more money. We will increase Council Tax, but that won't be enough. We'll also need to increase charges for services. And we'll need to make cuts to some services.

Ultimately, it means prioritising our support to an even greater extent on the most vulnerable, for example, children who have had a very difficult start to life and older people and disabled people who need to rely on the council for social care support. To be blunt, that means for those of us who are in a more fortunate position, and have the broadest shoulders, we'll be paying more to get fewer services so we can continue to support our most vulnerable residents.

This Equality Impact Assessment and Analysis (EqIAA) document

The key purpose of this EqIAA is to provide clear and robust information relating to equalities issues and considerations which influences decisions in respect of budget setting.

This EqIAA also reiterates the statutory duty of the council, in the exercise of its functions, to have due regard to the need to:-

1. **Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010;**

2. **Advance equality of opportunity between persons who share a protected characteristic and persons who do not share it;** this means:-
   - removing or minimising disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic.
   - taking steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
   - encouraging persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

3. **Foster good relations between persons who share a protected characteristic and persons who do not share it;** this means:-
   - tackling prejudice.
   - promoting understanding.

The protected characteristics are:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sex;
- sexual orientation.

In addition, the council's EqIAA approach includes 'socio-economic groups', the 'Armed Forces Community' and 'Care Experience'.

In addition to identifying the likely impacts for our diverse communities in respect of the proposals under consideration, this EqIAA also considers the impact of any implementation of the proposals upon the ability of the council to deliver against any of the above Equality Priority Areas as set out in the Tackling Inequalities Plan 2024/28.

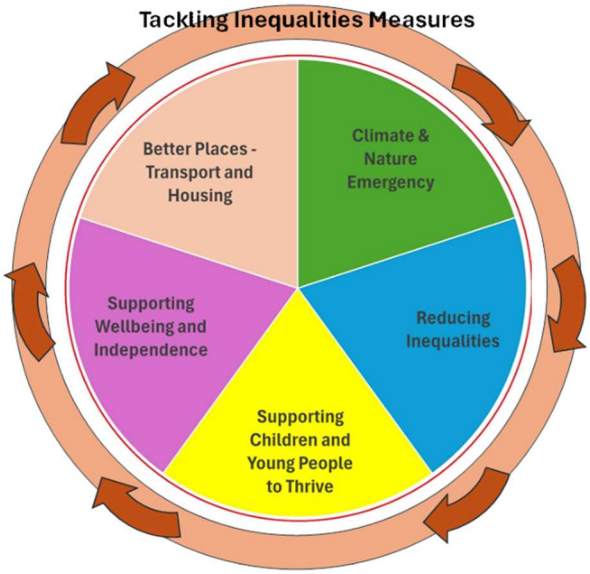
SECTION 2 – CURRENT POSITION

The Council Plan 2024/28 sets out five key goals and "*helping to reduce inequalities*" is set out as one of those key goals.

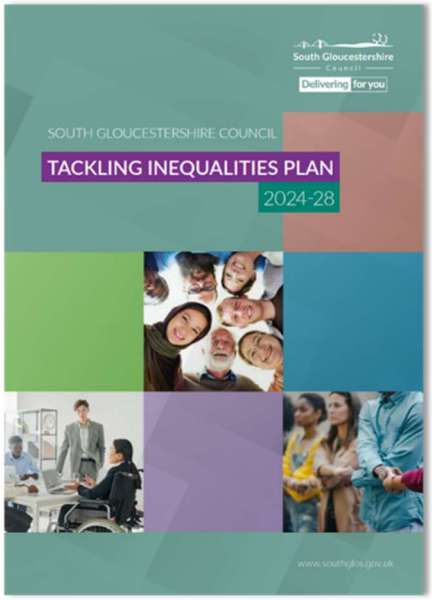
As a result of the council's ongoing EqIAA activity, a robustly informed set of 'Priority Areas' have been established and these are set out in the council's Tackling Inequalities Plan 2024/28 as well as below. The Priority Areas are identified as such because they are the areas where national and local research, and our engagement and consultation activity with organisations, co0mmunities, groups and individual residents all combine to evidence the largest and most significant inequalities, which ultimately negatively impact upon individual residents and their families, and our area as a whole.

The Tackling Inequalities Plan sets out 60 objectives which will ensure the successful delivery of the Council Plan goal of "*helping to reduce inequalities*".

South Gloucestershire Council Plan 2024/28



South Gloucestershire Council Tackling Inequalities Plan 2024/28



The Equality Priority Areas (set out in the council's Tackling Inequalities Plan 2024/28) are:

1. Health and Wellbeing
2. Educational attainment and experience
3. Poverty & financial hardship
4. Housing
5. Adult Social Care
6. Children's Social Care
7. Employment
8. Accessibility, especially in terms of:
   - digital inclusion,
   - transport,
   - the built and natural environment, and
   - access to the wider economy
9. Tackling inequalities as part of work to address the Climate and Nature Emergency
10. Hate Crime

Progress to date

The following information provides an overview of the council's position against the objectives set out in the Tackling Inequalities Plan 2024-28 **as at 31st March 2024**.

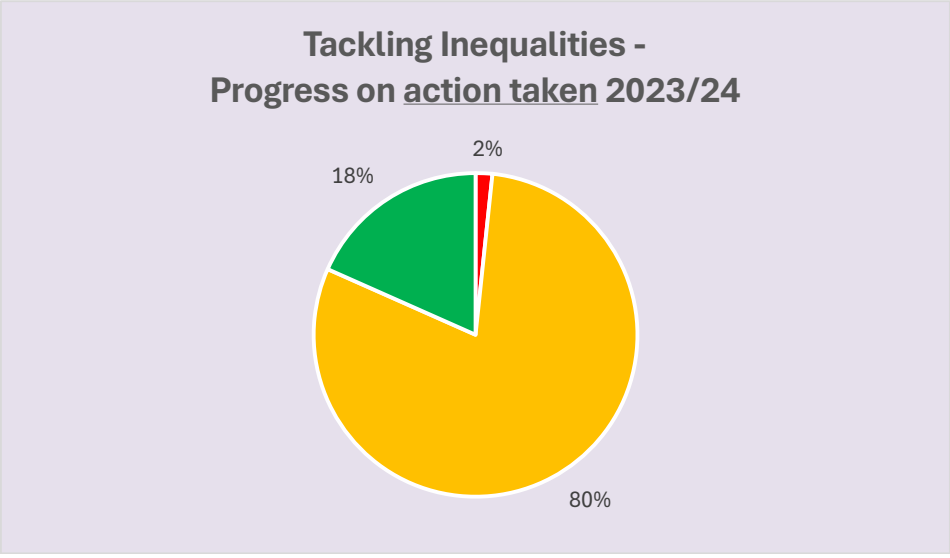
This information will be updated to provide the position as at 31st March 2025 post consultation.

The information sets out the council's position against each of the 60 objectives (**as at 31st March 2024**) using the following RAG Rating descriptors:

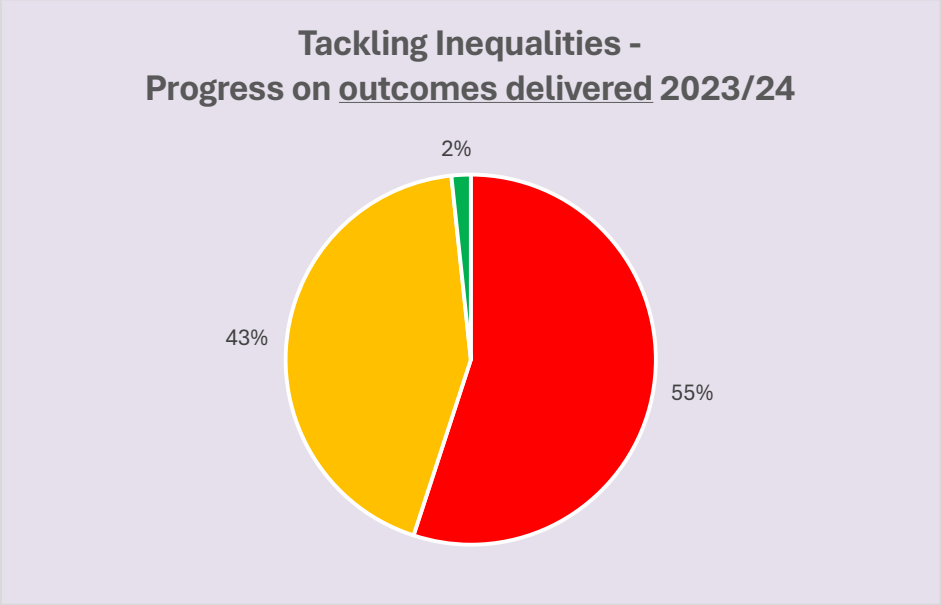
ACTIONS		OUTCOMES	
RAG Rating descriptors for action taken towards individual objectives		**RAG Rating descriptors for outcomes delivered towards individual objectives**	
	Limited action has been taken towards the objective		No/very limited progress has been made towards the objective outcomes in this area
	Some action has been taken/ action is underway towards the objective		Some progress is being made towards the objective outcomes, with some evidence of reductions in inequalities
	Strong action or all planned actions have been made towards the objective		Strong progress is being made or has been made towards the objective outcomes with evidence of sound reductions in inequalities

This approach is important, because the overarching aim of the Tackling Inequalities Plan is to reduce and ultimately eliminate inequalities that are faced by our residents. At the same time, we know that there is no 'quick fix' or short-term approach that will successfully eliminate inequalities across all areas of life. However, through our Tackling Inequalities Plan we have clearly set a working principle of continuously and persistently meeting the challenges head-on. As such, this approach measures our progress against both action (the extent to which we are persistently taking action to eliminate inequalities) and the outcomes of that action (assessing that we are being truly effective in delivering 'on the ground' for the benefit of all our communities).

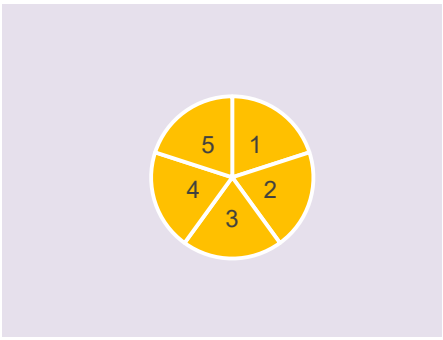
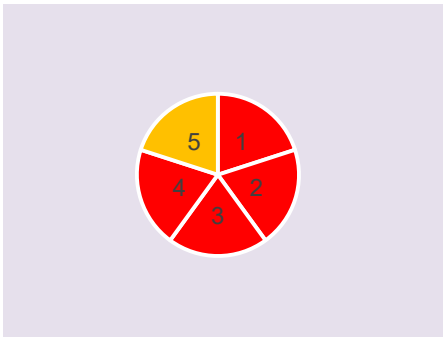
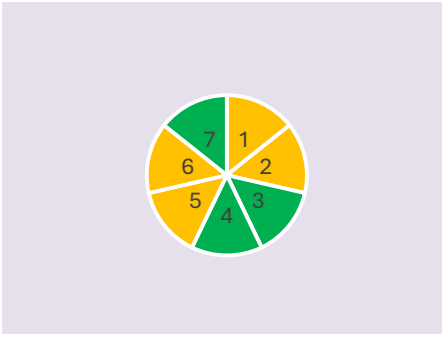
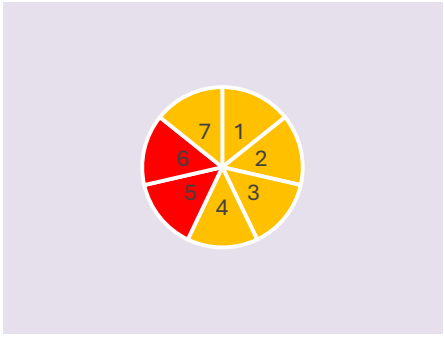
The chart below shows overall progress made on **action taken** towards the 60 objectives, as at 31 March 2024.



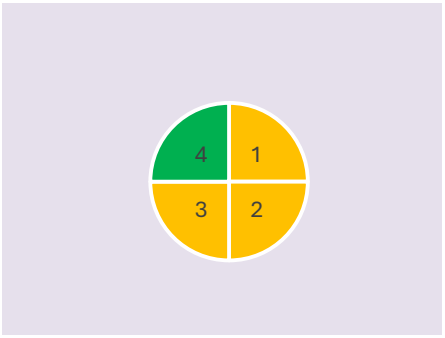
The chart below shows overall progress made on **outcomes delivered** towards the 60 objectives, as at 31 March 2024.

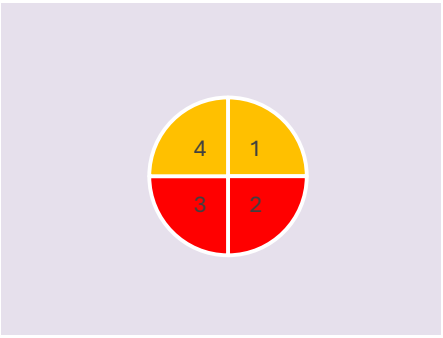


The charts below show RAG rated progress against each Priority Area's objectives as at 31 March 2024.

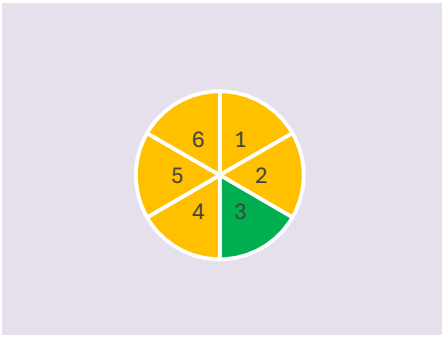
Priority Area	Progress on action taken	Progress on outcomes delivered
Health and Wellbeing		
Educational attainment and experience		

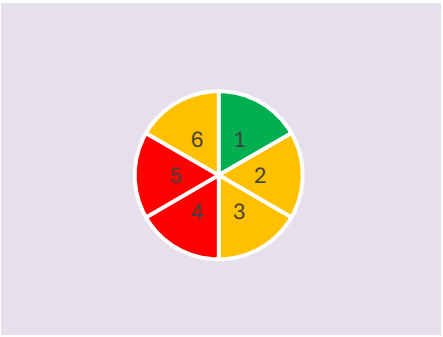
Poverty and Financial Hardship





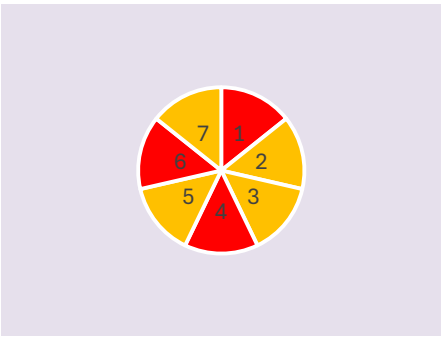
Housing



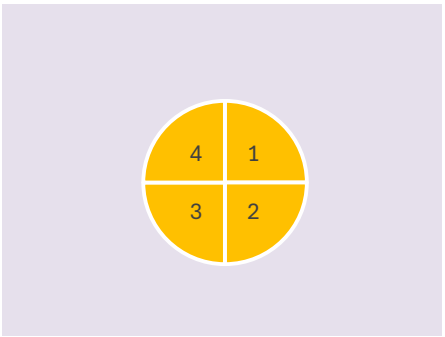


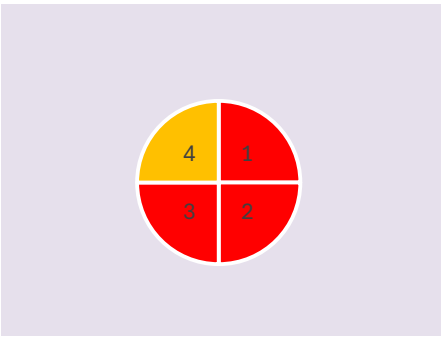
Adult Social Care



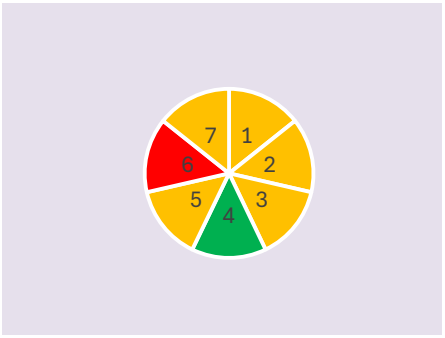


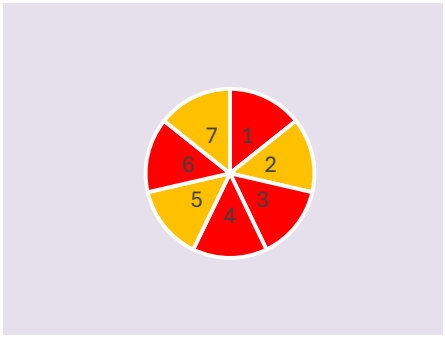
Children's Social Care



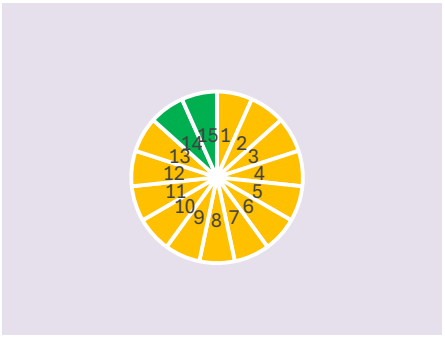


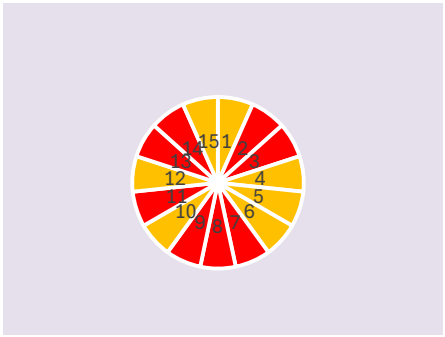
Employment



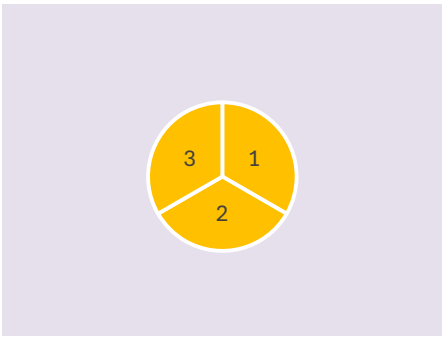


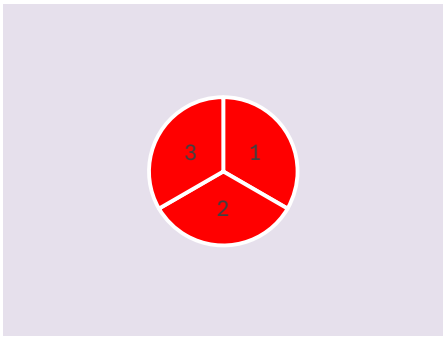
Accessibility



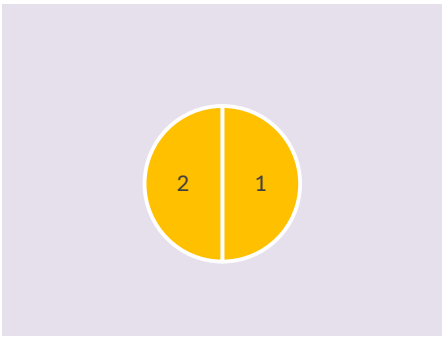


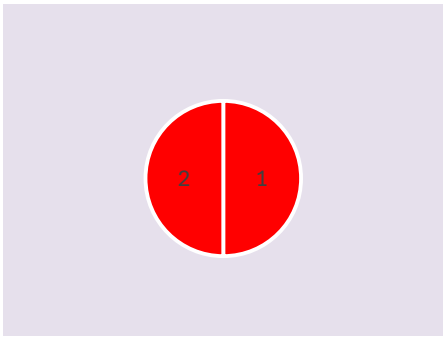
Tackling Inequalities as part of work to address the Climate and Nature Emergency





Hate Crime





The table below shows RAG rated progress against each of the individual 60 objectives set out in the council's Tackling Inequalities Plan 2024/28 as at 31 March 2024.

Priority Areas	Objectives	RAG rating	
		Action taken	Outcomes delivered
Health and Wellbeing	i. We will develop a new delivery model of NHS Health Checks (commissioned by Public Health through GPs) to increase the uptake in priority groups including people from Black African, Black Caribbean and South Asian heritage, men and people living in areas of high deprivation.		
	ii. We will ensure that all public health commissioned services have identified inequalities relevant to that service and are actively reducing them.		
	iii. We will ensure that additional Stop Smoking funding (2024-2027) and Swap to Stop pharmacotherapy allocations are used to expand access and availability of evidence-based support. As smoking rates are significantly higher within areas of high deprivation, and some treatment and care populations are at increased risk of harm from smoking (maternity, CVD, Respiratory, mental health) we will prioritise high coverage and access for these populations, using a proportionate-universalism approach.		
	iv. We will ensure the redesigned tier 2 healthy weight service is targeted and accessed by those most in need including men, those living in areas of high deprivation, pre-and-post natal women.		
	v. We will work to support people moving into the area as part of Resettling Communities to access health and wellbeing services.		
Educational attainment and experience	i. We will work in partnership with schools to improve attendance and reduce levels of persistent absence to ensure that pupils have the best opportunities to learn and attain.		
	ii. We will work in partnership with schools to reduce levels of fixed-term and permanent school exclusion to ensure that pupils have the best opportunities to learn and attain.		
	iii. We will continue to monitor elective home education levels, supporting families to make appropriate choices for their children.		
	iv. We will work in partnership with our schools to support them in improving pupil attainment.		
	v. We will work in partnership with our schools to support them in improving pupil wellbeing.		
	vi. We will continue with our successful Equality in Education Taskforce which delivers specific work in respect of Race Equality, LGBTQ+ Equality and addressing the negative impact of socio-economic disadvantage.		
	vii. We will work to support children and young people within our Resettling Communities moving into the area to thrive in education.		

Priority Areas	Objectives	RAG rating	
		Action taken	Outcomes delivered
Poverty and financial hardship	i. Working with our communities we will increase take-up of available financial support ~~to~~ to those known to be disproportionately impacted by financial pressures.		
	ii. We will increase the number of people taking up benefits that they are entitled to.		
	iii. We will reduce the gap between eligibility of Free School Meals and actual take up.		
	iv. We will move away from a crisis response to a strategic medium/long-term approach of tackling inequality/financial inequality through the adoption and implementation of a Financial Wellbeing Framework. We will work with communities to develop specific actions.		
Housing	i. We will increase the supply of high-quality housing to meet identified need.		
	ii. We will reduce fuel poverty by providing home improvements for low-income households.		
	iii. We will support people to maintain and adapt their homes to meet current and future needs (age well at home).		
	iv. We will ensure appropriate provision is made for Gypsy, Roma, Traveller accommodation and increase the supply of Gypsy, Roma, Traveller pitches to meet need.		
	v. We will take a cross-department approach to identify the issues leading to, and those at risk of, homelessness, especially amongst LGBTQ+ communities, and develop a strategy to improve access to focused homelessness advice and support and safe housing.		
	vi. We will work to support people moving into the area as part of Resettling Communities to access housing.		
Adult Social Care	i. We will ensure high satisfaction levels across all adult social care service users.		
	ii. We will ensure excellent Care Homes in South Gloucestershire which meet the needs of all.		
	iii. We will deliver excellent Home Care services for all.		
	iv. We will assess our commissioning approach to Home Care to ensure it sufficiently reflects the changing needs arising from increasing diversity in our community.		
	v. Adult Social Care – we will increase the proportion of older people (over 65yrs) who are still at home 91 days after discharge from hospital.		

Priority Areas	Objectives	RAG rating	
		Action taken	Outcomes delivered
	vi. We will ensure excellent reablement services which meet the needs of all diverse service users.		
	vii. We will increase independent living opportunities for people with Learning Disabilities.		
Children's Social Care	i. All children and families get the Right help in the Right way at the Right time		
	ii. We want the children in our care, or who have been in our care to have a safe, stable home, be thriving and be prepared for a successful adult life.		
	iii. We will treat all children and families with respect, we will listen make a positive difference to them.		
	iv. We will work with care leavers to co-produce changes to Council policy and processes that provide more recognition and reassurance that we value them.		
Employment	i. We will reduce the Gender Pay gap in South Gloucestershire Council		
	ii. We will reduce gaps in employee satisfaction levels between protected characteristic groups in South Gloucestershire Council		
	iii. We will improve management representation according to protected characteristic in South Gloucestershire Council.		
	iv. We will improve staff representation in South Gloucestershire Council.		
	v. We will reduce disparities in Adult Education outcomes, especially in terms of positive destinations post qualification.		
	vi. As a core component of the work of the South Gloucestershire Partnership, we will prioritise representation in Green Skills and job participation by those who are under-represented.		
	vii. We will work to support people moving into the area as part of Resettling Communities to thrive in employment.		
Accessibility, especially in terms of digital	i. We will increase opportunities for residents to become digitally active, especially disabled people, older people and people on lower incomes.		
	ii. We will maintain and improve bus stops and shelters to support access to public transport, especially people with access needs.		

Priority Areas	Objectives	RAG rating	
		Action taken	Outcomes delivered
inclusion, transport, the built and natural environment and access to the wider economy	iii. We will work with the West of England Combined Authority (WECA) to support delivery of the regional Bus Service Improvement Plan.		
	iv. We will work to improve accessibility on our high streets		
	v. We will work to improve mobility facilities at uncontrolled crossing points in priority areas.		
	vi. We will work to improve accessibility to parks and open spaces.		
	vii. We will undertake accessibility audits of our public toilets and deliver prioritised work to enhance accessibility for all.		
	viii. We will undertake accessibility audits of our libraries and deliver prioritised work to enhance accessibility for all.		
	ix. We will undertake accessibility audits of our One Stop Shops and deliver prioritised work to enhance accessibility for all.		
	x. We will deliver more Changing Places Toilets in South Gloucestershire so that everyone, regardless of their access needs or disability can use a toilet facility with dignity and hygienically.		
	xi. We will work in partnership with Circadian Leisure Trust to support work which enhances accessibility to both facilities and activities.		
	xii. We will ensure that local planning policies enable new housing to be served by appropriate levels of infrastructure (services and facilities) to meet the needs arising from the development e.g., bus links, pavements, accessible and attractive green spaces, health facilities and schools etc.		
	xiii. We will improve the accessibility of information about Council services to Gypsy, Roma, Traveller communities and continue to improve understanding and meet the needs of Gypsy, Roma, Traveller communities by ensuring a robust and accessible means of getting their voices heard.		
	xiv. We will celebrate Gypsy, Roma, Traveller History Month annually, and we will continue to celebrate LGBT History Month, International Women's Day, International Day for Persons with Disabilities and Black History Month.		
	xv. The Council business support programme will incorporate delivery of: 1. A targeted "Women in Business" measure as part of the wider business ecosystem development. 2. A focussed, business support measure aimed towards driving employment growth. Particularly in areas of higher unemployment and within under-represented groups.		

Priority Areas	Objectives	RAG rating	
		Action taken	Outcomes delivered
Tackling inequalities as part of work to address the Climate and Nature Emergency	i. We will communicate the local impacts of a changing climate and the likely risks that all our diverse communities and individuals will face.		
	ii. We will build individual and community resilience to the impacts of a changing climate.		
	iii. We will support a just transition in moving to a zero carbon and climate resilient economy.		
Hate Crime	i. We will prevent crime where the victim believes they have been targeted specifically because of their personal characteristics including: Disability; Race; Religion; Sexual Orientation; Gender; Transgender identity.		
	ii. We will deliver a wide range of hate crime support to people moving into the area as part of Resettling Communities, with a clear focus on supporting LGBTQ+ resettling communities.		

It is important that the current position against the equality objectives are set out within this EqIAA document, as this information influences the budget setting process and decisions made.

SECTION 3 – PROPOSALS

The difficult choices ahead

The Council has a fundamental budget problem: our costs continue to increase at a far greater rate than our income. And there are uncertainties around our funding.

You can find out more about the financial challenges we face here.

Given this uncertainty, to ensure our ongoing financial security, we will need to plan ahead and adopt a combination of the approaches set out over the next few pages to reduce costs and generate additional income.

Some of these options involve investing more money now to improve outcomes and save money over the longer term, which means we need to make larger more immediate savings elsewhere.

Approach 1: Reviewing our internal costs

Our starting point as we face financial challenges is to consider what we are spending to ensure we are operating as efficiently as we can. Our staff know that they must treat every penny they spend at work as if it were their own and we have already delivered savings of over £90m in the last ten years. Our 'Transform Together' program is driving change across the council, helping us to work more effectively, make better use of resources and deliver services that meet the changing needs of our communities. The five strands of the program are data and digital; customers, communities and partnerships; value for money; optimising our assets and resources; and prevention and demand. Together, these enabling areas have focused our approach on effective internal transformation.

Focus areas

- To conduct a comprehensive review of all enabling functions of the organisation (finance, HR, IT, communications etc.) to identify opportunities to reduce duplication and create efficiencies.
- To identify and phase out old, inefficient technology systems and ensure that our ITD infrastructure is efficient and effective.

Initial Equality Assessment

Review of enabling functions
Any review which leads to a reduction in duplication and the creation of efficiencies would likely result in no impact in respect of any protected characteristic group of residents. However, any review which results in workforce change would be subject to the council's workforce change procedures and would have its own EqIAA completed.

Identifying and phasing out old, inefficient technology systems
In respect of ITD infrastructure, working with the service areas across the council on any 'legacy' IT systems will ensure the council is not paying for systems it is no longer using operationally. It will also ensure compliance with the Data Protection Act in terms of record retention policies. No equalities impacts are anticipated in respect of this work. Any 'legacy' systems are already replaced with new ones, and at the start and during those replacement projects, equality impacts are assessed.

Approach 2: Finding the most efficient way to achieve the best outcomes

We constantly seek out best practice from across the public sector and more broadly to find new, cheaper and more effective ways to deliver services. Most of these changes are small and common sense and so can be implemented immediately, but we wanted to tell you about/get your feedback on more significant changes we are proposing.

Focus areas

- Increasing local provision of specialist services (especially in education for children and young people with Special Education Needs and Disabilities) to increase options for families and reduce costs.
- Ensuring we're paying the fair cost of care.
- Comparing the costs of direct provision of care versus commissioning to external providers.
- Focusing our flood prevention work in the areas of highest risk
- Partnering with a charitable or not for profit organisation to run Grimsbury Farm.
- Working with partners to use our joint buying power to secure the best prices.

Initial Equality Assessment

Increasing local provision of specialist services

Increasing local provision of specialist services in education for children and young people with Special Education Needs and Disabilities (SEND) is likely to result in a positive impact for children and young people with SEND and their families. Reviews have identified a need for additional support for pupils with SEND and this proposal would meet increasing demand through more cost-efficient local provision.

Ensuring we're paying the fair cost of care

The council has a legal and moral duty to provide care for those who can't support themselves. To ensure the best outcomes for those individuals, and to offer value for money for taxpayers, it is important to ensure we're paying the fair cost of care. This approach is likely to result in positive impacts, particularly for older and disabled people who draw on services, and as specific approaches are identified, these will be subject to detailed EqIAAs.

Comparing the costs of direct provision of care versus commissioning to external providers

Delivery of the best outcomes for individuals is core when it comes to benchmarking our costs to compare the costs of direct provision of care versus commissioning to external providers. This approach is likely to result in positive impacts, particularly for older and disabled people who draw on services, and further investigation will be aligned with detailed EqIAAs.

Focusing our flood prevention work in the areas of highest risk

We know that, proportionately, older and disabled people are less able to manage the impacts of flooding. An increase in how often drains and gulleys are cleared in the areas which are most prone to flooding is likely to result in a positive impact for all people living in those areas, with a

particular positive impact noted in respect of older and disabled people. In addition, people with less resource (i.e. those who are proportionately more likely to be living on lower incomes and experiencing financial insecurity) to be able to prepare for the impacts of flooding are likely to be positively impacted by this proposal – in particular, this includes: families with children, younger adults <45, women, people from many Black, Asian and Minority Ethnic groups, people who are renting (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups), people who have been unemployed or experienced long-term sickness (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups and disabled people), disabled people.

Partnering with a charitable or not for profit organisation to run Grimsbury Farm

Work to secure a more stable long-term plan for the management of Grimsbury Farm is already subject to a comprehensive EqIAA. We are currently in discussion with charitable/not for profit organisations with the background, resources and infrastructure interested in partnering with us to run the farm and minimise the financial shortfall to taxpayers. At this stage, the equalities impacts are assessed as neutral, however, as the work progresses, the detailed EqIAA will be updated.

Increasing our buying power to secure better terms and prices

Working with partners to use our joint buying power to secure the best prices is an approach to securing better value for money services. The council has in place robust policies and procedures for tackling inequalities within our procurement and commissioning processes. Joining up with others and aligning our procurement processes would explicitly include these policies and procedures which are key to reducing inequalities. At this stage, there are no equalities impacts identified, however, this work would be subject to detailed EqIAAs and there is clear potential to deliver positive impacts.

Approach 3: Investing in prevention to improve outcomes and reduce need for the most expensive support

Rationing services targeted at the most vulnerable in society often leads to poor outcomes for individuals and costs us all more over the long term. However, we've seen that we can reduce the need for many of our most expensive services - especially social care - if we concentrate support and resources on preventative measures.

Focus areas

We have identified opportunities to do more of this, benefiting individuals and the taxpayer:

- Offering information, guidance and support at an early stage to help people as they get older and frailer to continue living independently and safely in their own homes.
- Increasing provision of extra care housing, supported living and similar accommodation to allow people with additional needs to continue living independently.
- Identifying opportunities to better support people with dementia to maintain independence and delay need for expensive residential care.
- Taking a longer-term view with the children and young people we support so we can better plan future service need.
- Additional support for families with early years children (aged 0-4) who show clear signs of delayed development.
- Better signposting to support for families with children with autism or another similar neurodiversity.
- Proactively supporting struggling families, to reduce the number of young people being taken into care.
- Working with young people in residential care to help reunite them with their family or support them into foster care.
- Support for at risk groups and individuals to reduce levels of homelessness twinned with work to help homeless people out of temporary accommodation.

Initial Equality Assessment

Helping people age independently and well, and,
Increasing provision of extra care housing, supported living and similar accommodation

Helping people to age independently and well brings significant benefits to individuals and families. In addition, this is cost effective when it removes or delays the need for expensive social care. Similarly, an increase provision of extra care housing, sheltered accommodation and other similar developments can help more people live independently and safely. As such, this proposal is likely to result in positive impacts for older and disabled people and their families in particular.

Identifying opportunities to better support people with dementia

The proposal to explore how we might expand opportunities to engage people with dementia in meaningful activities through our day care services is likely to help prolong the amount of time people can spend living independently. As a result, this would reduce the costs of residential care. As such, this proposal is likely to result in positive impacts for older and disabled people and their families in particular.

Taking a longer-term view with the children and young people we support so we can better plan future service need

Ensuring a solid, early understanding of the needs of children and young people with Special Educational Needs and Disabilities is important in preventing poor outcomes for individuals in adult life. Taking an approach which ensures we model future support requirements and can pre-plan service provision, enables the provision of comprehensive preventative and demand management support. This proposal brings potential to deliver positive outcomes for children and young people, and adults with Special Educational Needs and Disabilities.

Helping every child have the best start in life, and,
Better signposting to support for young people in secondary school who have autism, neurodiversity, or other social communication needs

Ensuring support for families in a variety of ways (e.g. a home visiting education programme, parenting groups and the National Autistic Society Earlybird programme) provides early support for families. In addition, this proposal includes parenting support by specialists in autism and this includes for families with no diagnosis. Early intervention brings clear potential to meet needs at the earliest point(s) and in turn, mitigates against escalation for families and young people. This proposal is likely to bring positive impacts for children and young people and their families as well as care experienced people.

Keeping kids out of care

The proposal to invest more in up-front work that prevents family breakdowns and reduce the need for costly care. The expansion of shared-care fostering, support for foster carers and mentoring for young people helps more young people in residential care reunite with their families, move into foster care, or switch to another form of accommodation where they can build their independence whilst being able to access the support they need. As a result, this proposal is likely to result in a positive impact for children and young people, including those with special educational needs or disabilities as well as care experienced people.

Reducing homelessness and helping people build back their lives

Increasing provision of more suitable longer-term housing to reduce the need for temporary accommodation where people present as homeless provides more reliable housing and a solid base to help people build back their lives and reduce the time spent homeless. This proposal is likely to result in positive impacts in respect of those protected characteristics where homelessness is disproportionately high, namely, LGBTQ+ people, younger people, disabled people, people from many Black, Asian and Minority Ethnic groups and also armed forces veterans.

Approach 4: Raising money fairly

We also need to raise more money to help balance the budget.

Wherever possible, our focus is that those who are in a more fortunate position and can best afford it should be making the largest contribution. However, we are limited by what we can do locally, and we await an update from Central Government on the financial settlement for the year ahead, which will clarify our financial position.

Focus areas

- Increasing Council Tax by 4.99% in line with the assumption Central Government makes to allocate funding to the council.
- Increasing the cost of the green waste subscription service to £75 per year for 2026/27 to allow us to continue to cover the costs of providing the service.
- Increasing the price of our community meals service to help cover the operating costs.
- Ensuring all South Gloucestershire's towns and parishes are fairly funded.

Initial Equality Assessment

Increasing Council Tax by 4.99%

In respect of a council tax increase, it is clear that this would impact more greatly for people with lower incomes, however, at the same time, a higher increase helps in mitigating further cuts to services which would disproportionately impact residents with lower incomes.

Our research, insights and consultation work, tell us that the people least likely to want to see higher levels of increases to Council Tax as well as being those disproportionately more likely to be living on lower incomes and experiencing financial insecurity include:

- Families with children
- Younger adults <45
- Women
- People from many Black, Asian and Minority Ethnic groups,
- People who are renting (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups)
- People who have been unemployed or experienced long-term sickness (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups and disabled people)
- Disabled people

Increasing the cost of the green waste subscription service to £75 per year

Any increase in costs of services would particularly impact people with lower incomes. In respect of the proposal to increase the annual fee for our green waste collections from £63 to £75, service subscribers are those residents with gardens, who are proportionately more likely to be middle to higher income wage earners. However, this does not mean that 'low income' residents will not be affected and as such our data shows that the following 'groups' in South Gloucestershire are more likely than average to be living on lower incomes and be experiencing financial insecurity, and subscribers within these 'groups' would therefore be disproportionately negatively impacted by this proposal:

- Families with children
- Younger adults <45
- Women
- People from many Black, Asian and Minority Ethnic groups,

- People who are renting (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups)
- People who have been unemployed or experienced long-term sickness (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups and disabled people)
- Disabled people

In terms of mitigating the impacts relating to any implementation of this proposal, actions that the Council would take should this proposal be implemented are:

- A 50% cost reduction would continue to be applied to these annual charges for those in receipt of certain benefits (Income Support, Pension Credit Guarantee Credit, Income-based Job Seeker's Allowance, Income-based Employment and Support Allowance, Universal Credit and you are not working).
- Residents may choose to purchase single disposable sacks for use as required. Although there is no specific data concerning garden sizes and associated amounts of garden waste, it is considered that people with lower incomes may be proportionately more likely have smaller garden sizes and therefore, the opportunity for single sacks could contribute to helping to mitigate impacts.
- Communities can group together to pay the cost (e.g. 6 households each paying for collection of a single bin from a single address).
- Household Waste and Recycling Centres will continue to accept garden waste.

Overall, this proposal is likely to result in a negative impact, in particular for those more likely to have lower incomes as set out above.

Increasing the price of our community meals service

It is clear that people disproportionately more likely to be negatively impacted by any price increase include older people, disabled people and people from many Black, Asian and Minority Ethnic groups. This is because older people and disabled people from these groups form the vast majority of service users and at the same time people from these groups and people from Black, Asian and Minority Ethnic groups are more likely to be living on lower incomes and be experiencing financial insecurity.

It is also noted that it is important that the service is economically viable so that it continues to serve people who value and benefit from the service both now and into the future.

Ensuring all South Gloucestershire's towns and parishes are fairly funded

Due to an anomaly with how different areas of South Gloucestershire used to be parished, currently, some towns and parishes in South Gloucestershire receive more funding than others for local services. We want to ensure a level playing field for funding, so that local services are funded solely through the parish precepts charged by individual town and parish councils. It is anticipated that this proposal would result in a neutral impact.

Approach 5: Stopping, cutting back and prioritising services and support

Through our budget-setting process, we have looked at all possible options before cutting services. We are in a relatively stable financial position, but this has only been possible because we have taken difficult decisions early. Therefore, given the cost pressures and uncertainties around our future funding, we think we will need to continue this approach of planning ahead and make some cuts over coming months and years.

Focus areas

- Ensure that those who receive adult social care support from the council are receiving care that is proportionate with their needs, scaling back care support where it helps individuals build and maintain independence.
- Consider options to stop subsidising the HandyVan service.
- Consider options for our pest control service.
- Review the business case for delivering services on a commercial basis to schools

Initial Equality Assessment

Ensuring people are receiving care which is proportionate to their needs

In respect of social care for adults, this proposal concerns conducting regular evaluations for those we support to ensure the package of care they are receiving remains proportionate with their needs. We know that helping people to maintain their independence brings significant benefits to individuals and families and is cost effective when it removes or delays the need for expensive social care. As such, this proposal is likely to result in positive impacts for older and disabled people and their families in particular, however, detailed EqIAAs will be conducted to ensure that the approach to regular evaluations integrates the evaluation of meeting needs given the ever increasing information we hold in respect of the diversity of needs amongst those in receipt of care services.

Consider options to stop subsidising the HandyVan service

The Handy Van service provides minor home maintenance and repair works at a subsidised hourly rate for eligible residents (people aged over 60 and disabled people) and at a full cost rate for non-eligible clients. A review of April to October 2024 shows an average of 43 jobs per week with a high level of repeat use - over 50% of customers scheduled more than one job in the six month period.
This information shows a clear need amongst older and disabled people for the services provided and in respect of this the Occupational Therapy service would still be available to help people make home adjustments so they can live independently.

Consider options for our pest control service

The council offers a 50% cost reduction in respect of pest control services for those in receipt of certain benefits (Income Support, Pension Credit Guarantee Credit, Income-based Job Seeker's Allowance, Income-based Employment and Support Allowance, Universal Credit and the person is not working). Companies in the private sector who offer a good value alternative, however do not offer this level of discount. As such, any reduction of the service has potential to disproportionately affect vulnerable and low-income households who are less able to afford private pest control services. Our data shows that the following 'groups' in South Gloucestershire are more likely than

average to be living on lower incomes and be experiencing financial insecurity and would therefore be disproportionately negatively impacted:

- Families with children
- Younger adults <45
- Women
- People from many Black, Asian and Minority Ethnic groups,
- People who are renting (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups)
- People who have been unemployed or experienced long-term sickness (disproportionately more likely to be people from many Black, Asian and Minority Ethnic groups and disabled people)
- Disabled people

Review the business case for delivering services on a commercial basis to schools

The council delivers several services to local schools on a commercial basis, but many are not covering the costs of delivering them. Conducting a review of these services to ensure resources are being used in the best way to deliver the council's priorities is proposed. At this stage, there are no impacts identified, however, the review will be subject to a detailed EqIAA.

SECTION 4 – CUMULATIVE IMPACTS

Cumulative analysis of impacts in respect of the proposals

The following table shows an overarching summary of the cumulative/combined impacts of the proposals.

Key:

✓ = Positive Impact identified	✘ = Negative Impact identified	Blank = Neutral impact identified

Proposal	Female	Male	Children & Young People	People of Younger Ages (<45)	(46-65)	Over 65	Non-Disbaled	Disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No Religion	Lower Income	UK Armed Forces	Not UK Armed Forces	Care Experience
To conduct a comprehensive review of all enabling functions of the organisation (finance, HR, IT, communications etc.) to identify opportunities to reduce duplication and create efficiencies.																		
To identify and phase out old, inefficient technology systems and ensure that are our ITD infrastructure is efficient and effective.																		
Increasing local provision of specialist services (especially in education for children and young people with Special Education Needs and Disabilities) to increase options for families and reduce costs.			✓					✓										
Ensuring we're paying the fair cost of care.						✓		✓										

Proposal	Female	Male	Children & Young People	People of Younger Ages (<45)	(46-65)	Over 65	Non-Disbaled	Disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No Religion	Lower Income	UK Armed Forces	Not UK Armed Forces	Care Experience
Comparing the costs of direct provision of care versus commissioning to external providers.						✓		✓										
Focusing our flood prevention work in the areas of highest risk						✓		✓										
Partnering with a charitable or not for profit organisation to run Grimsbury Farm																		
Working with partners to use our joint buying power to secure the best prices																		
Offering information, guidance and support at an early stage to help people as they get older and frailer to continue living independently and safely in their own homes.						✓		✓										
Increasing provision of extra care housing, supported living and similar accommodation to allow people with additional needs to continue living independently.						✓		✓										
Identifying opportunities to better support people with dementia to maintain independence and delay need for expensive residential care.						✓		✓										
Taking a longer-term view with the children and young people we support so we can better plan future service need.			✓															✓
Additional support for families with early years children (aged 0-4) who show clear signs of delayed development.			✓															✓

Proposal	Female	Male	Children & Young People	People of Younger Ages (<45)	(46-65)	Over 65	Non-Disbaled	Disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No Religion	Lower Income	UK Armed Forces	Not UK Armed Forces	Care Experience
Better signposting to support for families with children with autism or another similar neurodiversity.			✓															✓
Proactively supporting struggling families, to reduce the number of young people being taken into care.			✓					✓										✓
Working with young people in residential care to help reunite them with their family or support them into foster care			✓					✓										✓
Support for at risk groups and individuals to reduce levels of homelessness twinned with work to help homeless people out of temporary accommodation			✓	✓				✓		✓	✓					✓		
Increasing Council Tax by 4.99% in line with the assumption Central Government makes to allocate funding to the council.	✘			✘				✘		✘					✘			
Increasing the cost of the green waste subscription service to £75 per year for 2026/27 to allow us to continue to cover the costs of providing the service.	✘			✘				✘		✘					✘			
Increasing the price of our community meals service to help cover the operating costs.	✘			✘				✘		✘					✘			
Ensuring all South Gloucestershire's towns and parishes are fairly funded																		
Ensure that those who receive adult social care support from the council are receiving care that is proportionate with their needs, scaling back care support where it helps						✓		✓										

Proposal	Female	Male	Children & Young People	People of Younger Ages (<45)	(46-65)	Over 65	Non-Disbaled	Disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No Religion	Lower Income	UK Armed Forces	Not UK Armed Forces	Care Experience
individuals build and maintain independence.																		
Consider options to stop the HandyVan service.						✘		✘							✘			
Consider options for our pest control service.	✘			✘				✘		✘					✘			
Review the business case for delivering services on a commercial basis to schools																		

Cumulative/combined impacts of the proposals

The following table provides an overview of the cumulative/combined impacts of the 2025/26 proposals.

Proposal	Female	Male	Children & Young People	People of Younger Ages (<45)	(46-65)	Over 65	Non-Disbaled	Disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Religion	No Religion	Lower Income	UK Armed Forces	Not UK Armed Forces	Care Experience	Total
Negative impacts	4	-	-	4	-	1	-	5	-	4	-	-	-	-	5	-	-	-	**23**
Positive impacts	-	-	7	1	-	7	-	11	-	1	1	-	-	-	-	1	-	5	**34**

Impacts in respect of the Tackling Inequalities Plan Priority Areas

The following table provides an overview of the cumulative/combined impacts of the proposals in respect of the Tackling Inequalities Plan Priority Areas.

Priority Area	Impacts
Health and Wellbeing	12 Positive
Educational attainment and experience	6 Positive
Poverty & financial hardship	4 Negative
Housing	5 Positive
Adult Social Care	6 Positive 1 Negative
Children's Social Care	5 Positive
Accessibility, especially in terms of: digital inclusion, transport, the built and natural environment, and access to the wider economy	1 Positive 1 Negative
Tackling inequalities as part of work to address the Climate and Nature Emergency	1 Positive

It will be important to analyse all resident consultation feedback, especially feedback from those most likely to be impacted, as part of developing this EqIAA, as this will influence decision making.

SECTION 5 – DATA AND EVIDENCE COLLECTED OVER TIME

What residents told us as part of the 2025/26 budget consultation

NB. The consultation in respect of the 2025/26 budget attracted relatively few responses from some groups. People from 'white other' and minority ethnic groups, LGBTQ+ communities and people with experience in the armed forces were under-represented in the survey sample and the low number of responses from these groups makes it very difficult to prove assumptions, differences and trends arising from the individual consultation with statistical confidence. However, a diverse cross section of residents have been engaged across a significant time period in a wide range of consultation and engagement activity and this EqIAA brings together evidence from the widest available sources (this includes national and regional evidence, local evidence, previous research, previous EqIAAs which are conducted on an ongoing basis, community conversations work and the wide variety of engagement work in which the council is involved). Taking this approach, which involves large numbers, provides a robust level of feedback from diverse communities which can be used in the analysis of impacts as set out in this EqIAA

The consultation asked respondents to tell us whether different aspects of council services have improved, stayed the same, or got worse over recent years.

The following table shows an analysis of the feedback received.

Note:
Areas highlighted GREEN are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.
Areas highlighted RED are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

Table to show consultation responses from 2025/26 budget consultation in respect of whether different aspects of council services have improved, stayed the same, or got worse over recent years

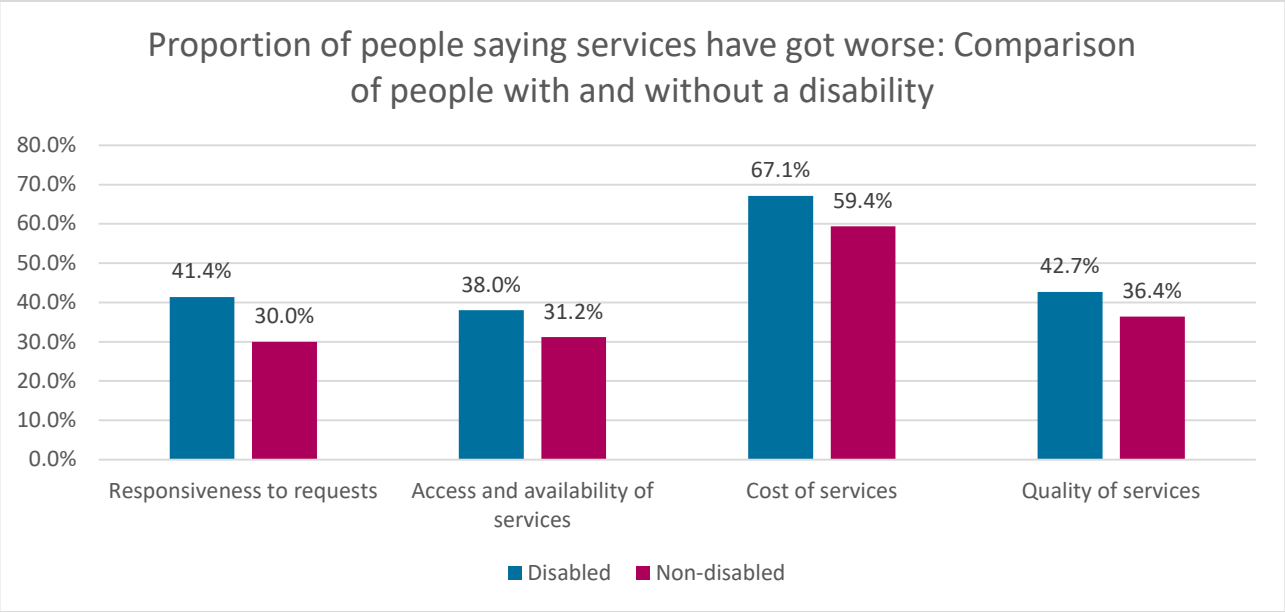
	Total (All Respondents)	Female	Male	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C,D,E	Council Tax Bands - F,G,H	No Dependants	Dependents aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Availability/accessibility of services																							
Better	**10%**	9%	10%	17%	10%	9%	10%	10%	15%	10%	9%	10%	10%	5%	10%	9%	10%	9%	14%	13%	9%	20%	9%
No change	**56%**	57%	58%	42%	56%	58%	53%	59%	55%	58%	65%	55%	45%	57%	54%	53%	55%	49%	49%	44%	55%	60%	53%
Worse	**34%**	34%	33%	41%	34%	33%	38%	31%	30%	33%	26%	36%	45%	38%	36%	38%	36%	42%	37%	43%	36%	20%	39%
Responsiveness to requests																							
Better	**11%**	11%	11%	15%	11%	11%	11%	11%	21%	11%	9%	11%	7%	9%	10%	11%	9%	13%	12%	10%	11%	12%	10%
No change	**56%**	56%	55%	58%	55%	54%	48%	59%	55%	55%	70%	55%	62%	52%	52%	58%	55%	57%	55%	48%	56%	61%	54%
Worse	**33%**	33%	34%	27%	34%	35%	41%	30%	24%	34%	22%	35%	31%	40%	37%	32%	36%	30%	34%	42%	33%	27%	36%
Cost of services																							
Better	**5%**	5%	4%	4%	4%	5%	5%	4%	9%	5%	4%	5%	10%	7%	5%	3%	5%	3%	6%	7%	5%	7%	5%
No change	**32%**	34%	34%	32%	28%	36%	28%	36%	19%	35%	30%	30%	24%	18%	27%	31%	29%	30%	24%	27%	29%	39%	27%
Worse	**63%**	60%	62%	63%	68%	60%	67%	59%	72%	61%	65%	66%	66%	75%	68%	66%	65%	68%	70%	66%	67%	55%	68%
Quality of services																							
Better	**12%**	12%	11%	17%	9%	12%	12%	12%	21%	12%	17%	13%	10%	12%	11%	12%	10%	13%	16%	12%	11%	19%	11%
No change	**49%**	47%	57%	40%	49%	51%	45%	52%	46%	51%	44%	47%	45%	48%	47%	47%	48%	47%	45%	42%	48%	50%	46%
Worse	**40%**	41%	33%	43%	43%	37%	43%	36%	33%	38%	39%	40%	45%	40%	42%	41%	42%	40%	40%	46%	41%	31%	43%

Note:
Areas highlighted GREEN are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.
Areas highlighted RED are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

For three of the four metrics, the majority view was that there had been no change, however, for all four of the measures, people were much more likely to report declining performance rather than improvements. The exception was cost of services. Over two thirds of survey respondents believed that the cost of services had got worse.

- People aged under 40, disabled people, LGBTQ+ people, people with dependents, carers and also people in both the lowest and highest council tax bands were more likely to report the availability/accessibility of services had got worse.
- People from minority ethnic groups, people in the lowest council tax bands and people with dependents over 18 were more likely to say that the cost of services had got worse.
- LGBTQ+ people and Carers were more likely to say that the quality of services had got worse.
- Men are much less positive than women about the quality of services. 41.2% of men felt this had declined over the last five years, compared with 32.6% of women.

Disabled people were much more likely to provide feedback that things have got worse, with notable differences in feedback about responsiveness to requests. This links to findings of this and previous EqIAAs noting that disabled people have faced disproportionately negative cumulative impacts of changes and cuts to services over recent years.



The consultation also asked respondents to tell us what the impact of any change to the different aspects of services has been over the past five years for them and their community. The following tables show an analysis of the feedback received:

Note:

Areas highlighted GREEN are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.
Areas highlighted RED are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

Table to show consultation responses from 2025/26 budget consultation in respect of what the impact of any change to the different aspects of services has been over the past five years for them and their community

	Total (All Respondents)	Male	Female	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C,D,E	Council Tax Bands - F,G,H	No Dependants	Dependents aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Levels of crime and anti-social behaviour																							
Better	**5%**	4%	6%	7%	6%	3%	4%	5%	4%	7%	16%	6%	7%	4%	5%	3%	3%	13%	9%	4%	5%	6%	5%
No change	**32%**	33%	35%	23%	30%	35%	31%	35%	34%	37%	39%	29%	30%	29%	31%	29%	29%	30%	21%	21%	29%	25%	28%
Worse	**63%**	64%	60%	70%	64%	61%	65%	60%	62%	56%	45%	66%	63%	68%	64%	68%	68%	57%	71%	75%	66%	69%	67%
Cleanliness of streets																							
Better	**7%**	6%	9%	11%	10%	6%	7%	8%	7%	11%	23%	9%	4%	16%	7%	9%	7%	13%	9%	8%	9%	19%	8%
No change	**34%**	33%	38%	34%	39%	32%	33%	35%	34%	33%	36%	30%	39%	22%	30%	38%	28%	40%	32%	23%	32%	19%	31%
Worse	**58%**	61%	53%	55%	52%	62%	60%	57%	59%	56%	42%	61%	57%	62%	63%	54%	65%	48%	58%	69%	59%	63%	61%
Community cohesion																							
Better	**7%**	6%	9%	10%	9%	6%	7%	7%	7%	17%	18%	9%	4%	2%	10%	4%	6%	14%	10%	7%	9%	7%	8%
No change	**55%**	55%	59%	39%	53%	59%	48%	59%	58%	29%	50%	51%	56%	44%	50%	56%	52%	45%	47%	42%	51%	67%	49%
Worse	**38%**	40%	31%	51%	39%	35%	45%	34%	36%	54%	32%	41%	40%	53%	40%	40%	42%	41%	43%	51%	40%	27%	43%

	Total (All Respondents)	Male	Female	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C,D,E	Council Tax Bands - F,G,H	No Dependants	Dependents aged under 18	Dependents aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Children's social care																							
Better	**13%**	12%	12%	8%	18%	10%	13%	13%	12%	27%	28%	14%	0%	17%	13%	18%	13%	15%	16%	13%	14%	26%	13%
No change	**47%**	49%	48%	31%	46%	50%	43%	52%	50%	27%	50%	52%	46%	44%	50%	57%	50%	43%	58%	45%	49%	58%	48%
Worse	**40%**	39%	40%	61%	36%	40%	44%	36%	38%	46%	22%	34%	54%	39%	38%	25%	38%	43%	27%	43%	37%	16%	40%
Teaching and education																							
Better	**9%**	9%	6%	9%	10%	7%	9%	8%	7%	11%	29%	9%	0%	10%	6%	10%	6%	10%	13%	7%	8%	22%	7%
No change	**42%**	44%	39%	32%	36%	46%	40%	44%	42%	37%	48%	44%	21%	52%	42%	41%	45%	38%	40%	33%	42%	44%	41%
Worse	**50%**	46%	55%	59%	54%	48%	51%	48%	51%	53%	24%	47%	79%	38%	52%	50%	49%	53%	47%	60%	50%	35%	52%
Social care for elderly																							
Better	**11%**	9%	14%	18%	15%	9%	13%	11%	11%	27%	17%	12%	6%	19%	12%	14%	10%	19%	15%	13%	12%	19%	12%
No change	**35%**	36%	31%	30%	37%	33%	22%	38%	34%	40%	44%	37%	31%	29%	36%	32%	34%	39%	36%	35%	35%	42%	33%
Worse	**54%**	55%	56%	53%	48%	58%	66%	51%	55%	33%	39%	50%	63%	52%	52%	54%	56%	43%	50%	52%	54%	39%	55%
Ease of getting around																							
Better	**9%**	10%	8%	15%	10%	8%	9%	10%	10%	7%	21%	10%	14%	7%	8%	13%	8%	14%	12%	10%	10%	13%	10%
No change	**32%**	34%	30%	28%	28%	34%	23%	35%	33%	19%	28%	29%	29%	26%	29%	27%	28%	21%	26%	24%	28%	41%	27%
Worse	**59%**	57%	61%	58%	62%	58%	68%	55%	58%	74%	52%	62%	57%	67%	63%	60%	64%	65%	62%	66%	62%	47%	64%
Improving poverty outcomes																							
Better	**14%**	12%	13%	11%	17%	11%	12%	12%	12%	15%	16%	14%	5%	21%	15%	21%	13%	18%	20%	13%	14%	47%	12%
No change	**43%**	44%	42%	36%	43%	44%	32%	48%	44%	39%	47%	48%	25%	31%	42%	58%	41%	41%	50%	46%	42%	42%	43%

	Total (All Respondents)	Male	Female	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C,D,E	Council Tax Bands - F,G,H	No Dependants	Dependents aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Worse	**44%**	43%	45%	53%	40%	45%	56%	40%	44%	46%	37%	39%	70%	48%	43%	21%	46%	41%	30%	41%	44%	11%	45%
Maintenance of parks and open spaces																							
Better	**13%**	11%	13%	16%	13%	11%	14%	12%	12%	16%	26%	15%	10%	15%	13%	8%	12%	21%	14%	15%	14%	19%	14%
No change	**51%**	52%	55%	54%	51%	52%	51%	54%	53%	68%	44%	49%	55%	45%	50%	55%	50%	48%	47%	41%	50%	52%	48%
Worse	**36%**	37%	31%	30%	36%	37%	36%	34%	36%	16%	30%	37%	35%	40%	37%	38%	39%	32%	40%	44%	36%	29%	38%
Effective planning of new development																							
Better	**6%**	7%	7%	9%	8%	5%	10%	6%	7%	9%	17%	8%	0%	9%	6%	6%	7%	8%	6%	12%	6%	10%	7%
No change	**35%**	33%	36%	26%	37%	33%	29%	36%	34%	55%	44%	33%	43%	34%	34%	23%	31%	30%	35%	26%	32%	52%	31%
Worse	**59%**	61%	57%	66%	54%	62%	61%	58%	59%	36%	39%	59%	57%	56%	60%	71%	63%	63%	59%	62%	62%	38%	63%
Efficient planning																							
Better	**9%**	9%	11%	15%	10%	7%	14%	8%	9%	25%	13%	9%	22%	9%	8%	3%	10%	13%	5%	15%	9%	21%	9%
No change	**50%**	47%	57%	47%	51%	50%	46%	53%	50%	63%	53%	51%	33%	57%	51%	59%	49%	50%	58%	30%	54%	47%	49%
Worse	**42%**	45%	33%	38%	39%	44%	41%	40%	41%	13%	33%	40%	44%	35%	40%	38%	41%	37%	38%	54%	37%	32%	42%
Condition of roads and paths																							
Better	**5%**	5%	6%	5%	7%	4%	8%	5%	5%	14%	16%	7%	0%	5%	6%	6%	4%	10%	7%	6%	6%	9%	6%
No change	**8%**	7%	7%	16%	9%	5%	6%	8%	7%	18%	26%	8%	18%	9%	7%	7%	7%	12%	7%	11%	7%	9%	8%
Worse	**87%**	88%	87%	79%	84%	90%	87%	87%	89%	68%	58%	86%	82%	86%	88%	87%	88%	79%	86%	84%	87%	82%	87

	Total (All Respondents)	Male	Female	Under 40	40-59	60 and over	Disabled	Non disabled	Minority Ethnic Groups	White British	White Other	Heterosexual	LGBTQ+	Council Tax Bands - A&B	Council Tax Bands - C,D,E	Council Tax Bands - F,G,H	No Dependants	Dependents aged under 18	Dependants aged over 18	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
Support for VCSE sector																							
Better	**10%**	9%	9%	13%	13%	7%	11%	9%	9%	7%	25%	9%	0%	10%	9%	8%	8%	11%	13%	5%	11%	13%	9%
No change	**50%**	50%	52%	33%	49%	52%	42%	54%	50%	64%	55%	50%	53%	50%	47%	49%	46%	51%	52%	43%	49%	65%	46%
Worse	**41%**	41%	40%	54%	38%	41%	47%	37%	41%	29%	20%	41%	47%	40%	44%	43%	46%	38%	36%	52%	41%	22%	44%
Support for most vulnerable																							
Better	**12%**	11%	12%	14%	13%	10%	12%	11%	12%	13%	15%	13%	10%	19%	11%	18%	10%	18%	24%	12%	13%	35%	11%
No change	**45%**	48%	41%	27%	43%	48%	37%	51%	46%	44%	45%	46%	25%	36%	48%	41%	45%	34%	37%	44%	43%	45%	43%
Worse	**43%**	41%	47%	59%	44%	41%	51%	39%	42%	44%	40%	41%	65%	45%	42%	41%	45%	48%	39%	44%	45%	20%	46%

‘No change’ attracted the highest proportion of responses for most aspects of local life. However, for each measure, there were far more people who think things have got worse than the number who reported improvements.

The following table shows groups more likely than average to say each service had got worse.

Service	Groups more likely to say ‘*got worse’*
Teaching and Education	Females People aged Under 40 LGBTQ+ people Carers
Levels of crime and anti-social behaviour	People aged Under 40 People with dependents aged over 18 Carers
Community Cohesion	People aged under 40 Disabled People People with an ethnicity of ‘White British’ People with no dependents People with dependents aged over 18 Carers
Children's social care	People aged Under 40 Disabled people LGBTQ+ people People with an ethnicity of ‘White British’
Improving poverty outcomes	People aged Under 40 Disabled people LGBTQ+ people People living in Council Tax Bands A and B
Effective planning of new development	People aged Under 40
Support for VCSE sector	People aged Under 40 Disabled people LGBTQ+ people Carers
Support for most vulnerable	People aged Under 40 Disabled people LGBTQ+ people People with dependents aged under 18
Ease of getting around	Disabled people People with an ethnicity of ‘White British’ People living in Council Tax Bands A and B Carers
Social Care for the elderly	Disabled people LGBTQ+ people
Cleanliness of streets	People with no dependents Carers
Efficient planning	Carers
Maintenance of parks and open spaces	Carers

NB. *The ‘groups’ highlighted are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents*

In particular, and when taking account of our EqIAA work and community conversations work over time, disabled people, people aged under 40, LGBTQ+ people, people from minority ethnic groups and people on lower incomes stand out in bringing forward evidence of impacts of savings for them and their communities.

What residents have told us about Council approaches to delivering its savings plan in the longer term.

The following table shows information regarding consultation feedback received between 2013 and 2024 (an 11 year period) and is disaggregated according to 'group'.

The table below shows the percentage of residents supporting the range of approaches that could be taken to make services more affordable to run. The data shown covers percentages of respondents who stated **agreement** with each approach to making services more affordable to run.

The approaches are listed in order of most highly supported to least supported according to the 2024/24 Budget consultation results.

The table also shows the average support level over the eleven-year period.

It is noted that this eleven-year analysis also places the approaches in order of most highly supported to least supported order according to the 2024/24 Budget consultation results, except that '*Targeting resources on the most vulnerable and people most in need'* gains slightly more support over the period than '*Making more services available online*', however the difference in levels of support is small.

Importantly, the table provides information regarding trends according to Protected Characteristic and this allows for this information to be considered as part of decision making.

	Approach	24/25 Budget percentage support	Average (11-year) percentage support	Key points emerging and trends
1.	Making more efficient use of council assets such as land and buildings	90%	86%	The majority of respondents (90%) supported this approach. Average support for this approach over the 11-year period is also 86%. Significant trends to note are that regardless of protected characteristics, the majority of respondents have consistently supported this approach over the 11-year period.
2.	Changing working practices to make better use of technology and more efficient ways of working	86%	83%	The majority of respondents (86%) supported this approach. Average support for this approach over the ten year period that this question has been asked is 83%. Significant trends to note are that regardless of Protected Characteristics, the majority of respondents have consistently supported this approach (average support over the ten year period that this question has been asked is 83%).
3.	Working in partnership and sharing services	81%	80%	The majority of respondents (81%) supported this approach. Average support for this approach over the ten year period that this question has been asked is 80%.

	Approach	24/25 Budget percentage support	Average (11-year) percentage support	Key points emerging and trends
	with other councils and public sector agencies			Significant trends to note are that regardless of Protected Characteristics, the majority of respondents have consistently supported this approach (average support over the ten year period is 80%).
4.	Using digital technology more widely to support the delivery of services	72%	66%	The majority of respondents (72%) supported this approach. Average support for this approach over the eight year period that this question has been asked is 66%. Trends to note are that **people aged under 65** and **particularly those aged under 45** are consistently more likely than average to support this approach. **Disabled people** and **people aged 65+** are consistently less likely than average to support this approach with average support for this approach being 54% and 55% respectively across the eight year period that this question has been asked. It is also noted that both of these protected characteristic groups have reported an increase in support for this approach over the eight year period, with 46% of people aged 65+ supporting it at the beginning of the eight year period and 61% supporting this year. Similarly, 43% of disabled people supported this approach at the beginning of the eight year period and 67% supported it this year.
5.	Making more services available online	70%	63%	70% of respondents supported this approach this year. Average support for this approach over the 11-year period is 63%. Trends to note are that **people aged under 45** are consistently more likely than average to support this approach. **Disabled people** and **people aged 65+** are consistently less likely than average to support this approach with average support for this approach being 50% and 49% respectively across the 11-year period. It is also noted that both of these groups have reported an increase in support for this approach over the 11-year period, with 37% of people aged 65+ supporting at the beginning of the 11-year period and 59% supporting this year. Similarly, 41% of disabled people supported this approach at the beginning of the 11-year period and 65% supported it this year.
6.	Targeting resources on the most vulnerable and people most in need	64%	66%	The majority of respondents (64%) supported this approach.

	Approach	24/25 Budget percentage support	Average (11-year) percentage support	Key points emerging and trends
				Significant trends to note are that regardless of Protected Characteristic, the majority of respondents have consistently supported this approach over the last ten years (average support over the 11-year period is 66%)
7.	Encouraging more people to volunteer their time to become involved in the delivery of services	54%	53%	54% of respondents supported this approach. Average support for this approach over the 11-year period is 53%. There are no clear trends over the 11-year period relating to Protected Characteristic groups in respect of this approach.
8.	Increasing fees and charges for some services	54%	45%	54% of respondents supported this approach. Average support for this approach over the 11-year period is 45%. Trends to note are **females**, **disabled people** and **people from minority ethnic groups** are less likely than average to support this approach across the 11-year period. Linking to this is data demonstrating that people from these same groups are disproportionately more likely to be living in poverty/financial hardship in South Gloucestershire.
9.	Transferring services to community groups, social enterprises and town and parish councils	45%	45%	45% of respondents supported this approach. Average support for this approach over the 11-year period is 45%. There are no clear trends over the 11-year period relating to Protected Characteristic groups in respect of this approach.
10.	Stopping provision of some discretionary services to protect services to older people and the vulnerable	35%	36%	35% of respondents supported this approach. Average support for this approach over the 11-year period is 36%. **People from minority ethnic groups** show a trend for lower than average levels of support for this approach, with 32% supporting this year and an average of 29% supporting over the 11-year period.
11.	Transferring services to other organisations like commercial companies	24%	23%	This approach resulted in a low level of overall support (24%). Average support for this approach over the ten year period that this question has been asked is 23%. **Females**, **disabled people** and **LGBTQ+ people** are consistently less likely than average to support this approach with average levels of support over the ten year period being 21%, 20% and 23% respectively.

	Approach	24/25 Budget percentage support	Average (11-year) percentage support	Key points emerging and trends
12.	Scaling back or stopping some services	19%	23%	19% of respondents supported this approach. Average support for this approach over the 11-year period is 23%. **Females** and **disabled people** are consistently less likely than average to support this approach with an average of 19% and 18% respectively reporting support for this approach over the 11-year period.
13.	Reducing the quality of services provided	16%	19%	This approach resulted in the **lowest** level of overall support (16%). Trends to note are that regardless of Protected Characteristics, respondents have consistently not supported this approach over the last ten years (average support over the 11-year period is 19%). In particular, **females**, **people aged under 45** and **disabled people** show a trend of lower support for this approach than average with low support levels this year of 12%, 13% and 14% respectively. It is also noted that **people from minority ethnic groups** had the lowest level of support for this approach (9%) and **Carers** and **LGBTQ+ people** reported lower levels of agreement with this approach (12% and 13% respectively).

The tables below show the percentage of each 'group' supporting the range of approaches that could be taken to make services more affordable to run.

Note:
Areas highlighted GREEN are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.
Areas highlighted RED are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

Targeting resources on the most vulnerable and people most in need

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**51%**	54%	48%	54%	54%	47%	50%	51%	52%	59%																			
2015/16	**67%**	65%	68%	65%	67%	66%	69%	67%	68%	55%																			
2016/17	**68%**	70%	65%	70%	68%	61%	61%	70%	69%	64%																			
2017/18	**64%**	68%	61%	60%	68%	63%	65%	64%	65%	58%																			
2018/19	**69%**	70%	67%	61%	64%	72%	73%	68%	70%	50%																			
2019/20	**68%**	68%	68%	75%	67%	66%	68%	68%	69%	57%	71%	57%	40%	48%	70%	69%	70%	67%	66%	100%	67%	50%	100%	71%	72%				
2020/21	**68%**	66%	69%	71%	69%	66%	67%	68%	68%	57%	71%	73%	50%	67%	50%	67%	68%	60%	67%	56%	100%	40%	-	46%	69%				
2021/22	**70%**	71%	70%	77%	68%	71%	71%	71%	70%	71%	75%				50%	71%	71%	80%	69%	100%	100%	33%	0%	63%	73%				
2022/23	**70%**	75%	67%	61%	70%	71%	73%	70%	71%	69%	80%				-	72%	72%	100%	73%	-	100%	0%	-	50%	70%				
2023/24	**72%**	70%	75%	76%	72%	72%	80%	71%	74%	64%	73%						72%									73%	71%	69%	72%
2024/25	**64%**	65%	65%	61%	69%	61%	69%	65%	66%	50%	74%						67%									66%	68%	67%	67%

Reducing the quality of services provided

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**25%**	19%	29%	17%	25%	24%	19%	23%	22%	37%																			
2015/16	**20%**	21%	18%	19%	20%	20%	20%	20%	19%	23%																			
2016/17	**23%**	20%	26%	24%	23%	21%	15%	24%	23%	28%																			
2017/18	**20%**	16%	23%	17%	21%	19%	16%	20%	20%	18%																			
2018/19	**23%**	25%	23%	25%	24%	23%	24%	24%	24%	21%																			
2019/20	**16%**	12%	21%	16%	18%	15%	20%	16%	17%	12%	20%	41%	10%	22%	80%	16%	16%	33%	15%	25%	0%	67%	0%	12%	18%				
2020/21	**15%**	16%	13%	11%	17%	13%	14%	15%	14%	10%	21%	36%	0%	14%	0%	15%	15%	0%	15%	11%	25%	0%	-	0%	16%				
2021/22	**18%**	14%	22%	16%	17%	19%	16%	19%	18%	22%	20%				50%	18%	18%	40%	20%	0%	0%	0%	0%	11%	16%				
2022/23	**14%**	12%	16%	7%	17%	16%	11%	15%	13%	24%	15%				-	13%	13%	0%	13%	-	0%	67%	-	21%	15%				
2023/24	**19%**	13%	25%	13%	19%	24%	15%	20%	20%	16%	15%						19%									15%	20%	24%	18%
2024/25	**16%**	12%	19%	13%	16%	16%	14%	16%	16%	9%	13%						15%									12%	15%	15%	15%

Increasing fees and charges for some services

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**40%**	37%	44%	30%	44%	39%	35%	42%	41%	29%																			
2015/16	**41%**	43%	39%	38%	44%	40%	37%	42%	41%	39%																			
2016/17	**46%**	45%	47%	44%	48%	41%	38%	47%	47%	42%																			
2017/18	**43%**	39%	48%	36%	46%	44%	37%	44%	44%	34%																			
2018/19	**46%**	45%	48%	43%	46%	47%	47%	47%	48%	33%																			
2019/20	**43%**	41%	47%	45%	45%	40%	36%	45%	43%	62%	40%	62%	30%	33%	80%	43%	44%	33%	40%	50%	33%	67%	0%	41%	48%				
2020/21	**45%**	44%	47%	51%	48%	41%	37%	47%	45%	37%	46%	55%	17%	48%	0%	45%	46%	0%	44%	44%	75%	0%	-	46%	50%				
2021/22	**43%**	42%	45%	37%	46%	42%	41%	45%	43%	35%	39%				100%	43%	44%	40%	43%	33%	100%	33%	0%	32%	46%				
2022/23	**36%**	34%	39%	25%	39%	39%	30%	38%	36%	37%	34%				-	37%	39%	25%	37%	-	100%	33%	-	29%	38%				
2023/24	**54%**	53%	56%	49%	60%	55%	50%	56%	57%	36%	56%						54%									57%	53%	56%	54%
2024/25	**54%**	48%	61%	52%	53%	55%	46%	57%	55%	48%	55%						52%									52%	52%	51%	52%

Making more services available online

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**61%**	60%	64%	89%	69%	37%	41%	63%	61%	74%																			
2015/16	**62%**	63%	62%	80%	67%	44%	51%	64%	62%	61%																			
2016/17	**64%**	62%	68%	85%	57%	45%	46%	67%	66%	62%																			
2017/18	**56%**	53%	60%	81%	66%	42%	42%	58%	55%	64%																			
2018/19	**56%**	54%	60%	86%	67%	47%	41%	60%	57%	56%																			
2019/20	**68%**	69%	70%	98%	65%	46%	55%	72%	69%	77%	86%	76%	70%	52%	90%	69%	70%	67%	59%	100%	33%	100%	0%	65%	80%				
2020/21	**60%**	58%	63%	89%	67%	46%	46%	64%	60%	62%	71%	73%	83%	48%	100%	61%	61%	20%	56%	67%	50%	60%	-	62%	70%				
2021/22	**64%**	60%	68%	83%	74%	51%	49%	67%	64%	66%	62%				100%	65%	66%	80%	60%	100%	100%	67%	0%	53%	73%				
2022/23	**59%**	52%	66%	72%	75%	59%	46%	63%	59%	76%	72%				-	60%	60%	50%	55%	-	0%	100%	-	64%	70%				
2023/24	**72%**	70%	77%	78%	76%	67%	73%	73%	75%	67%	68%						78%									69%	74%	78%	73%
2024/25	**70%**	67%	72%	87%	75%	59%	65%	71%	69%	80%	84%						74%									67%	74%	72%	73%

Using digital technology more widely to support the delivery of services

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2017/18	**58%**	55%	63%	80%	68%	46%	43%	61%	58%	64%																			
2018/19	**57%**	54%	62%	87%	64%	49%	44%	61%	57%	60%																			
2019/20	**70%**	68%	73%	97%	67%	50%	59%	72%	70%	83%	86%	78%	80%	56%	90%	70%	71%	67%	60%	100%	33%	83%	0%	53%	81%				
2020/21	**62%**	59%	66%	86%	69%	50%	49%	66%	62%	63%	67%	73%	67%	43%	100%	62%	64%	20%	57%	67%	50%	80%	-	77%	72%				
2021/22	**67%**	63%	71%	84%	76%	55%	50%	70%	67%	67%	64%				50%	68%	69%	60%	61%	100%	100%	67%	0%	53%	79%				
2022/23	**63%**	56%	70%	80%	81%	63%	50%	68%	63%	80%	72%				-	64%	65%	50%	59%	-	100%	100%	-	71%	75%				
2023/24	**75%**	72%	79%	78%	80%	68%	73%	76%	77%	69%	68%						78%									71%	75%	81%	75%
2024/25	**72%**	68%	76%	86%	76%	61%	67%	74%	71%	82%	77%				76%											72%	76%	75%	75%

Making more efficient use of council assets such as land and buildings

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**84%**	82%	86%	91%	86%	75%	85%	84%	84%	82%																			
2015/16	**86%**	86%	86%	89%	87%	82%	81%	87%	86%	81%																			
2016/17	**86%**	85%	87%	89%	88%	77%	77%	88%	87%	77%																			
2017/18	**85%**	86%	86%	87%	90%	82%	80%	86%	86%	91%																			
2018/19	**87%**	86%	89%	91%	92%	85%	86%	88%	88%	79%																			
2019/20	**87%**	86%	88%	100 %	85%	86%	83%	87%	87%	90%	94%	100 %	60%	63%	90%	88%	88%	67%	86%	100 %	67%	100 %	100 %	76%	89%				
2020/21	**87%**	86%	89%	95%	88%	85%	85%	88%	87%	85%	96%	91%	83%	81%	50%	88%	89%	80%	88%	89%	75%	100 %	-	54%	88%				
2021/22	**85%**	85%	86%	87%	88%	82%	80%	88%	86%	81%	87%	100%	88%	87%	60%	85%	33%	100%	67%	0%	89%	89%							
2022/23	**86%**	85%	87%	89%	90%	87%	81%	88%	86%	87%	89%	-	86%	87%	75%	86%	-	100%	100%	-	79%	89%							
2023/24	**86%**	84%	89%	84%	89%	85%	88%	86%	88%	78%	80%	90%												92%	83%	86%	86%		
2024/25	**90%**	90%	92%	87%	91%	91%	90%	92%	91%	93%	94%	90%												90%	89%	89%	90%		

Scaling back or stopping some services

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**30%**	21%	39%	20%	32%	29%	26%	30%	29%	44%																			
2015/16	**27%**	31%	23%	29%	28%	23%	22%	27%	27%	19%																			
2016/17	**28%**	24%	33%	31%	29%	21%	22%	29%	28%	28%																			
2017/18	**25%**	21%	29%	22%	28%	23%	19%	26%	25%	25%																			
2018/19	**24%**	22%	27%	30%	23%	24%	22%	25%	25%	19%																			
2019/20	**19%**	14%	23%	17%	21%	17%	13%	19%	19%	14%	37%	46%	0%	15%	80%	18%	18%	0%	20%	13%	0%	67%	0%	12%	18%				
2020/21	**17%**	15%	19%	8%	19%	17%	13%	18%	16%	16%	13%	18%	0%	10%	0%	17%	17%	0%	16%	0%	0%	40%	-	8%	18%				
2021/22	**22%**	17%	26%	26%	21%	21%	22%	22%	22%	22%	13%				50%	22%	22%	20%	22%	0%	0%	33%	0%	16%	23%				
2022/23	**17%**	11%	21%	18%	18%	18%	11%	18%	16%	19%	20%				-	16%	16%	0%	17%	-	0%	0%	-	36%	17%				
2023/24	**27%**	16%	36%	20%	30%	30%	17%	30%	27%	24%	27%						26%									29%	27%	35%	26%
2024/25	**19%**	13%	22%	15%	19%	19%	16%	19%	18%	11%	16%						17%									16%	18%	18%	18%

Stopping provision of some discretionary services to protect services to older people and the vulnerable

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**21%**	18%	23%	18%	22%	18%	20%	19%	20%	15%																			
2015/16	**37%**	39%	35%	34%	39%	37%	41%	36%	37%	26%																			
2016/17	**36%**	31%	40%	33%	38%	36%	31%	37%	36%	34%																			
2017/18	**38%**	37%	40%	36%	40%	38%	35%	38%	39%	38%																			
2018/19	**40%**	38%	42%	32%	32%	44%	43%	40%	41%	25%																			
2019/20	**38%**	34%	43%	35%	39%	44%	40%	38%	39%	26%	43%	30%	50%	33%	80%	39%	40%	33%	38%	25%	100%	33%	100%	47%	40%				
2020/21	**36%**	36%	37%	23%	35%	41%	32%	38%	36%	34%	42%	9%	17%	43%	0%	37%	37%	0%	37%	56%	50%	20%	-	31%	36%				
2021/22	**37%**	35%	39%	38%	35%	38%	43%	37%	38%	30%	26%				50%	38%	38%	0%	38%	100%	0%	33%	0%	16%	39%				
2022/23	**33%**	32%	34%	31%	29%	36%	33%	34%	34%	30%	31%				-	34%	34%	0%	34%	-	100%	0%	-	57%	35%				
2023/24	**40%**	36%	45%	40%	40%	44%	34%	43%	43%	31%	37%						40%									41%	43%	51%	41%
2024/25	**35%**	32%	39%	24%	35%	40%	32%	36%	36%	32%	16%						33%									32%	34%	32%	33%

Changing working practices to make better use of technology and more efficient ways of working

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2015/16	**86%**	87%	84%	85%	88%	84%	85%	86%	86%	97%																			
2016/17	**85%**	84%	86%	91%	85%	73%	72%	88%	87%	70%																			
2017/18	**80%**	77%	82%	86%	84%	75%	66%	82%	80%	92%																			
2018/19	**79%**	77%	82%	90%	77%	77%	64%	81%	79%	73%																			
2019/20	**84%**	83%	86%	100%	82%	78%	75%	86%	84%	89%	97%	78%	70%	63%	90%	85%	86%	67%	81%	88%	100%	100%	0%	94%	88%				
2020/21	**82%**	80%	83%	91%	83%	79%	74%	85%	82%	84%	79%	82%	67%	67%	100%	83%	84%	60%	81%	89%	75%	60%	-	62%	87%				
2021/22	**84%**	81%	86%	95%	85%	79%	75%	86%	84%	85%	89%				100%	84%	85%	100%	82%	100%	100%	33%	0%	84%	89%				
2022/23	**80%**	78%	84%	84%	87%	82%	72%	84%	80%	80%	82%				-	81%	83%	100%	80%	-	100%	100%	-	79%	85%				
2023/24	**85%**	82%	89%	86%	85%	86%	90%	85%	87%	79%	78%						88%									83%	84%	89%	84%
2024/25	**86%**	84%	90%	88%	85%	86%	80%	88%	87%	91%	94%						86%									80%	86%	85%	85%

Working in partnership and sharing services with other councils and public sector agencies

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2015/16	**82%**	83%	82%	83%	84%	81%	82%	83%	83%	77%																			
2016/17	**82%**	81%	83%	84%	84%	69%	66%	84%	84%	72%																			
2017/18	**79%**	77%	80%	84%	79%	77%	69%	80%	79%	84%																			
2018/19	**80%**	79%	82%	85%	80%	79%	70%	82%	80%	71%																			
2019/20	**79%**	80%	79%	93%	77%	77%	77%	80%	80%	64%	89%	78%	60%	67%	90%	80%	82%	33%	78%	88%	67%	100%	0%	82%	83%				
2020/21	**81%**	79%	84%	84%	81%	81%	76%	83%	81%	85%	88%	91%	50%	81%	100%	81%	82%	80%	81%	89%	75%	40%	-	62%	83%				
2021/22	**80%**	79%	82%	86%	83%	77%	67%	83%	80%	76%	75%				100%	81%	81%	60%	80%	100%	100%	33%	0%	74%	84%				
2022/23	**79%**	78%	81%	78%	83%	82%	72%	82%	80%	80%	79%				-	80%	82%	75%	80%	-	100%	100%	-	71%	81%				
2023/24	**79%**	75%	83%	77%	83%	78%	76%	79%	82%	67%	76%						82%									78%	81%	82%	79%
2024/25	**81%**	82%	82%	80%	81%	82%	79%	83%	81%	91%	87%						80%									77%	80%	80%	81%

Transferring services to other organisations like commercial companies

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**28%**	26%	32%	23%	30%	27%	26%	28%	29%	30%																			
2015/16	**27%**	28%	25%	27%	28%	24%	21%	27%	27%	26%																			
2016/17	**27%**	22%	32%	28%	28%	21%	23%	28%	28%	22%																			
2017/18	**25%**	22%	29%	24%	26%	25%	20%	26%	25%	22%																			
2018/19	**22%**	20%	24%	20%	22%	22%	16%	23%	22%	27%																			
2019/20	**21%**	19%	23%	25%	22%	17%	17%	22%	21%	23%	34%	22%	10%	19%	80%	20%	20%	0%	19%	13%	0%	67%	0%	35%	21%				
2020/21	**19%**	17%	22%	15%	20%	19%	16%	20%	19%	22%	29%	9%	0%	33%	0%	19%	19%	0%	21%	22%	25%	0%	-	23%	17%				
2021/22	**22%**	18%	26%	19%	23%	23%	20%	23%	23%	18%	15%				50%	23%	23%	20%	24%	67%	0%	67%	0%	11%	22%				
2022/23	**21%**	16%	26%	23%	21%	23%	17%	23%	22%	9%	15%				-	22%	22%	0%	22%	-	100%	33%	-	36%	19%				
2023/24	**22%**	17%	26%	13%	26%	26%	19%	22%	22%	19%	24%						23%									18%	23%	35%	21%
2024/25	**24%**	22%	26%	20%	25%	24%	23%	24%	24%	25%	19%						24%									26%	24%	25%	25%

Transferring services to community groups, social enterprises and town and parish councils

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**46%**	49%	45%	54%	49%	43%	52%	47%	47%	49%																			
2015/16	**51%**	52%	51%	50%	52%	51%	51%	52%	51%	58%																			
2016/17	**49%**	50%	49%	56%	47%	44%	39%	51%	51%	37%																			
2017/18	**46%**	44%	50%	48%	46%	47%	40%	48%	48%	40%																			
2018/19	**46%**	46%	47%	55%	42%	46%	43%	47%	46%	48%																			
2019/20	**45%**	44%	47%	52%	45%	40%	49%	45%	45%	54%	49%	51%	30%	44%	80%	46%	47%	33%	46%	50%	33%	83%	0%	71%	46%				
2020/21	**43%**	42%	44%	30%	43%	43%	41%	44%	44%	44%	67%	36%	0%	62%	50%	44%	44%	40%	44%	67%	25%	40%	-	54%	43%				
2021/22	**46%**	45%	48%	44%	49%	44%	43%	47%	46%	49%	39%				50%	47%	46%	40%	48%	67%	0%	33%	0%	47%	45%				
2022/23	**43%**	43%	43%	38%	47%	44%	40%	44%	43%	54%	49%				-	44%	44%	75%	44%	-	100%	67%	-	64%	44%				
2023/24	**39%**	34%	43%	35%	40%	42%	33%	41%	40%	37%	44%						42%									35%	42%	39%	39%
2024/25	**45%**	44%	48%	50%	44%	44%	45%	47%	46%	46%	52%						47%									42%	46%	47%	47%

Encouraging more people to volunteer their time to become involved in the delivery of services

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**54%**	56%	54%	60%	53%	58%	50%	55%	57%	52%																			
2015/16	**56%**	55%	57%	51%	51%	65%	60%	55%	56%	55%																			
2016/17	**53%**	52%	54%	48%	55%	57%	49%	53%	55%	45%																			
2017/18	**54%**	54%	55%	52%	49%	60%	49%	55%	55%	49%																			
2018/19	**56%**	57%	57%	57%	49%	59%	60%	57%	57%	44%																			
2019/20	**53%**	54%	52%	58%	48%	57%	50%	54%	53%	63%	51%	54%	80%	59%	80%	53%	54%	33%	55%	88%	33%	83%	100%	59%	51%				
2020/21	**54%**	55%	53%	49%	50%	58%	48%	55%	53%	62%	63%	55%	83%	62%	50%	55%	55%	60%	58%	67%	75%	60%	-	23%	50%				
2021/22	**54%**	53%	57%	52%	53%	57%	57%	54%	55%	54%	56%				50%	56%	55%	40%	58%	100%	100%	33%	0%	42%	52%				
2022/23	**53%**	55%	52%	48%	57%	54%	51%	54%	53%	72%	54%				-	54%	55%	75%	55%	-	100%	100%	-	50%	52%				
2023/24	**47%**	44%	51%	45%	45%	55%	34%	51%	49%	39%	46%						48%									44%	49%	54%	47%
2024/25	**54%**	54%	56%	50%	49%	59%	58%	55%	54%	70%	74%						54%									52%	53%	53%	53%

The Local Area and the Council

The following table shows information regarding consultation feedback received between 2013 and 2024 (an 11 year period) and is disaggregated according to 'group'.

Importantly, the table provides information regarding trends according to Protected Characteristic and this allows for this information to be considered as part of decision making.

What residents have told us about the local area and the Council

Consultation Topic	Feedback
Over the past two years, do you feel that South Gloucestershire has become a better place to live, is the same or is worse?	Just 4% of respondents stated that they felt the area had become better as a place to live over the last two years. 43% of respondents stated that they felt the area had become worse as a place to live over the last two years and this is the highest level over the ten year period that this question has been asked. In particular, **LGBTQ+ people** and **carers** were more likely to say the area has become worse – 48% and 53% respectively. **People in the age group 46 – 65 years** have shown a greater likelihood to say that the area has become worse over the last ten year period that this question has been asked.
Satisfaction with the local area as a place to live	The majority of respondents (65%) stated that they were satisfied with the area as a place to live. Average satisfaction over the 11-year period is 76%. In respect of Protected Characteristics, **LGBTQ+ people, disabled people, carers** and **people aged under 45** reported the lowest levels of satisfaction with the local area this year.
Satisfaction with the way South Gloucestershire Council runs things	34% of respondents stated satisfaction with the way the council runs things. Average satisfaction over the 11-year period is 56%. The data shows a decline in satisfaction with 60% satisfied at the beginning of the 11-year period and 34% satisfied this year. In respect of Protected Characteristics, **people from minority ethnic groups** have been most likely to have lower levels of satisfaction with the way the Council runs things; across the 11-year period, there has been an average satisfaction level of 38%.
The council keeps me informed about services	64% of respondents agreed that the council keeps them informed about the services it provides. Average agreement over the 11-year period is 50%. **People aged under 45** have the lowest level of agreement over the 11-year period with an average agreement level of 44%.
The council keeps me informed about proposals for change	52% of respondents agreed that the Council keeps them informed about proposals for change. Average agreement over the ten year period that this question has been asked is 47%.

Consultation Topic	Feedback
	Over the ten year period **disabled people** are less likely to agree.
I can influence decisions affecting my local area	Just 14% of respondents felt that they could influence decisions in their local area. Average agreement over the ten year period that this question has been asked is 21%. Over the ten year period, **disabled people** have reported lower levels of agreement with an average agreement level of 19% across the period.
The council acts on the concerns of local residents	26% of respondents felt that the Council acts on the concerns of local residents. Average satisfaction over the 11-year period is 31%. **People aged under 45** have reported a lower level of agreement across the 11-year period with an average agreement level of 27%.
The council can be relied on to consistently deliver services	This question has been asked for the past 2 years. 30% of respondents felt that the Council can be relied on to consistently deliver services. This is a reduction of 11% over the previous year. **People aged under 45, disabled people** and **LGBTQ+ people** have reported a lower than average satisfaction level for both of the 2 years. **People aged 65+** have reported a higher than average satisfaction level for both of the 2 years.
The council is clear and honest about what it does and why	This question has been asked for the past 2 years. 30% of respondents felt that the Council is clear and honest about what it does and why. This is a reduction of 8% over the previous year. All groups reported a lower level of agreement than the previous year.
The council contributes towards improving the local area and residents' wellbeing	This question has been asked for the past 2 years. 30% of respondents felt that the Council contributes towards improving the local area and residents' wellbeing. This is a reduction of 5% over the previous year.
The council has the public's best interests at heart	This question has been asked for the past 2 years. 28% of respondents felt that the Council contributes towards improving the local area and residents' wellbeing. This is a reduction of 8% over the previous year. **Disabled people, Carers, LGBTQ+ people, people from minority ethnic groups** and **the armed forces community** have reported a lower than average satisfaction level for both of the 2 years.
The council works collaboratively with other organisations and the public	This question has been asked for the past 2 years.

Consultation Topic	Feedback
	22% of respondents felt that the Council contributes towards improving the local area and residents' wellbeing. This is a reduction of 7% over the previous year. **Females** have reported a higher than average satisfaction level for both of the 2 years.

The local area and the council

The tables below show what residents have told us about the local area and the Council between 2013 and 2024.

Note:
Areas highlighted GREEN are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.
Areas highlighted RED are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

Over the past 2 years, do you feel that South Gloucestershire has become a better place to live, is the same or is worse?

Feedback	Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
BETTER	15/16	***61%***	56%	65%	61%	60%	60%	49%	62%	61%	52%																			
	16/17	***11%***	9%	12%	9%	12%	11%	9%	11%	11%	16%																			
	17/18	***9%***	9%	9%	10%	7%	10%	9%	9%	9%	10%																			
	18/19	***8%***	8%	8%	7%	7%	8%	11%	7%	8%	10%																			
	19/20	***8%***	8%	9%	11%	7%	7%	4%	9%	9%	8%	29%	24%	30%	7%	70%	9%	9%	0%	7%	13%	0%	17%	0%	18%	11%				
	20/21	***7%***	7%	6%	7%	6%	7%	7%	6%	6%	10%	8%	18%	17%	14%	0%	7%	7%	0%	8%	22%	25%	0%		8%	6%				
	21/22	***7%***	8%	7%	11%	6%	8%	6%	8%	7%	5%	11%				50%	7%	7%	0%	8%	33%	0%	0%	0%	16%	7%				
	22/23	***6%***	5%	6%	8%	6%	5%	7%	5%	5%	11%	8%				-	6%	6%	0%	6%	-	0%	0%	-	0%	5%				
	23/24	***5%***	5%	5%	6%	4%	6%	3%	5%	5%	7%	15%						5%									5%	5%	7%	5%
	24/25	**4%**	3%	4%	7%	4%	3%	4%	4%	3%	9%	3%						4%									3%	3%	3%	3%
WORSE	15/16	***25%***	27%	22%	21%	29%	23%	24%	26%	27%	24%																			
	16/17	***23%***	18%	27%	22%	24%	22%	29%	22%	22%	14%																			
	17/18	***27%***	25%	28%	24%	33%	23%	26%	27%	26%	31%																			
	18/19	***26%***	24%	28%	19%	30%	26%	21%	26%	25%	17%																			
	19/20	***29%***	29%	29%	35%	35%	25%	32%	29%	29%	25%	14%	14%	40%	44%	30%	28%	28%	0%	26%	38%	67%	67%	0%	29%	28%				
	20/21	***30%***	31%	28%	23%	34%	27%	33%	29%	30%	16%	25%	0%	0%	29%	50%	28%	28%	40%	27%	0%	50%	40%		15%	30%				
	21/22	***31%***	25%	33%	24%	35%	27%	33%	30%	30%	38%	25%				50%	28%	30%	20%	26%	0%	100%	33%	0%	42%	32%				
	22/23	***35%***	31%	36%	41%	30%	34%	39%	34%	34%	30%	30%				-	33%	31%	25%	32%	-	0%	0%	-	43%	32%				
	23/24	***41%***	42%	38%	36%	43%	38%	52%	37%	38%	49%	32%						38%									51%	39%	38%	41%
	24/25	**43%**	40%	42%	41%	46%	41%	46%	41%	42%	30%	48%						44%									53%	43%	45%	45%

Overall, how satisfied are you with your local area as a place to live?

Budget year	**Total**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
14/15	**81%**	80%	82%	80%	82%	80%	82%	81%	82%	74%																			
15/16	**63%**	69%	60%	66%	65%	63%	50%	65%	65%	60%																			
16/17	**81%**	84%	81%	83%	81%	81%	71%	83%	84%	78%																			
17/18	**81%**	84%	78%	83%	81%	81%	79%	82%	82%	74%																			
18/19	**81%**	85%	79%	83%	74%	84%	84%	82%	83%	77%																			
19/20	**81%**	83%	80%	87%	79%	84%	81%	82%	83%	68%	71%	92%	90%	74%	90%	83%	84%	67%	85%	63%	67%	33%	100%	76%	82%				
20/21	**79%**	80%	78%	75%	78%	80%	80%	79%	80%	62%	58%	100%	100%	90%	50%	80%	81%	60%	83%	56%	25%	40%		85%	77%				
21/22	**79%**	83%	79%	85%	77%	81%	80%	80%	80%	68%	84%				50%	81%	80%	100%	82%	100%	100%	100%	0%	74%	80%				
22/23	**77%**	80%	75%	70%	78%	79%	74%	79%	78%	78%	85%				-	79%	81%	75%	82%	-	100%	33%	-	64%	78%				
23/24	**70%**	72%	71%	72%	71%	71%	61%	73%	74%	56%	78%						73%									71%	71%	68%	72%
24/25	**65%**	69%	67%	56%	66%	70%	56%	69%	68%	66%	52%						63%									57%	65%	62%	62%

Satisfaction with the way the council runs things

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	***60%***	57%	63%	60%	55%	66%	62%	60%	61%	48%																			
2015/16	***47%***	50%	46%	47%	46%	51%	35%	49%	49%	37%																			
2016/17	***62%***	68%	58%	59%	64%	64%	56%	63%	64%	66%																			
2017/18	***60%***	65%	56%	56%	55%	67%	57%	61%	62%	55%																			
2018/19	***58%***	61%	54%	50%	57%	60%	57%	58%	60%	44%																			
2019/20	***61%***	63%	60%	60%	59%	68%	56%	62%	62%	60%	80%	57%	70%	59%	80%	63%	64%	33%	67%	63%	0%	33%	100%	65%	60%				
2020/21	***65%***	68%	62%	61%	63%	69%	61%	66%	66%	57%	63%	82%	67%	71%	50%	67%	68%	20%	70%	44%	25%	40%	-	46%	67%				
2021/22	***62%***	69%	59%	56%	56%	69%	57%	64%	65%	37%	61%				50%	65%	63%	40%	69%	100%	100%	33%	0%	53%	59%				
2022/23	***56%***	63%	51%	43%	53%	59%	55%	56%	57%	52%	62%				-	58%	59%	100%	62%	-	0%	33%	-	50%	54%				
2023/24	***49%***	53%	48%	49%	50%	51%	41%	52%	53%	37%	44%						53%									45%	51%	49%	51%
2024/25	**34%**	38%	37%	25%	31%	41%	29%	38%	38%	32%	29%						28%									21%	28%	26%	26%

Agreement that the council keeps me informed about services

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	***53%***	55%	52%	45%	53%	59%	57%	53%	55%	55%																			
2015/16	***45%***	46%	43%	38%	43%	51%	44%	45%	45%	42%																			
2016/17	***48%***	49%	49%	45%	52%	42%	41%	50%	48%	59%																			
2017/18	***43%***	43%	44%	35%	43%	48%	39%	44%	45%	35%																			
2018/19	**43%**	43%	44%	38%	39%	46%	37%	44%	44%	44%																			
2019/20	**41%**	38%	45%	40%	44%	43%	45%	42%	42%	54%	49%	30%	30%	37%	80%	42%	43%	33%	43%	25%	33%	33%	100%	76%	41%				
2020/21	**47%**	47%	47%	45%	50%	45%	40%	48%	47%	44%	50%	64%	0%	52%	50%	49%	49%	20%	48%	33%	25%	60%	-	31%	50%				
2021/22	**59%**	63%	58%	58%	63%	58%	54%	61%	61%	47%	52%				50%	60%	60%	60%	60%	100%	100%	67%	0%	58%	63%				
2022/23	**50%**	49%	51%	40%	52%	52%	48%	51%	51%	50%	49%				-	52%	53%	75%	54%	-	0%	33%	-	36%	51%				
2023/24	**64%**	66%	64%	69%	64%	63%	62%	64%	67%	60%	59%						66%									58%	66%	74%	65%
2024/25	**52%**	53%	57%	34%	54%	57%	53%	55%	56%	50%	48%						48%									47%	47%	48%	47%

Agreement that the council keeps me informed about proposals for change

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2015/16	***46%***	47%	47%	47%	46%	46%	22%	49%	45%	52%																			
2016/17	***43%***	43%	45%	39%	45%	44%	43%	44%	44%	52%																			
2017/18	***41%***	40%	42%	41%	39%	43%	36%	42%	41%	38%																			
2018/19	**41%**	43%	39%	39%	38%	43%	33%	42%	42%	40%																			
2019/20	**42%**	42%	44%	43%	44%	44%	41%	44%	43%	51%	66%	32%	60%	41%	90%	44%	44%	33%	44%	25%	67%	67%	100%	59%	44%				
2020/21	**47%**	47%	47%	51%	47%	46%	41%	48%	47%	43%	54%	73%	0%	57%	50%	49%	50%	40%	50%	33%	25%	40%	-	31%	49%				
2021/22	**53%**	56%	52%	54%	56%	53%	41%	56%	54%	46%	46%				100%	55%	54%	20%	55%	100%	100%	67%	0%	26%	56%				
2022/23	**49%**	51%	49%	38%	51%	50%	50%	50%	50%	50%	59%				-	51%	52%	75%	52%	-	0%	33%	-	43%	52%				
2023/24	**58%**	58%	60%	61%	63%	55%	53%	61%	63%	36%	49%						60%									58%	60%	67%	60%
2024/25	**52%**	52%	57%	38%	54%	56%	53%	56%	56%	57%	58%						48%									50%	47%	49%	48%

I can influence decisions affecting the local area

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	***18%***	17%	19%	17%	15%	21%	22%	17%	19%	6%																			
2015/16	***52%***	48%	57%	54%	56%	45%	41%	54%	53%	52%																			
2016/17	***21%***	23%	20%	21%	21%	21%	22%	21%	21%	28%																			
2017/18	***17%***	19%	16%	12%	18%	19%	17%	17%	19%	13%																			
2018/19	***21%***	23%	19%	22%	20%	21%	21%	21%	21%	27%																			
2019/20	***18%***	18%	19%	23%	17%	16%	16%	19%	18%	37%	49%	3%	20%	26%	70%	19%	18%	0%	19%	0%	0%	33%	100%	41%	19%				
2020/21	***17%***	18%	16%	26%	17%	16%	14%	18%	17%	15%	25%	27%	0%	14%	0%	18%	18%	20%	18%	11%	25%	0%	-	15%	20%				
2021/22	***15%***	17%	14%	16%	15%	15%	12%	16%	15%	9%	20%				50%	16%	15%	0%	15%	0%	0%	0%	0%	21%	16%				
2022/23	**13%**	15%	11%	6%	16%	12%	11%	13%	13%	17%	16%				-	14%	15%	0%	14%	-	0%	0%	-	21%	14%				
2023/24	**15%**	16%	16%	17%	17%	15%	13%	17%	17%	13%	22%						15%									11%	18%	17%	16%
2024/25	**14%**	16%	14%	10%	15%	14%	12%	16%	16%	16%	10%						13%									8%	14%	13%	13%

Agreement that the council acts on the concerns of residents

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	***38%***	37%	38%	36%	31%	45%	38%	38%	38%	42%																			
2015/16	***18%***	22%	17%	26%	18%	17%	19%	19%	18%	26%																			
2016/17	***39%***	43%	38%	34%	42%	44%	46%	39%	41%	40%																			
2017/18	***37%***	39%	35%	36%	31%	42%	36%	37%	39%	30%																			
2018/19	***5%***	5%	4%	4%	4%	5%	5%	5%	5%	37%																			
2019/20	***33%***	31%	35%	31%	30%	42%	29%	34%	33%	40%	57%	43%	50%	41%	70%	34%	34%	33%	37%	13%	0%	17%	0%	65%	29%				
2020/21	***39%***	40%	38%	34%	33%	46%	37%	38%	38%	35%	46%	36%	0%	57%	50%	41%	42%	60%	45%	44%	50%	40%	0%	38%	35%				
2021/22	***41%***	43%	41%	33%	37%	48%	36%	43%	42%	30%	44%				0%	44%	42%	0%	47%	100%	0%	33%	0%	47%	39%				
2022/23	**36%**	40%	34%	22%	35%	37%	36%	37%	37%	33%	48%				-	38%	38%	50%	41%	-	0%	0%	-	43%	34%				
2023/24	**31%**	31%	33%	26%	34%	37%	26%	33%	33%	30%	27%						37%									31%	31%	29%	32%
2024/25	**26%**	28%	28%	19%	25%	30%	23%	29%	29%	21%	26%						23%									19%	23%	22%	22%

Further questions

In addition to the above questions, the following questions were asked as part of the Council Budget consultation for 2 years in 2023 and 2024. The following tables display the results.

Note:
Areas highlighted GREEN are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.
Areas highlighted RED are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

The council can be relied on to consistently deliver services

Budget Year	Total (all respondents)	Female	Male	18 to 44	45 to 64	65+	Disabled	Non-disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2023/24	**41%**	39%	43%	35%	43%	45%	31%	44%	43%	30%	27%	45%	41%	42%	44%	41%
2024/25	**30%**	32%	33%	19%	29%	35%	27%	33%	33%	36%	23%	27%	24%	27%	25%	25%

The council is clear and honest about what it does and why

Budget Year	Total (all respondents)	Female	Male	18 to 44	45 to 64	65+	Disabled	Non-disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2023/24	**38%**	39%	40%	41%	38%	40%	33%	41%	41%	34%	37%	40%	32%	42%	40%	40%
2024/25	**30%**	32%	33%	22%	30%	33%	25%	34%	33%	32%	19%	26%	20%	26%	25%	25%

The council contributes towards improving the local area and residents' wellbeing

Budget Year	Total (all respondents)	Female	Male	18 to 44	45 to 64	65+	Disabled	Non-disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2023/24	**35%**	36%	35%	35%	38%	36%	28%	38%	38%	29%	44%	39%	38%	35%	33%	36%
2024/25	**30%**	32%	32%	23%	30%	32%	25%	33%	33%	34%	23%	28%	20%	27%	27%	26%

The council has the public's best interests at heart

Question	Total (all respondents)	Female	Male	18 to 44	45 to 64	65+	Disabled	Non-disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2023/24	**36%**	36%	38%	36%	39%	36%	28%	39%	39%	29%	39%	39%	32%	38%	26%	38%
2024/25	**28%**	30%	31%	20%	28%	32%	21%	32%	31%	25%	19%	26%	19%	25%	24%	24%

The council works collaboratively with other organisations and the public

Budget Year	Total (all respondents)	Female	Male	18 to 44	45 to 64	65+	Disabled	Non-disabled	White British	Minority Ethnic Groups	LGBTQ+	Heterosexual	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2023/24	**29%**	33%	27%	35%	31%	24%	20%	31%	31%	23%	27%	30%	29%	30%	17%	31%
2024/25	**22%**	26%	23%	16%	23%	24%	22%	24%	24%	34%	23%	22%	21%	21%	21%	21%

Satisfaction with Services

The following information summarises the key trends emerging as a result of South Gloucestershire Council budget setting consultations conducted between 2013 and 2024

This approach is significant as for the majority of areas and issues consulted upon, the Council has 11-years of data. In turn, this allows for an understanding of both trends and cumulative impacts in respect of Protected Characteristic groups to continue to mature and influence decisions and actions.

What residents have told us about their satisfaction levels with Council services

Service Area	Trends
Care for Older People	33% of respondents stated satisfaction with care for older people. Across the 11-year period, there has been an average satisfaction level of 21%. **People aged 65+** and **disabled people** have tended to be more satisfied than average with both groups reporting an average 26% satisfaction level over the elven year period. **Disabled people, carers** and **people from minority ethnic groups** have shown a positive increase in satisfaction levels this year.
Care for physically disabled and those with learning difficulties	27% of respondents stated satisfaction with care for physically disabled people and people with learning difficulties. Across the 11-year period, there has been an average satisfaction level of 18%. **People aged 65+** and **disabled people** have tended to be more satisfied than average, reporting a 21% and 28% satisfaction level across the 11-year period respectively. **Disabled people, carers** and **people from minority ethnic groups** have shown a positive increase in satisfaction levels this year.
Children's Social Services	18% of respondents stated satisfaction with children's social services. Across the 11-year period, there has been an average satisfaction level of 12%. **Younger people** have tended to be more satisfied than average, reporting an average 19% satisfaction level across the 11-year period. There are no groups for whom levels of satisfaction have been consistently lower than average across the 11-year period.
Customer services	47% of respondents stated satisfaction with customer services. Across the nine year period that this question has been asked, there has been an average satisfaction level of 35%. There are no groups for whom a particular trend is showing across the nine year period.
Environmental health and trading standards	27% of respondents stated satisfaction with environmental health and trading standards. Across the 11-year period, there has been an average satisfaction level of 25%. There are no groups for whom a particular trend is showing across the 11-year period.

Service Area	Trends
Housing advice services	16% of respondents stated satisfaction with housing advice services. Across the 11-year period, there has been an average satisfaction level of 13%. **People aged under 45 years** and **disabled people** have tended to be more satisfied than average, reporting an average 19% and 15% satisfaction level across the 11-year period respectively.
Highways and Roads	18% of respondents stated satisfaction with highways and roads. Across the 11-year period, there has been an average satisfaction level of 28%. **People aged under 45 years** have tended to be more satisfied than average, reporting an average 35% satisfaction level across the 11-year period. **Disabled people** have tended to be less satisfied across the 11-year period with an average satisfaction level of 23% across the period and a 15% satisfaction level this year.
Free Car parking	83% of respondents stated satisfaction with free car parking. Across the six year period that this question has been asked, there has been an average satisfaction level of 65%. **Disabled people** have tended to be less satisfied than average across the period with an average satisfaction level of 58% across the period.
Libraries	76% of respondents stated satisfaction with libraries - the second highest level of satisfaction this year across all services. Across the 11-year period, there has been an average satisfaction level of 58%. **People aged under 45 years** have tended to report higher levels of satisfaction than average with libraries with an average satisfaction level of 66% across the period.
Local Bus Services	39% of respondents stated satisfaction with local bus services. Across the 11-year period, there has been an average satisfaction level of 42%. **People aged over 65 years** have tended to be more satisfied than average, reporting an average 49% satisfaction level across the 11-year period. **People aged under 65 years** and **disabled people** (37%) have tended to be less satisfied than average across the 11-year period.
Parks and open spaces	77% of respondents stated satisfaction with parks and open spaces – the highest level of satisfaction this year across all services. Across the ten year period that this question has been asked, there has been an average satisfaction level of 69%. **Disabled people** and **people from minority ethnic groups** have tended to have a slightly lower than average satisfaction level across the period at 59% and 63% respectively.
Planning	21% of respondents stated satisfaction with planning. Across the 11-year period, there has been an average satisfaction level of 17%.

Service Area	Trends
	People aged under 45 years have tended to be more satisfied than average across the 11-year period. **Disabled people** are less satisfied than average with an average satisfaction level of 13% across the 11-year period.
Public Health	35% of respondents stated satisfaction with Public Health. Across the 11-year period, there has been an average satisfaction level of 25%. There appears to be no particular trends in either higher or lower than average levels of satisfaction for any particular groups across the 11-year period.
Schools	47% of respondents stated satisfaction with schools. Across the 11-year period, there has been an average satisfaction level of 35%. **People under the age of 45** and **females** have tended to be more satisfied than average, reporting an average 50% and 47% satisfaction level respectively across the 11-year period. **People over 65** and **disabled people** are consistently less satisfied than average with schools reporting average satisfaction levels across the 11-year period of 27% and 28% respectively.
Sport and leisure facilities	64% of respondents stated satisfaction with sport and leisure facilities. Across the 11-year period, there has been an average satisfaction level of 51%. **Disabled people** consistently have the lowest levels of satisfaction with an average satisfaction level of 40% across the period.
Waste and recycling services	67% of respondents stated satisfaction with waste and recycling services – this is the third highest level of satisfaction this year across all services. Across the 11-year period, there has been an average satisfaction level of 72%. This is the highest average satisfaction level across the time period for all services.
Welfare benefits and council tax reduction for which the council is responsible	34% of respondents stated satisfaction with welfare benefits and council tax reduction. Across the 11-year period, there has been an average satisfaction level of 24%. **Females**, **people aged over 65 years** and **disabled people** have tended to be more satisfied than average, reporting an average satisfaction level across the 11-year period of 28%, 29% and 33% respectively. **People aged under 45** and **people from minority ethnic groups** tend to be less satisfied than average reporting an average satisfaction level across the 11-year period of 20% and 17% respectively.

Satisfaction with Services

The following tables show the percentage of respondents stating satisfaction with each service.

Note:
Areas highlighted GREEN are those where the proportion of people with this characteristic is 10% or more above the proportion of all respondents.
Areas highlighted RED are those where the proportion of people with this characteristic is 10% or more below the proportion of all respondents.

Care for older people

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**31%**	32%	32%	22%	26%	39%	26%	32%	32%	43%																			
2015/16	**9%**	11%	8%	5%	7%	15%	19%	8%	9%	14%																			
2016/17	**9%**	10%	7%	4%	10%	13%	15%	7%	8%	10%																			
2017/18	**9%**	8%	10%	4%	5%	14%	20%	8%	9%	7%																			
2018/19	**12%**	11%	11%	7%	9%	14%	22%	10%	12%	10%																			
2019/20	**7%**	6%	8%	17%	8%	12%	11%	6%	7%	6%	11%	3%	0%	11%	0%	7%	7%	0%	11%	13%	0%	0%	0%	18%	4%				
2020/21	**34%**	39%	30%	31%	24%	42%	49%	29%	35%	31%	25%	0%	0%	55%	0%	34%	37%	0%	45%	0%	0%	0%		33%	21%				
2021/22	**35%**	36%	36%	13%	32%	42%	37%	34%	37%	18%	55%				0%	36%	35%	100%	42%	0%	0%	0%	0%	50%	25%				
2022/23	**28%**	30%	28%	17%	23%	32%	35%	26%	29%	26%	29%				-	29%	27%	0%	33%	-	100%	0%	-	25%	21%				
2023/24	**28%**	31%	26%	30%	26%	31%	15%	35%	34%	0%	0%						31%									33%	30%	29%	30%
2024/25	**33%**	37%	34%	33%	32%	35%	40%	34%	36%	56%	33%						31%									45%	23%	31%	31%

Care for physically disabled and those with learning difficulties

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**31%**	31%	31%	28%	29%	35%	29%	31%	34%	14%																			
2015/16	**7%**	8%	6%	5%	6%	10%	16%	6%	7%	3%																			
2016/17	**6%**	7%	5%	3%	7%	5%	18%	4%	5%	9%																			
2017/18	**7%**	6%	7%	4%	4%	9%	18%	5%	6%	8%																			
2018/19	**8%**	6%	8%	9%	7%	7%	17%	6%	8%	8%																			
2019/20	**6%**	5%	6%	18%	5%	7%	16%	4%	6%	5%	3%	0%	0%	15%	0%	5%	6%	0%	7%	13%	0%	0%	0%	12%	5%				
2020/21	**25%**	30%	21%	30%	21%	29%	48%	18%	26%	19%	25%	0%	33%	38%	0%	27%	28%	0%	34%	0%	33%	0%		0%	20%				
2021/22	**27%**	29%	27%	19%	27%	31%	38%	27%	27%	18%	45%				0%	29%	28%	0%	33%	0%	0%	0%	0%	75%	22%				
2022/23	**22%**	20%	21%	21%	17%	24%	35%	17%	21%	14%	18%				-	22%	22%	0%	26%	-	100%	0%	-	0%	18%				
2023/24	**27%**	20%	35%	24%	28%	37%	28%	30%	34%	13%	40%						31%									37%	26%	21%	29%
2024/25	**27%**	27%	32%	23%	26%	32%	40%	27%	31%	40%	14%						26%									46%	17%	28%	28%

Children's social services

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**31%**	37%	22%	32%	28%	34%	15%	34%	33%	33%																			
2015/16	**4%**	4%	4%	5%	4%	3%	5%	4%	4%	9%																			
2016/17	**3%**	4%	3%	2%	4%	4%	3%	3%	5%	3%																			
2017/18	**3%**	3%	3%	4%	2%	3%	6%	2%	2%	5%																			
2018/19	**4%**	3%	4%	5%	6%	10%	9%	3%	4%	2%																			
2019/20	**5%**	5%	5%	19%	3%	4%	11%	4%	4%	15%	3%	0%	0%	4%	0%	4%	4%	0%	6%	25%	0%	0%	0%	6%	3%				
2020/21	**13%**	11%	15%	32%	13%	12%	17%	12%	11%	21%	13%	14%	33%	0%	0%	14%	13%	0%	11%	0%	0%	0%		0%	17%				
2021/22	**14%**	16%	14%	27%	17%	9%	13%	15%	15%	6%	14%				0%	15%	15%	0%	16%	0%	0%	0%	0%	33%	13%				
2022/23	**16%**	11%	17%	19%	17%	15%	21%	14%	15%	26%	6%				-	16%	15%	0%	19%	-	100%	100%	-	0%	11%				
2023/24	**26%**	31%	26%	32%	25%	31%	21%	31%	34%	8%	43%						29%									23%	30%	42%	27%
2024/25	**18%**	15%	22%	30%	14%	15%	22%	18%	19%	33%	0%						18%									24%	15%	17%	18%

Customer Services

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2016/17	**16%**	17%	16%	12%	17%	21%	22%	15%	16%	24%																			
2017/18	**17%**	17%	16%	14%	12%	21%	23%	16%	17%	18%																			
2018/19	**18%**	19%	16%	16%	13%	19%	28%	17%	18%	21%																			
2019/20	**27%**	28%	27%	40%	22%	28%	29%	27%	27%	38%	40%	22%	30%	15%	70%	28%	28%	0%	31%	25%	67%	0%	0%	29%	25%				
2020/21	**54%**	56%	52%	63%	46%	59%	52%	54%	55%	50%	56%	57%	50%	62%	0%	56%	57%	0%	62%	50%	50%	0%		33%	51%				
2021/22	**47%**	56%	41%	40%	44%	53%	49%	48%	49%	31%	51%				0%	50%	48%	0%	52%	0%	100%	0%	0%	50%	45%				
2022/23	**45%**	50%	41%	43%	41%	45%	44%	45%	46%	40%	58%				-	47%	47%	33%	49%	-	100%	0%	-	75%	43%				
2023/24	**48%**	51%	48%	46%	48%	53%	47%	51%	52%	35%	54%						51%									45%	49%	36%	51%
2024/25	**47%**	46%	49%	45%	48%	47%	46%	48%	47%	69%	38%						44%									37%	46%	43%	43%

Environmental health and trading standards

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**53%**	50%	56%	58%	55%	48%	29%	58%	55%	69%																			
2015/16	**9%**	10%	8%	8%	8%	10%	12%	9%	9%	20%																			
2016/17	**8%**	7%	8%	5%	9%	11%	12%	7%	7%	13%																			
2017/18	**8%**	8%	8%	10%	6%	10%	11%	8%	8%	10%																			
2018/19	**9%**	9%	9%	8%	7%	10%	15%	9%	9%	13%																			
2019/20	**14%**	15%	14%	28%	10%	15%	18%	14%	14%	20%	51%	27%	20%	4%	70%	14%	13%	0%	17%	13%	0%	0%	0%	12%	11%				
2020/21	**40%**	40%	40%	50%	37%	41%	38%	41%	40%	37%	47%	50%	25%	33%	0%	41%	42%	25%	43%	0%	0%	0%	-	63%	40%				
2021/22	**37%**	41%	36%	29%	32%	44%	45%	39%	38%	25%	46%				0%	40%	39%	0%	40%	100%	0%	0%	-	46%	37%				
2022/23	**34%**	34%	33%	33%	31%	37%	36%	33%	35%	24%	35%				-	35%	36%	33%	39%	-	100%	33%	-	40%	28%				
2023/24	**33%**	41%	27%	28%	35%	36%	34%	32%	34%	33%	20%						40%									40%	30%	15%	35%
2024/25	**27%**	28%	27%	25%	29%	24%	21%	28%	27%	47%	0%						28%									37%	23%	27%	27%

Housing advice services

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**33%**	34%	31%	38%	31%	28%	18%	34%	33%	50%																			
2015/16	**3%**	4%	3%	3%	3%	4%	8%	3%	4%	3%																			
2016/17	**4%**	4%	3%	2%	3%	6%	11%	3%	3%	7%																			
2017/18	**3%**	3%	3%	3%	3%	3%	6%	3%	3%	3%																			
2018/19	**5%**	5%	5%	7%	6%	4%	12%	4%	5%	6%																			
2019/20	**5%**	6%	4%	18%	5%	4%	6%	5%	5%	6%	23%	0%	0%	4%	70%	5%	5%	0%	5%	13%	0%	0%	0%	12%	5%				
2020/21	**17%**	17%	18%	20%	16%	17%	27%	13%	17%	29%	10%	14%	33%	29%	0%	17%	16%	0%	16%	0%	0%	0%	-	25%	16%				
2021/22	**15%**	19%	14%	17%	17%	14%	15%	17%	16%	13%	35%				100%	16%	16%	0%	18%	100%	0%	0%	-	20%	10%				
2022/23	**18%**	19%	14%	33%	18%	14%	21%	16%	16%	26%	12%				-	18%	19%	0%	20%	-	100%	0%	-	25%	14%				
2023/24	**26%**	28%	28%	43%	25%	21%	25%	29%	30%	30%	60%						29%									30%	28%	15%	29%
2024/25	**16%**	16%	19%	22%	17%	14%	19%	17%	17%	40%	13%						16%									17%	12%	15%	14%

Highways and roads

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**23%**	25%	23%	35%	24%	19%	10%	25%	23%	27%																			
2015/16	**25%**	24%	26%	32%	21%	24%	26%	25%	25%	29%																			
2016/17	**31%**	33%	30%	36%	29%	28%	18%	33%	31%	40%																			
2017/18	**27%**	28%	25%	31%	25%	27%	23%	27%	28%	18%																			
2018/19	**27%**	32%	23%	43%	26%	25%	25%	28%	28%	29%																			
2019/20	**27%**	32%	23%	35%	23%	25%	29%	27%	28%	31%	46%	8%	20%	22%	70%	27%	29%	33%	27%	13%	0%	33%	0%	35%	29%				
2020/21	**33%**	38%	29%	42%	32%	32%	31%	35%	34%	35%	27%	36%	33%	24%	0%	35%	36%	20%	33%	29%	50%	60%	-	54%	36%				
2021/22	**33%**	36%	32%	43%	32%	33%	25%	34%	34%	24%	48%				50%	35%	33%	100%	34%	100%	100%	0%	-	47%	35%				
2022/23	**29%**	33%	26%	26%	32%	27%	26%	30%	29%	37%	31%				-	30%	31%	67%	31%	-	0%	0%	-	38%	30%				
2023/24	**31%**	36%	29%	44%	26%	28%	21%	34%	33%	34%	40%						33%									20%	35%	29%	33%
2024/25	**18%**	21%	16%	21%	17%	16%	15%	19%	18%	20%	22%						20%									15%	21%	18%	18%

Free car parking

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2019/20	**50%**	50%	50%	55%	49%	55%	47%	51%	52%	31%	66%	49%	50%	41%	70%	51%	51%	33%	51%	25%	67%	67%	0%	47%	52%				
2020/21	**63%**	63%	64%	67%	60%	65%	60%	64%	64%	56%	65%	40%	83%	43%	100%	64%	65%	80%	67%	40%	75%	50%	-	55%	60%				
2021/22	**65%**	69%	64%	69%	61%	69%	59%	67%	66%	60%	73%				0%	67%	66%	75%	69%	0%	0%	100%	-	53%	64%				
2022/23	**59%**	61%	58%	54%	58%	60%	48%	62%	59%	43%	53%				-	60%	61%	75%	62%	-	100%	33%	-	70%	57%				
2023/24	**67%**	71%	64%	71%	64%	68%	54%	70%	68%	63%	76%						65%									52%	70%	58%	68%
2024/25	**83%**	86%	82%	82%	83%	84%	79%	84%	83%	86%	86%						85%									88%	85%	85%	85%

Libraries

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**78%**	79%	77%	82%	76%	80%	76%	80%	78%	86%																			
2015/16	**48%**	45%	51%	57%	40%	52%	49%	48%	49%	57%																			
2016/17	**45%**	50%	39%	50%	41%	46%	49%	44%	44%	52%																			
2017/18	**41%**	46%	36%	53%	34%	43%	38%	42%	43%	31%																			
2018/19	**37%**	42%	31%	49%	29%	36%	34%	38%	36%	44%																			
2019/20	**38%**	46%	30%	53%	33%	38%	40%	38%	38%	37%	60%	8%	40%	33%	80%	38%	39%	33%	40%	38%	0%	50%	100%	41%	34%				
2020/21	**68%**	73%	63%	77%	62%	69%	68%	68%	68%	71%	60%	29%	75%	75%	0%	69%	71%	40%	71%	40%	67%	100%	-	43%	71%				
2021/22	**60%**	63%	59%	72%	55%	63%	60%	63%	62%	47%	58%				100%	63%	62%	100%	63%	100%	0%	0%	-	40%	64%				
2022/23	**66%**	69%	63%	69%	63%	66%	67%	66%	67%	51%	65%				-	67%	68%	100%	68%	-	100%	50%	-	29%	68%				
2023/24	**79%**	82%	76%	81%	79%	77%	69%	81%	82%	47%	80%						80%									82%	78%	77%	79%
2024/25	**76%**	82%	73%	80%	76%	76%	70%	79%	77%	81%	86%						77%									81%	75%	77%	77%

Local bus services

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**52%**	52%	56%	50%	47%	65%	41%	54%	55%	39%																			
2015/16	**36%**	38%	36%	25%	33%	49%	42%	36%	36%	34%																			
2016/17	**35%**	36%	36%	28%	40%	36%	26%	36%	37%	35%																			
2017/18	**36%**	37%	35%	25%	25%	47%	38%	36%	37%	30%																			
2018/19	**38%**	37%	39%	36%	29%	42%	30%	40%	39%	42%																			
2019/20	**34%**	32%	35%	37%	28%	47%	29%	35%	34%	39%	69%	30%	40%	70%	-	34%	33%	67%	38%	25%	33%	17%	0%	35%	30%				
2020/21	**57%**	59%	57%	47%	47%	67%	56%	58%	57%	58%	65%	55%	100%	0%	-	58%	59%	75%	63%	71%	75%	75%	-	45%	52%				
2021/22	**56%**	60%	53%	52%	47%	63%	55%	56%	58%	40%	55%				50%	58%	56%	100%	60%	100%	100%	0%	-	45%	54%				
2022/23	**50%**	50%	50%	42%	48%	49%	39%	52%	49%	59%	61%				-	51%	51%	75%	56%	-	0%	33%	-	25%	46%				
2023/24	**28%**	29%	29%	35%	21%	32%	19%	32%	30%	24%	28%						31%									24%	28%	27%	29%
2024/25	**39%**	38%	43%	33%	37%	42%	28%	43%	41%	33%	23%						37%									36%	35%	36%	37%

Parks and open spaces

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2015/16	**59%**	59%	60%	69%	57%	56%	51%	61%	60%	66%																			
2016/17	**57%**	60%	54%	67%	55%	41%	34%	59%	58%	60%																			
2017/18	**61%**	66%	58%	79%	62%	56%	51%	64%	62%	58%																			
2018/19	**57%**	60%	53%	70%	56%	54%	41%	60%	57%	58%																			
2019/20	**67%**	68%	67%	82%	61%	63%	59%	70%	69%	56%	80%	86%	80%	52%	80%	69%	69%	67%	69%	88%	33%	33%	0%	59%	69%				
2020/21	**79%**	78%	80%	84%	76%	80%	71%	80%	80%	66%	71%	91%	100%	81%	50%	80%	80%	100%	80%	75%	75%	20%	-	75%	80%				
2021/22	**79%**	82%	77%	75%	76%	84%	73%	80%	81%	64%	78%				100%	80%	79%	100%	82%	100%	0%	33%	-	65%	79%				
2022/23	**79%**	80%	78%	71%	80%	81%	73%	81%	80%	65%	77%				-	81%	82%	75%	81%	-	0%	0%	-	77%	81%				
2023/24	**78%**	79%	79%	79%	80%	79%	71%	81%	82%	58%	86%						80%									80%	78%	77%	80%
2024/25	**77%**	80%	78%	80%	76%	77%	67%	80%	78%	81%	81%						78%									77%	78%	77%	77%

Planning

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**32%**	30%	35%	35%	33%	30%	12%	36%	35%	17%																			
2015/16	**9%**	10%	8%	9%	9%	9%	10%	9%	9%	3%																			
2016/17	**9%**	8%	11%	11%	9%	9%	7%	9%	9%	6%																			
2017/18	**7%**	6%	8%	11%	7%	6%	5%	8%	7%	7%																			
2018/19	**7%**	6%	8%	9%	10%	6%	6%	7%	7%	6%																			
2019/20	**12%**	12%	13%	22%	12%	11%	9%	13%	12%	10%	31%	24%	0%	7%	70%	13%	12%	0%	14%	13%	0%	50%	0%	6%	12%				
2020/21	**24%**	24%	24%	34%	26%	20%	22%	25%	24%	31%	31%	22%	25%	10%	0%	24%	25%	67%	25%	0%	33%	0%	-	38%	25%				
2021/22	**20%**	19%	22%	24%	19%	21%	16%	22%	21%	18%	19%				0%	22%	21%	0%	20%	67%	0%	0%	-	18%	24%				
2022/23	**18%**	17%	18%	24%	23%	17%	14%	19%	18%	21%	10%				-	19%	20%	0%	18%	-	0%	0%	-	14%	21%				
2023/24	**27%**	33%	24%	38%	24%	23%	24%	29%	29%	19%	40%						27%									32%	25%	24%	28%
2024/25	**21%**	23%	21%	27%	22%	18%	19%	22%	22%	45%	8%						23%									23%	22%	24%	24%

Public Health (not including NHS services)

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**50%**	51%	49%	47%	43%	64%	42%	52%	53%	31%																			
2015/16	**5%**	6%	5%	5%	6%	5%	6%	5%	5%	11%																			
2016/17	**5%**	5%	4%	5%	5%	4%	5%	4%	4%	3%																			
2017/18	**6%**	5%	7%	5%	4%	8%	8%	5%	6%	3%																			
2018/19	**6%**	6%	7%	8%	5%	6%	8%	6%	7%	8%																			
2019/20	**14%**	12%	15%	24%	12%	17%	15%	14%	14%	23%	31%	27%	10%	70%	-	13%	14%	0%	17%	25%	0%	17%	0%	12%	11%				
2020/21	**35%**	34%	36%	43%	32%	36%	36%	36%	36%	34%	33%	38%	25%	0%	-	36%	37%	67%	40%	0%	0%	33%	-	50%	31%				
2021/22	**42%**	43%	44%	37%	42%	45%	41%	44%	45%	13%	40%				0%	45%	42%	0%	45%	0%	0%	0%	-	36%	46%				
2022/23	**37%**	40%	33%	48%	34%	36%	38%	37%	37%	35%	48%				-	38%	38%	0%	42%	-	100%	50%	-	60%	33%				
2023/24	**37%**	39%	36%	38%	34%	42%	35%	37%	40%	23%	46%						40%									31%	34%	19%	39%
2024/25	**35%**	38%	38%	37%	38%	33%	27%	41%	38%	39%	42%						37%									25%	40%	36%	36%

Schools

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**62%**	62%	61%	64%	63%	54%	44%	63%	61%	57%																			
2015/16	**18%**	17%	21%	39%	16%	7%	12%	20%	18%	31%																			
2016/17	**16%**	19%	15%	35%	7%	9%	8%	17%	17%	19%																			
2017/18	**17%**	21%	15%	43%	18%	9%	15%	18%	18%	17%																			
2018/19	**13%**	15%	11%	30%	20%	6%	9%	14%	12%	19%																			
2019/20	**19%**	21%	17%	35%	18%	12%	21%	19%	19%	32%	46%	0%	20%	11%	80%	19%	19%	0%	19%	25%	0%	0%	0%	18%	20%				
2020/21	**46%**	50%	42%	71%	43%	38%	47%	47%	46%	48%	40%	14%	33%	56%	0%	48%	49%	50%	47%	40%	0%	0%	-	29%	49%				
2021/22	**45%**	52%	41%	65%	44%	39%	35%	48%	46%	31%	41%				0%	47%	46%	100%	44%	100%	0%	0%	-	71%	49%				
2022/23	**44%**	48%	42%	56%	52%	36%	37%	45%	44%	61%	40%				-	46%	46%	0%	46%	-	100%	0%	-	60%	46%				
2023/24	**57%**	53%	63%	63%	60%	43%	42%	63%	66%	27%	55%						59%									65%	60%	29%	59%
2024/25	**47%**	53%	49%	54%	48%	40%	36%	52%	47%	77%	46%						49%									46%	50%	47%	47%

Sport and leisure facilities

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**68%**	72%	64%	81%	69%	59%	42%	71%	69%	67%																			
2015/16	**34%**	33%	37%	52%	32%	26%	32%	35%	35%	49%																			
2016/17	**31%**	36%	26%	44%	25%	22%	25%	32%	31%	36%																			
2017/18	**34%**	38%	29%	60%	35%	24%	22%	35%	34%	31%																			
2018/19	**31%**	35%	27%	49%	41%	24%	25%	32%	31%	33%																			
2019/20	**45%**	50%	41%	63%	42%	34%	30%	49%	46%	45%	66%	46%	70%	30%	80%	46%	47%	33%	46%	63%	67%	67%	0%	24%	48%				
2020/21	**68%**	67%	68%	81%	68%	64%	58%	71%	69%	63%	62%	43%	60%	67%	0%	69%	70%	75%	68%	67%	67%	67%	-	50%	71%				
2021/22	**58%**	65%	54%	71%	57%	56%	59%	61%	59%	50%	70%				0%	61%	60%	100%	62%	100%	0%	0%	-	63%	59%				
2022/23	**59%**	62%	56%	63%	60%	57%	54%	59%	59%	50%	52%				-	60%	62%	67%	63%	-	0%	50%	-	67%	57%				
2023/24	**65%**	66%	63%	63%	67%	65%	47%	70%	70%	34%	82%						71%									76%	61%	61%	66%
2024/25	**64%**	74%	61%	66%	64%	63%	50%	69%	67%	71%	68%						66%									62%	68%	66%	66%

Waste and recycling services

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**70%**	73%	69%	67%	70%	76%	52%	73%	72%	59%																			
2015/16	**64%**	62%	66%	62%	60%	71%	59%	66%	65%	63%																			
2016/17	**69%**	72%	67%	63%	72%	72%	68%	69%	71%	66%																			
2017/18	**69%**	73%	67%	69%	68%	72%	61%	71%	71%	70%																			
2018/19	**70%**	75%	66%	65%	65%	73%	64%	72%	72%	65%																			
2019/20	**71%**	74%	69%	76%	67%	79%	70%	72%	72%	63%	83%	73%	90%	56%	90%	73%	73%	67%	73%	63%	33%	50%	0%	82%	73%				
2020/21	**77%**	80%	76%	78%	74%	81%	74%	79%	78%	80%	71%	64%	67%	86%	50%	79%	79%	60%	81%	78%	50%	80%	-	67%	77%				
2021/22	**80%**	85%	76%	75%	75%	86%	79%	80%	81%	62%	82%				100%	81%	79%	80%	82%	100%	100%	67%	-	67%	78%				
2022/23	**77%**	81%	75%	72%	72%	78%	76%	78%	78%	65%	79%				-	78%	79%	100%	80%	-	0%	67%	-	83%	76%				
2023/24	**77%**	77%	78%	70%	77%	86%	69%	79%	81%	51%	82%						80%									76%	77%	78%	78%
2024/25	**67%**	70%	67%	49%	66%	75%	63%	69%	69%	60%	55%						65%									69%	63%	63%	63%

Welfare benefits and council tax reduction

Budget year	**Total (all respondents)**	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
2014/15	**34%**	42%	25%	33%	32%	40%	22%	36%	36%	18%																			
2015/16	**12%**	11%	13%	9%	10%	16%	23%	10%	12%	17%																			
2016/17	**9%**	11%	8%	4%	10%	17%	22%	8%	9%	12%																			
2017/18	**11%**	13%	10%	9%	9%	15%	22%	10%	12%	9%																			
2018/19	**15%**	18%	12%	9%	10%	17%	34%	12%	15%	17%																			
2019/20	**13%**	14%	12%	19%	11%	22%	25%	11%	13%	8%	29%	5%	40%	26%	70%	13%	12%	0%	17%	25%	0%	0%	0%	35%	10%				
2020/21	**34%**	35%	34%	34%	27%	40%	47%	29%	35%	15%	38%	25%	100%	38%	0%	34%	33%	33%	39%	0%	50%	50%	-	20%	29%				
2021/22	**35%**	43%	30%	34%	30%	40%	50%	32%	35%	24%	41%				0%	36%	34%	0%	41%	100%	0%	50%	-	50%	29%				
2022/23	**31%**	**39%**	25%	21%	19%	32%	44%	27%	33%	28%	41%				-	34%	34%	0%	39%	-	100%	0%	-	0%	24%				
2023/24	**34%**	35%	34%	25%	34%	41%	39%	32%	39%	15%	50%						37%									43%	33%	20%	35%
2024/25	**34%**	43%	32%	27%	31%	42%	35%	38%	39%	24%	47%						34%									38%	36%	36%	36%

CHARACTERISTICS OF CONSULTATION RESPONDENTS

Consultation Respondents (The following table shows the numbers of respondents to the Budget consultation in each of the last 12 years):

Budget year	Total	Female	Male	Under 45	46 to 65	Over 65	Disabled	Non disabled	White British	Minority Ethnic Groups	Bisexual	Gay man	Gay woman/ lesbian	Other	Identify as Trans - Yes	Identify as Trans - No	Heterosexual	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Any other religion	No religion	Carer	Not a Carer	UK Armed Forces	Not UK Armed Forces
14/15	**681**	*315*	*314*	*83*	*357*	*200*	*46*	*576*	*584*	*27*																			
15/16	**1426**	*682*	*716*	*349*	*563*	*491*	*185*	*1203*	*1275*	*35*																			
16/17	**1127**	*508*	*568*	*361*	*561*	*170*	*102*	*949*	*931*	*86*																			
17/18	**1270**	*595*	*616*	*188*	*432*	*591*	*171*	*1039*	*1051*	*88*																			
18/19	**1045**	*480*	*519*	*138*	*218*	*667*	*107*	*843*	*928*	*52*																			
19/20	**1753**	*841*	*853*	*669*	*559*	*453*	*212*	*1435*	*1537*	*84*	*35*	*37*	*#*	*27*	*10*	*1542*	*1352*	*#*	*815*	*#*	*#*	*#*	*#*	*17*	*691*				
20/21	**1342**	*661*	*647*	*162*	*511*	*625*	*200*	*1068*	*1187*	*68*	*24*	*11*	*#*	*21*	*#*	*1165*	*1050*	*#*	*708*	*#*	*#*	*#*	*#*	*13*	*414*				
21/22	**1398**	*586*	*734*	*180*	*466*	*673*	*203*	*1083*	*1220*	*108*	*61*				*#*	*1192*	*1186*	*#*	*730*	*#*	*#*	*#*	*#*	*19*	*431*				
22/23	**1475**	*612*	*783*	*88*	*361*	*624*	*239*	*1155*	*1290*	*54*	*61*				*#*	*1259*	*1118*	*#*	*829*	*#*	*#*	*#*	*#*	*14*	*390*				
23/24	**1159**	462	608	301	448	318	181	897	917	*115*	41						588	#	#	#	#	#	#	#	#	157	671	72	1010
24/25	**1541**	588	731	261	538	657	173	1126	1194	44	31						705	#	#	#	#	#	#	#	#	145	584	668	694
25/26	**1869**	483	778	98*	364*	824*	268	931	1119	67	33						564									110	578	35	686

Note: where numbers are 10 or less, the # symbol is used in order to ensure confidentiality.
** Age boundaries changed for 25/26 data. Groups used are under 40, 40-59 and 60 and older*

SECTION 6 - EqIAA OUTCOMES

NB. This section will be updated post consultation.

This is an Initial EqIAA and as such, there is no outcome at this stage. As a result of consultation, resident feedback will be analysed, this EqIAA will be updated and this will form part of decision-making moving forwards.

In addition to the specific proposals under consideration, It is also important to note that the process of developing this EqIAA takes into consideration the 10 identified Equality Priority Areas as set out in the Tackling Inequalities Plan 2024-28 – the key areas where national and local research, and our engagement and consultation activity with organisations, groups and individual residents all combine to evidence the largest and most significant inequalities, which ultimately negatively impact upon individual residents and their families, and our area as a whole. This will information will also form part of decision-making moving forwards

The council wishes to hear and proactively consider any comments in relation to how any aspect of the information and options presented may impact on any community or protected characteristic groups. All feedback in relation to equalities and any point raised within this EqIAA document will inform a full Equality Impact Assessment and Analysis of the Council Revenue Budget and Capital Programme 2026/27.

SECTION 7 – EqIAA EVIDENCE

The evidence which has been used as part of the systematic approach to the consideration of equality impact includes:

- South Gloucestershire Council Budget 2014-15 Consultation Report, January 2014
- South Gloucestershire Council Savings Plan and Budget Report, January 2015
- South Gloucestershire Council Savings Plan and Budget Report, January 2016
- South Gloucestershire Council Savings Plan and Budget Report, January 2017
- South Gloucestershire Council Savings Plan and Budget Report, January 2018
- South Gloucestershire Council Budget and Council Savings Plan Consultation Output Report, January 2019
- South Gloucestershire Council Budget and Council Savings Plan Consultation Output Report, January 2020
- South Gloucestershire Council Budget and Council Savings Plan Consultation Output Report, January 2021
- South Gloucestershire Council Budget and Council Savings Plan Consultation Output Report, January 2022
- South Gloucestershire Council Budget and Council Savings Plan Consultation Output Report, January 2023
- South Gloucestershire Council Budget and Council Savings Plan Consultation Output Report, January 2024
- South Gloucestershire Council Budget and Council Savings Plan Consultation Report, January 2025
- South Gloucestershire Annual Equalities Reports (2011-12, 2012-13, 2013-14, 2014 –15, 2015-16, 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24)
- South Gloucestershire Council Equality Impact Assessment and Analysis (EqIAA) documents and reports
- "*How Fair is Britain?*", the Equality and Human Rights Commission (EHRC), 2010
- "*Is Britain Fairer?*", the Equality and Human Rights Commission (EHRC), 2015
- "*Is Britain Fairer? (2018)*", the Equality and Human Rights Commission (EHRC), 2018
- Race Disparity Audit, October 2017