Equalities Monitoring

Children's Social Care

Annual Report
April 2022- March 23

Children's Social Care Equalities Monitoring Annual Report

1. Legal and Policy Context of Children's Social Care Services

Children's Social Care (CSC) holds the statutory responsibility for ensuring the local authority is compliant with and children benefit from duties within **The Children Act 1989**, the central piece of legislation guiding Childrens Social Care. The key statutory elements are its requirements for 'Child in need' and a 'Child in need of protection'.

Section 17 of the Act places a general duty on all local authorities to 'safeguard and promote the welfare of children within their area who are in need.' A child in need is **a child who is thought to need extra support or services to help them to achieve or maintain 'a reasonable standard of health or development'.** All children with disabilities are classed as children in need, for the purpose of the right to an assessment.

Section 47 of the Act requires the local authority to investigate **where a local authority has reasonable cause to suspect that a child (who lives or is found in their area) is suffering or is likely to suffer significant harm,** it has a duty to make such enquiries as it considers necessary to decide whether to take any action to safeguard or promote the child's welfare. Such enquiries, supported by other organisations and agencies, as appropriate, should be initiated where there are concerns about all forms of abuse and neglect. This includes physical abuse, sexual abuse, emotional abuse, neglect, female genital mutilation, honour-based violence and extra-familial threats including radicalisation and sexual or criminal exploitation. The service also has a Youth Justice Team working with and for children who are at risk of offending or have offended.

At any point during our work there may be an immediate need for protection whilst an assessment or enquiries are carried out and, for some children, parenting capacity is not sufficient or safe and therefore, they need to live away from their birth families. Children's Social Care (CSC) runs its own regulated in-house fostering service.

When a child becomes looked after, the council becomes the Corporate Parent. he Children and Social Work Act 2017 says that when a child or young person comes into the care of the local authority or is under 25 and was looked after by the authority for at least 13 weeks after their 14th birthday, the authority becomes their corporate parent.

This means that they should:
- act in the best interests, and promote the physical and mental health and wellbeing, of those children and young people
- encourage them to express their views, wishes and feelings, and take them into account
- make sure they have access to services
- make sure children and young people are safe, with stable home lives, relationships and education or work
- promote high aspirations and try to secure the best outcomes for them
- prepare them for adulthood and independent living.

Children's Social Care has responsibility for planning, developing, and commissioning specialist services to meet changing needs, for example developing foster caring households, recruiting, training and supervising volunteers and youth mentors, delivering short breaks for children with complex disabilities and commissioning specialist placements for children.

The Children Act 1989, The Children Act 2004, The Care Planning, Placement and Case Review (England) Regulations 2010 and The Crime and Disorder Act 1989 provide the legislative framework for Children's Social Care delivery.

Children's Social Care 'client/customer' is always the unborn baby, baby, child, young person, or young adult care leavers but the work and interventions are often delivered to the parents and other adults who can make a difference for the child.

Successful children's social work requires a multi-agency approach routinely working with internal departments in the Council, Housing, Welfare, Adult Social Care as well as external partners such as Education, Health, Policing, Probation, and the voluntary sector.

The Childrens Social Care leadership vision :- is to provide services and care from the 'secure base model': promoting resilience and competence in our staff and our teams which creates the right environment for good work to flourish so workers can focus on improving outcomes for children, their parents and the families they live with.

Our ambition is to deliver services which ensure:

- Children are free from significant harm at home and in the community.
- Children have their needs met by people who encourage their growth and aspiration.
- The right to family life is paramount in our decision making.
- Children have a say in decisions about them and their lives.
- Support is provided to families to meet the needs of children with disabilities/SEND.

- We keep families together where it is safe to do so.

In delivering these services, we continue to recognise that families have told us they want:

- **Proportionality** – the right help at the right time, for children and families who need it.
- **Respect and humanity** – this is especially important when delivering a service that is a statutory duty and has elements of non-voluntary involvement (where parent/s and or children are not wanting a service, but we have a duty to remain involved).
- **Fair Access** – access and eligibility must be applied fairly and not disadvantage anyone.

A good Quality Assurance, effective complaints and quality assurance process is also essential and well embedded within our services.

Children's Social Care deliver services to anyone who meets the statutory need and therefore our 'clients/customers' can come from any part of the Borough and with any and many different backgrounds, with a diverse range of needs and lived experiences. This can include disadvantage and discrimination based on a lawfully protected characteristic such as race or religion or a broader spectrum of diverse identity and experience – for example being a child or young adult who is also a young carer, an asylum seeker or refugee, being out of Education Employment or Training (NEET), having no recourse to public funds or being a Child Looked After.

In developing our services and when building our workplace team cultures, we strive to actively promote inclusion, membership, acceptance and 'everyone's welcome' culture. This report provides an overview of the actions taken to improve equality, diversity, and inclusion (EDI) within our services over the last 12 months for all children, families, and our workforce. The report also identifies areas which we are working towards on our continuous improvement journey.

2. Equality Duty

All children, young people and their families are entitled to equal access to services which do not discriminate on the grounds of religion, ethnic origin, linguistic background, culture, gender, disability or sexual orientation.

Following a referral, Children's Social Care will undertake an assessment of need to help understand what strengths/difficulties the family are facing and to determine the help and support that can be offered. The outcome will depend on the needs identified in the assessment, but they fall into two main groupings:

- Urgent intervention: where it is identified that a child has high level or complex needs which require an immediate and ongoing response, for example where a child is in need of protection from significant harm.

- Specialist support: where it is identified that the welfare of the child will be significantly impaired without the provision of services, for example a child who is looked after, or a child who has severe disabilities.

3. Breakdown of customers/service users

Access to Children's Social Care is based on a statutory threshold as part of the Bracknell Forest Safeguarding Board Threshold Document. However, we continually aim to ensure people are treated fairly and that those who are most in need receive the greatest help. As a department we work towards ensuring children and families with the greatest assessed need receive a service in a timely way. There are occasions where the law says Children's Social Care must get involved with a family even if the family do not want this, and our practitioners will strive to treat all people encountering our service with dignity and respect.

The local authority is also a part of the National Transfer Scheme and has pledged to support Unaccompanied Asylum-Seeking Children (UASC) on a continual basis into adulthood as care leavers. As a result, the number of service users identifying as BME has also increased and this has required the service to adapt and modify accordingly. We have to date focused on securing our UASC with placements, solicitors and integrating them with our established Children Looked After events. As a service we are progressing with the translation of key documents for young people whose first language is not English and who are literate in their first language. In addition, we also share Eid gifts with our Muslim young people.

Referrals by age (2022/23)
The table below shows the highest % referrals of Children in Need in the duration April 2022 to March 2023 is age 10 – 15, the pattern of referrals by age can vary from year to year, although this remains the same as previous five years.

Bracknell Forest has an ageing population, and the numbers of younger children has reduced based on the last Census. The number of referrals for 10-15 years is in keeping with an ageing child population.

Children in Need (CIN) statutory data collection - % referrals by age group			
Age Groups	% Referrals	% Bracknell Forest population (0 -17 years)	Variance (pp)
Unborn	4.0%	-	4.0
Under 1	4.7%	4.9%	-0.2
1 – 4	16.0%	20.7%	-4.7
5 – 9	24.6%	28.2%	-3.6
10 – 15	39.1%	34.8%	4.3
16+	11.6%	11.4%	0.2

Referrals by Gender (2022/23)

The table below shows the gender of referrals for Children in Need in the duration April 2022 to March 2023. It shows that in this period a higher proportion of referrals for males were received. This pattern of referral by sex can vary from year to year.
There is no statistical significance in the variance against the Bracknell Forest population (0-17 years).

Children in Need (CIN) statutory data collection - % referrals by gender			
Sex	% Referrals *(exc. 'not known')*	% Bracknell Forest population (0 -17 years)	Variance
Female	46.5%	48.8%	-2.3
Male	53.5%	51.2%	2.3

Referrals by Race (2022/23)

The table below shows the race of referrals of Children in Need in the duration April 2022 to March 2023 It shows the referrals are largely in line with or below the Bracknell Forest population (0-17 years) and there has been no significant change on previous year data.

It is important to note that this is a need led service and there is no statistical significance in the variance shown, however it is noted that BME referrals as a percentage are disproportionately over-represented in terms of referrals. Referrals into children's social care largely come from health, education and police services, it is important that safeguarding partners also understand disproportionality in their own referral data.

The Local Authority data identifies that as of April 2023 there were a total of 157 children looked after, of whom 96 (61%) identified as White, with (61) 39% identifying as BME. However, just over half of this number are UASC (31) 20%. Based on the

local population demographic data, BME groups excluding UASC are similarly represented in comparison to school census data of 26.1%, as at Jan 2023. Bracknell has put forward a range of course related to Equality, Diversity and Inclusion for all staff. Moving forward, data on EDI course completion would be beneficial to monitor progress. Another focus area moving forward would be collating and sharing data on the additional spoken languages both for children looked after and staff. This data is available though it is not stored centrally. Staff data can be obtained via the Intranet and for children looked after it can be accessed via their MOSAIC files.

Children in Need (CIN) statutory data collection - % referrals by race			
Race	% Referrals *(exc. 'not given')*	% Bracknell Forest population (0 – 17 years)	Variance
White	77.9%	86.6%	-8.7
Mixed	7.9%	4.5%	3.4
Asian	5.7%	6.0%	-0.3
Black	4.8%	2.5%	2.3
Other	3.8%	0.4%	3.4

Single Assessments by Age, Gender and Race

Single Assessments by Age (2022/23)
Single (or continuous) assessments were introduced in Bracknell Forest with effect from 1st May 2013 and are now the way in which Social Workers gather information regarding the circumstances of a child or young person to help determine what action or support will be offered to the child, young person or family.
All single assessments **completed** in the duration April 2022 to March 2023, by age, are broadly in line with the % of referrals completed.
It should be noted that not all referrals made to Children's Social Care will result in a single assessment.

Children in Need (CIN) statutory data collection - % Single assessments completed by age group			
Age Groups	% Single Assessments completed	% Referrals	Variance
Unborn	3.9%	4.0%	-0.1
Under 1	5.6%	4.7%	0.9
1 – 4	16.1%	16.0%	0.1

5 – 9	24.6%	24.6%	0.0
10 – 15	38.7%	39.1%	-0.4
16+	11.2%	11.6%	0.4

Single assessments completed by Gender (2022/23)

All single assessments *completed* in the duration April 2022 to March 2023, by gender, are in line with the % of referrals completed.

It should be noted that not all referrals made to Children's Social Care will result in a single assessment.

Children in Need (CIN) statutory data collection - % Single Assessments completed by gender			
Gender	% Single Assessments completed *(exc. 'not known')*	% Referrals *(exc. 'not known')*	Variance
Female	47.3%	46.5%	0.8
Male	52.7%	53.5%	-0.8

Single assessments completed by Race (2022/23)

All single assessments *completed* in the duration April 2022 to March 2023, by race, are broadly in line with the % of referrals completed.

It should be noted that not all referrals made to Children's Social Care will result in a single assessment.

Children in Need (CIN) statutory data collection - % Single assessments completed by Race			
Race	% Assessments *(exc. 'not given')*	% Referrals *(exc. 'not given')*	Variance
White	79.3%	77.9%	1.4
Mixed	8.2%	7.9%	0.3
Asian	4.6%	5.7%	-1.1
Black	5.1%	4.8%	0.3
Other	2.7%	3.8%	-1.1

Legal status of Children Looked After by gender and race

Legal status of Children Looked After by Sex (as at 31/03/2023)

Children who become looked after by the local authority are classified by their legal status which ranges from being Looked After on a Full Care Order [issued by the Courts] or being Looked After on a Voluntary basis [with Parental consent].

The table below shows the category of C2 [Full Care Orders] is the highest category of children who are Looked After at 31st March 2023.

SSDA903 statutory data collection - % Legal Status by Gender			
Sex	Female	Male	All CLA
C1 – Interim Care Orders	25.9%	13.6%	17.8%
C2 – Full Care Orders	53.7%	46.6%	49.0%
E1 – Placement orders	-	1.9%	1.3%
V2 – Section 20	20.4%	37.9%	31.8%
Total in each group	**100.0%**	**100.0%**	**100.0%**

Legal status of Children Looked After by Race (as at 31/03/2023)

The table below shows that children who identify as BME in the category of V2 [Voluntary basis] is substantially higher, though this also includes all our UASC as all our unaccompanied children are S20 voluntary accommodated.

SSDA903 statutory data collection - % Legal Status by Race			
Race	**White** *(inc. White Irish and White Other)*	**Black & Minority Ethnic groups***	**All CLA**
C1 - Interim Care Orders	22.1%	11.3%	17.8%
C2 - Full Care Orders	57.9%	35.5%	49.0%
E1 - Placement orders	2.1%	-	1.3%
V2 - Section 20	17.9%	53.2%	31.8%
Total in group	**100.0%**	**100.0%**	**100.0%**

Due to small numbers of BME children the percentage can be high and therefore should be viewed with caution

Type of placement for Children Looked After by age, gender and race

Type of Placement for Children Looked After by Age

It is important to note that when a decision is made that a child or young person becomes Looked After every effort is made to ensure they are placed in the most appropriate environment to meet his or her needs. For some it may be in their interests

to be placed out of the area; some may require more specialist support, which may only be available out of the area.

However, there is currently insufficiency in the national placement market which is impacting on the ability to give full consideration to matching the needs of the child or young people to the right kind of placement, including ensuring that any needs arising from race, sex, religion etc. can be met appropriately. CSC have launched a Fostering Transformation programme to help address this which has included increasing the internal marketing budget for recruiting in-house foster carers as well as the recruitment of a permanent Recruitment and Publicity officer to help with the progression of the Recruitment and Publicity plan. Care planning is used to address any compensatory services / interventions that maybe needed.

The tables below show the placement pattern by age, race and sex:

Semi-independent living provisions, also known as supported lodgings providers, were previously unregulated. However, since the release of quality standards on 23rd March 2023, the providers were given a deadline of 28th October 2023 to register with Ofsted. Part of that registration process requires the providers to outline their equalities policies and how their service intends to value individuals, combat discrimination and safeguard those who may face inequality or harassment due to one or more of the characteristics protected under the Equality Act 2010.

Type of Placement for Children Looked After by Gender

SSDA903 statutory data collection – Placement Type of Children Looked After – by Gender			
	% by placement type by Gender		
Placement type	Female	Male	All CLA
Foster placement with relative or friend:			
Inside local authority	5.6%	10.7%	8.9%
Outside local authority	11.1%	3.9%	6.4%
Placement with another foster carer:			
Inside local authority	25.9%	23.3%	24.2%
Outside local authority	9.3%	35.0%	26.1%
Semi-independent (not subject to Children's Home Regulations)	18.5%	14.6%	15.9%
Homes and Hostels	13.0%	6.8%	8.9%
Parents	11.1%	3.9%	6.4%
Other placements	5.6%	1.9%	3.2%
Total in group	**100.0%**	**100.0%**	**100.0%**

Type of Placement for Children Looked After by Race

The data shows that BME children and young persons are more likely to be placed outside of the local authority, some of this stems from the fact Bracknell is now a part of the National Transfer Scheme and is supporting at least 20 UASC aged under 18 years, although that figure is on average around 30 when supporting between the age of 18 years and transitioning into independent living. Due to limited availability of fostering placements, most UASC have been placed with external providers, including independent fostering agencies and semi-independent providers, and significant number of these have been outside of the local area.

SSDA903 statutory data collection – Placement Type of Children Looked After – by Race			
Placement type	**% of White** *(inc. White Irish & White Other)*	**% of Black & Minority Ethnic Groups**	**All CLA**
Foster placement with relative or friend:			
Inside local authority	10.5%	6.5%	8.9%
Outside local authority	4.2%	9.7%	6.4%
Placement with other foster carer:			
Inside Local Authority	31.6%	12.9%	24.2%
Outside Local Authority	20.0%	35.5%	26.1%
Semi-independent (not subject to Children's Home Regulations)	11.6%	22.6%	15.9%
Homes and Hostels	8.4%	9.7%	8.9%
Parents	9.5%	1.6%	6.4%
Other placements	4.2%	1.6%	3.2%
Total in group	**100.0%**	**100.0%**	**100.0%**

In relation specifically to UASC, other internal data (Green Book) shows that on average about 50% are currently placed more than 20 miles away from Bracknell, all except 3 reside with external fostering agencies or semi-independent living provisions. Additional training has been provided to increase awareness of UASC for existing foster carers and staff, and specific marketing campaigns have also been initiated in an attempt to recruit more local foster carers. Supporting children placed outside of the local authority may lead to ongoing challenges in accessing local support services, increased travel time for professionals, as well as further challenges when leaving care in terms of access to housing.

As part of gathering input from wider stakeholders in the production of this report, UASC who are now aged over 18 years were invited to share details about their experience of the level of care they have received. Two of whom who reside at a local semi-independent living provision in Bracknell shared receiving an excellent level of care and support. They were particularly pleased with the support that they have received in terms of education provision with the local College and support from staff with their legal matters. Residing locally had also enabled them to better understand the local British culture and values, enabling better integration into the local community.

Moving forward, it was also noted that there is currently no formal pastoral support in place, so more formal links will be established with local religious establishments and places of worship along with the provision of appropriate transport where required for UASC to attend services as that can often be a barrier. This should also support in raising awareness of the need for more local fostering placements and encourage members of the congregations to explore fostering or supported lodgings themselves.

4. Performance Against the Equality Objectives

In terms of the council's 4 Equality objectives:

a. Inclusive in all we do

Striving to be an inclusive employer has been a key cornerstone of the values of this local authority, and the aim has been to embed these values widely across the organisation.

In addition, for 2023/24, one of CSC's overarching service priorities has been to continue to build a diverse fostering and workforce reflective of the community. In addition, each service area within CSC has the priority that Team Managers lead on diversity and inclusion, ensuring that team meetings, communications and recruitment are inclusive and consider diversity. Part of this work includes the implementation of the EDI calendar (Appendix one), where staff have volunteered to produce a short piece to share information on a different EDI event or celebration. Each piece is usually either a couple of paragraphs either for our fortnightly CSC newsletter or one side of A4 which is printed and displayed within our work area.

b. Accessible for all

As outlined above, accessibility to the CSC services is based upon needs, it is a need led service. It is noted that the number of children looked after identifying as BME is

increasing; largely due to the National Transfer Scheme of UASC. There is access to translation services, awareness and access to advocates and independent visitors has also been increased to enable greater accessibility for people who may struggle to engage with professionals or formalities involved in proceedings. It was identified during the recent Ofsted focused visit (November 2023) that CSC have not been translating Care Plans into an appropriate language for UASC, for those literate in their home language. This recommendation is now part of our Ofsted action plan and is currently being actioned with work being done to source an appropriate service provider. The one hour of free legal advice for individuals seeking a Special Guardianship Order has also been greatly promoted in order to increase uptake.

c. Accountable and Fair

CSC does note that in the recent council wide Employee Experience Survey 2022-23, in regards to acting fairly to career progression and promotion, only 41% of the CSC workforce (who responded to the survey, of which there were 76 responses) commented positively, against a Council average of 47%. We at CSC also recognise that 12% of the respondents held a negative view on this area (against a 9% council average) and are keen to address concerns. CSC is part of the Equality Group which meets on a 6-weekly basis, there are members of the service who are Equality Allies and the Unison (union) Equality Co-Ordinator is also part of our service. The Equality Group is working through an Action Plan to address the concerns raised in this and previous reports, and going forward the Action Plans will be delegated to each individual service area.

Another approach has been the setting up of and continuing a wide range of panels which involve a range of different professionals and provide senior manager oversight of children entering care and in care planning. These include the Solutions and Safe Pathway Forum, Entry to Care, Permanency Planning, Public Law Outline and Parallel tracking, Legal Tracking, and Special Guardianship Order panels. In addition to tracking progress, these meetings also enable greater accountability and fairness, with a wide range of professionals attending from different levels of the service which then helps ensure better consistency across the service.

d. Diverse and inclusive workforce

CSC adheres to the local authority policies around recruitment of staff, and all interviews are undertaken by at least two members of the management team. Young People are also invited to take part in interview panels through our Care Leavers Council. The local authority has also recently established an LBGTQ employee forum, and a New Employee Support Network group. Going forward all HR Policies are also being reviewed, and this process will include members of the Equality Group and union also having an input, which will result in wider engagement and more inclusivity. Training uptake around EDI is also something CSC has been promoting to a greater

degree to ensure all staff are appropriately trained and equipped to work with a wider more diverse service user group, and to ensure greater inclusivity of all members of staff.

CSC does note that the council wide Workforce Equality Survey report identified certain trends, in general terms it was noted that staff across the local authority who identify as Asian, Black, Muslim, Hindu, Sikh, having a Disability or were aged 55 years had on average a less positive experience across the local authority. CSC has been pro-active in trying to address these concerns, firstly by acknowledging the data and then by hearing from affected members of the workforce. CSC again supported the marking and recognition of Black History Month, going forward the inclusion of Islamophobia Awareness Month has also been put forward.

Employees from within in CSC were also invited to an All Service Away Day in March 2023 which included sessions focused around creating a greater sense of belonging across the service. During this Away Day a survey was also disseminated to the employees present to get their views on their sense of belonging and the culture at CSC. The overall results were positive (Appendix two).

5.   Views from our Service Users

Views of children and young persons whom we work with are gathered routinely throughout the course of the year, as this feed directly into their individual Care Plans and Children Looked After Reviews, along with reviews of Foster Carers and also, Friends and Family members who come forward to support.

CSC has invested in new technology in relation to Mind Of My Own, which is designed to engage with children and young persons in a focussed web application, where they can provide their views. Often children and young people find this more accessible and means they can share their views at any time. Capturing the Children's Voice remains at the core of our work, and all staff have been supported in accessing training and resources around Direct Work.

In relation to children and young people with Special Educational Needs and Disabilities, CSC have been facilitating a BOOM (Because Our Opinions Matter) event to enable a sharing of views on the support they have been receiving. This was also accompanied by a pictorial invitation to help explain the nature of the event to the children and young people.

There are also plans to implement area wide surveys using the SHOUT survey system provided as part of Mind Of My Own to target service user groups three times per year. This will enable direct feedback to be obtained and themes determined from the resulting data.

Customer satisfaction and learnings

As part of the production of this report and in order to gain feedback from our stakeholders, UASC and those Leaving Care, after having turned 18 years, along with all staff across the service were invited to share their views on this subject area. Two face-to-face drop-in sessions were arranged, the latter was also accessible online via Teams and staff were able to verbally share their views to increase inclusivity and the honest transparent sharing of views. A total of 6 staff and 2 care leavers engaged.

Overall, the feedback provided was very positive, with experience being described as very good, sense of being listened to, supported widely especially in terms of accessing education at the local College and work experience at local businesses.

The Independent Review of Children's Social Care headed by Josh McCallister published in May 2022 had a final report and recommendations that included, "Government should make care experience a protected characteristic" and "New legislation should be passed which broadens corporate parenting responsibilities across a wider set of public bodies and organisations." The Leaving Care Team have been pro-actively working towards ensuring Personal Advisors are allocated promptly and supporting the transition accordingly.

The Youth Justice team has also shared a number of positives including how they have received a Youth Justice SEND Quality Mark Award for working with children. Using a Quality Assurance Framework, the team have levered systemic improvement in how they collectively support children with special educational needs to help them to live a life free from offending behaviour. In addition, they also have established and put in place a disproportionality action plan, along with monitoring the use of Stop and Search usage as well.

Were any issues identified? And were any actions taken or planned?

It was identified that there is no formal pastoral support in place, nor formal connections with local places of worship. The local authority is part of a Multi-Faith initiative and work will be undertaken to build closer and more formal links in this area.

Children Looked After shared concerns about not always knowing how Delegated Authority worked and who was responsible for granting permission for certain day-to-day things, therefore members of the SiLSip (Say it Load, Say it Proud) group worked with a range of professionals to put together a booklet to be distributing to other Children and Young Persons, Professionals and Care Givers to ensure better clarity and consistency.

Complaints

Between April 2022 and March 2023 a total of 81 complaints were received relating to Childrens Social Care. Of this one complaint/allegation was made regarding race discrimination which was processed in accordance with policy and the individual used all three stages of the process. The race discrimination element of the complaint was not upheld.

Additional data reflections

Going forward, data around languages would be particularly useful to help better plan for services and support for people for whom English is not their primary language. Both from the perspective of Children and Young Person who use the service, and also from staff.

Data around the local Police forces use of Stop and Search would also be beneficial as nationally the data shows BME children are more likely to be stopped and searched. Currently data is combined with a neighbouring local authority. Youth Justice are leading on this being separated to enable analysis of the local data.

6. Conclusions

There is evidence that CSC have undertaken a range of determined efforts to create workplace culture and develop services which are inclusive, accessible, fair, and equitable. The leadership and management team embrace a learning culture to help ensure that progress continues

7. Data sources/analyses

- Staff who attended an All Service away day in March 2023 were asked to complete a paper-based Sense of belonging questionnaire. The results and analysis of this questionnaire can be found in Appendix two.
- As not all staff were in attendance, copies of this questionnaire were circulated to all staff within CSC, asking for completed questionnaires to be left anonymously in the Time Square office. Staff had a three-week window to complete this. One additional questionnaire was submitted during this period.
- We plan to repeat this survey activity in 2024 and will investigate electronic methods for collecting this survey data anonymously, in order to boost response rates.

- Feedback from employees and the Equality groups has also been taken on board and going forward all CSC staff surveys around the workplace culture, equality and diversity matters will be electronic and wholly anonymous, to enable all staff to share their feedback freely.

8. Looking Forward/next steps

As we look forward to 2024/25, each Team will continue to work together to ensure that each team business plan has an EDI objective for either service improvement and/or for the workforce, and these will be linked to the corporate values and behaviours and the council's Equality Group action plan, building on the work undertaken so far.

Appendix One

Diversity and Inclusion Calendar 2023			
Month / Date	**Event**	**Type**	**Name**
January			
22	Chinese New Year (Lunar New Year - celebrated by many countries/cultures/communities)	Day	
27	Holocaust Memorial Day	Day	
February			
	LGBTQ+ History Month	Month	
March			
8	International Women's Day	Day	
18	Holi – Hindu	Day	
13	Commonwealth Day	Day	
15	Young Carers Action Day	Day	
8 - 10	Hola Mohalla – Sikh	Days	
22.03.23 21.04.23	Ramadan / Eid Al-Fitr	Month	
April			
	Stress Awareness Month	Month	
2	World Autism Awareness Day	Day	
5 – 13	Passover - Judaism	Days	
9 – 12	Easter	Days	
14	Birth of the Khalsa (Vaisakhi) – Sikh	Day	
22	Earth Day	Day	
23	Saint George's Day – Christian	Day	
May			
2 – 8	Deaf Awareness Week	Week	
5	Vesak/Wesak - Buddhism	Day	
June			
	Gypsy, Roma & Traveller history Month	Month	
	Pride Month	Month	
1 – 7	Volunteers' Week	Week	
6 - 12	National Carers Week	Week	
22	UK Windrush Day	Day	
19th-25th June	Refugee week	week	
w/c 20.06.23	Armed Forces Week Armed Forces Day (25.06.23)	Week / Day	
21.06.23 20.07.23	Dhu al-Hijab - the month of the Pilgrimage, Islam	Month	

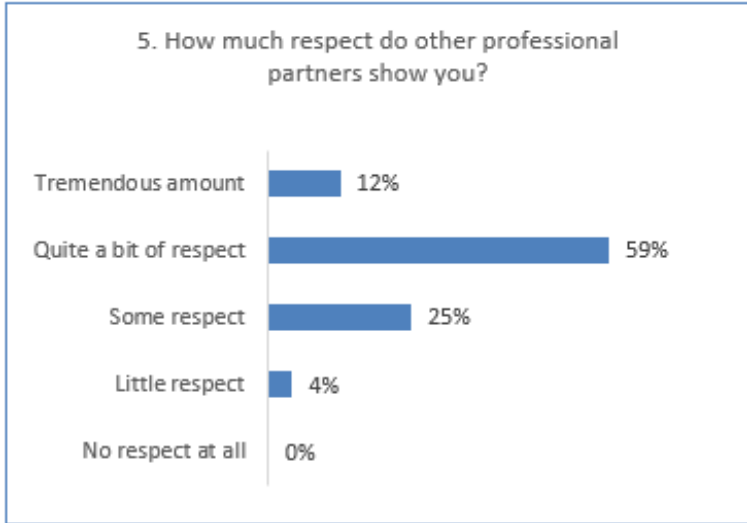|			
28.06.23 02.07.23	Eid Al Adha	Days	
July			
	Disabled Pride Month	*Month*	
19.07.23 16.08.23	Al-Hijra/Muharram Islamic New Year	Month	
August			
31	Ganesh Chaturthi – Hindu	Day	
September			
5	International Day of Charity	Day	
06.09.23 07.09.23	Krishna Janmashtami – Hindu	Days	
15.09.23 17.09.23	Rosh Hashanah - Judaism	Days	
23	International Day of Sign Languages	Day	
25.09.23 01.10.23	National Inclusion Week begins	Week	
October			
	Black History Month	Month	
	World Menopause Month / Day	Month	
1	International Day of Older Persons (Silver Sunday)	Day	
9 - 15	Baby Loss Awareness Week	Week	
12	World Sight Day	Day	
12	Diwali (Hindu)	Day	
15.10.23 26.10.23	Dashain festival - Nepalese	Days	
3rd week Oct	National Adoption Week	Week	
23	Navaratri and Dussehra begins – Hindu	Day	
24.09.23 25.09.23	Yom Kippur – Judaism	Days	
November			
TBC	Life-Long Learning Week	Week	
11	Remembrance Sunday	Day	
13 - 15	Tihar Festival – Nepalese	Days	
TBC	Anti-bullying and Harassment Week		
	Disability History Month (mid Nov – mid Dec)	Month	
TBC	UK Interfaith Week	Week	
27	Birthday of Guru Nanak Dev – Sikh	Day	
19	International Men's Day	Day	
December			
7 - 15	Hanukkah – Judaism	Days	
TBC	National Grief Awareness Week	Week	
25	Christmas Day – Christian	Day	

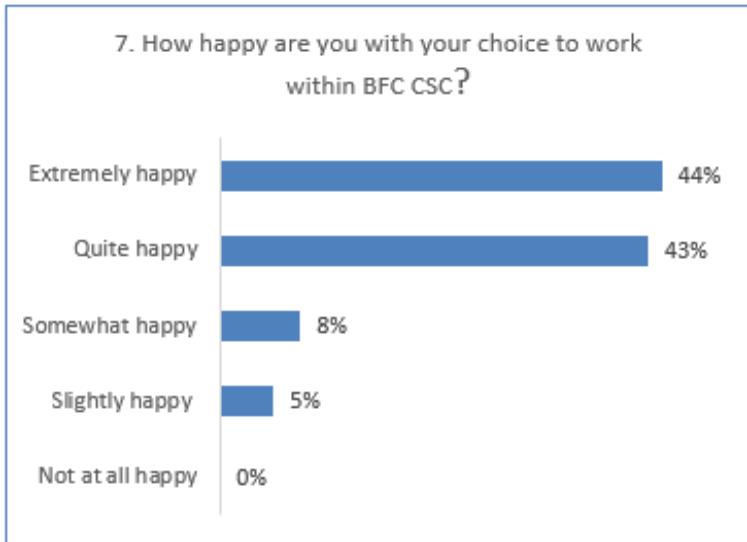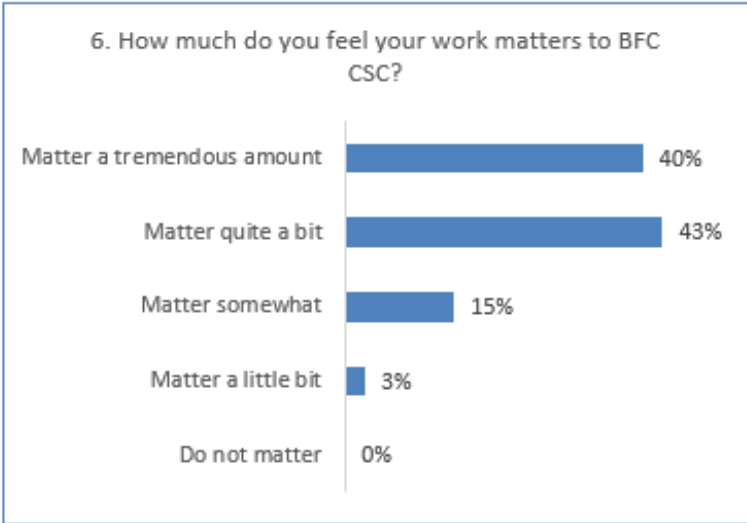# CSC Sense of Belonging Questionnaire March 2023

- 76 questionnaires returned, obtained at CSC All Service Away day on 22nd March 2023
- **Potential next steps**
    - Difficult to evaluate this questionnaire in isolation so it would be useful to repeat in 6 months' to a years' time and evaluate and measure differences
    - Ask non away day attendees (admin team) to complete now, for wider staff response
    - Group working on belonging, inclusion and attachment – focus on how staff can become better connected and understood by colleagues as lowest levels shown

1. How well to do your colleagues/peers understand you as a person?

Completely understand	5%
Understand quite a bit	53%
Understand somewhat	33%
Understand a little	7%
Do not understand at all	1%

58% of staff feel they are understood well, rising to 91% (somewhat or higher)

2. How connected do you feel to colleagues/peers at BFC CSC?

Extremely connected	13%
Quite connected	51%
Somewhat connected	24%
Slightly connected	12%
Not at all connected	0%

64% feel they are well connected to their CSC colleagues

3. How welcoming have you found CSC?

Extremely welcoming	33%
Quite welcoming	49%
Somewhat welcoming	16%
Slightly welcoming	1%
Not at all welcoming	0%

82% of respondents found CSC to be quite/extremely welcoming

4. How much respect do you feel for other CSC employees show you?

Tremendous amount	25%
Quite a bit of respect	55%
Some respect	17%
Little respect	3%
No respect at all	0%

Respect levels within CSC are high with 80% feeling high levels of respect and only 3% with none or low levels

5. How much respect do other professional partners show you?

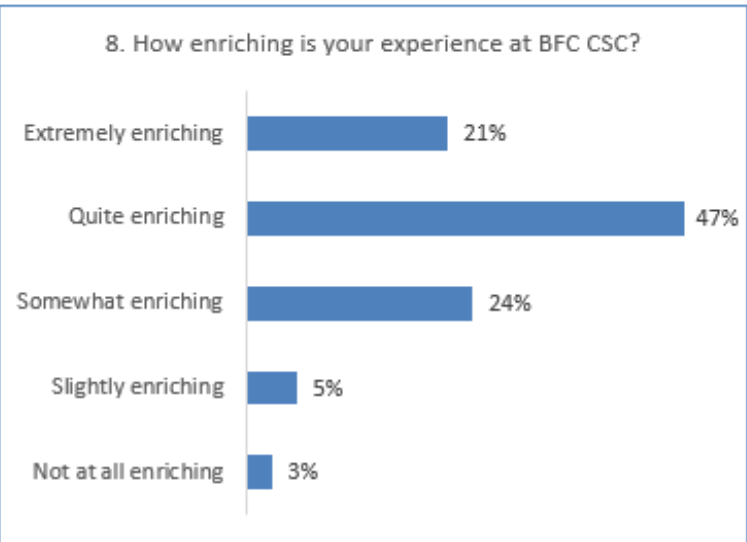| Response	Percentage
Tremendous amount	12%
Quite a bit of respect	59%
Some respect	25%
Little respect	4%
No respect at all	0%

Respect levels from professional colleagues are lower though with only 71% reporting high levels

The majority feels that their work matters to CSC, with 83% reporting high levels

6. How much do you feel your work matters to BFC CSC?

Response	Percentage
Matter a tremendous amount	40%
Matter quite a bit	43%
Matter somewhat	15%
Matter a little bit	3%
Do not matter	0%

7. How happy are you with your choice to work within BFC CSC?

Response	Percentage
Extremely happy	44%
Quite happy	43%
Somewhat happy	8%
Slightly happy	5%
Not at all happy	0%

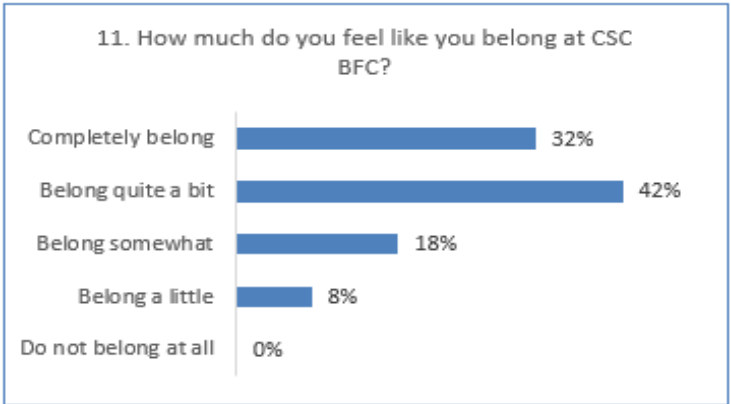**Happiness levels are also high at 87%, though 4 respondents (5%) reported being only slightly happy**
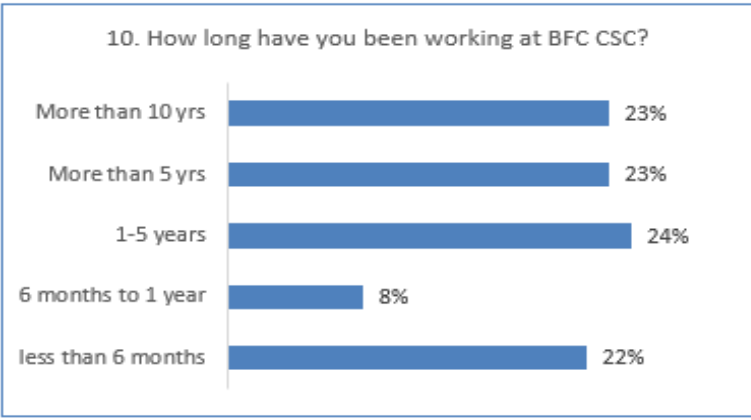
Staff experience is enriching in CSC with 68% reporting high levels though 6 (8%) reported being not/only slightly enriching

8. How enriching is your experience at BFC CSC?

Response	Percentage
Extremely enriching	21%
Quite enriching	47%
Somewhat enriching	24%
Slightly enriching	5%
Not at all enriching	3%

9. How 'at home' and at ease do you feel in BFC CSC?

- Extremely at home — 24%
- Quite at home — 48%
- Somewhat at home — 16%
- Slightly at home — 11%
- Not at all at home — 1%
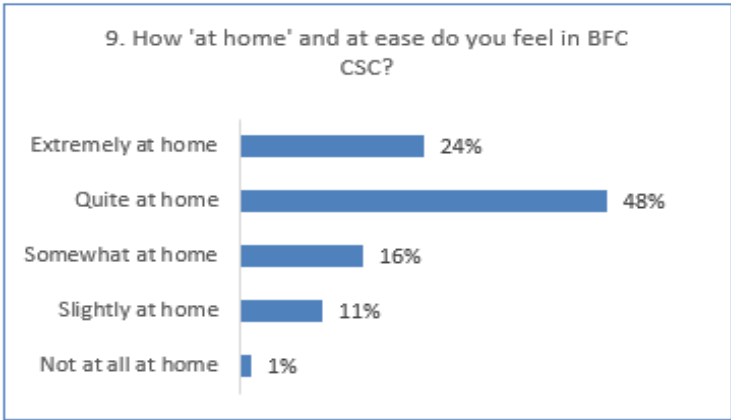
71% of respondents report high levels of being 'at home' in CSC

Similarly, 74% of respondents report feeling that they belong in CSC (quite or extremely)

10. How long have you been working at BFC CSC?

- More than 10 yrs — 23%
- More than 5 yrs — 23%
- 1-5 years — 24%
- 6 months to 1 year — 8%
- less than 6 months — 22%

11. How much do you feel like you belong at CSC BFC?

- Completely belong — 32%
- Belong quite a bit — 42%
- Belong somewhat — 18%
- Belong a little — 8%
- Do not belong at all — 0%

Key Findings

- Respondents report feeling lower levels of respect from other professional partners than from other CSC staff
- High levels of happiness felt by CSC staff with their choice of work (87% *quite/extremely happy*) though 4 (5%) respondents only felt slightly happy. Of these 1 have been employed more than 10 years, and 3 between 1-5 years
- High levels of belongingness felt by the majority of staff though 6 respondents felt that they only belong 'a little'. Of those 6, 5 of them also felt that they were only slightly/somewhat happy with their choice to work at BFC CSC
- Of staff who have only worked at CSC for **less than 6 month:**
  - 94% reported CSC to be quite/extremely welcoming vs 82% overall
  - 63% reported being well connected to CSC staff vs 64%
  - 94% reported being quite/extremely happy with their choice to work at CSC vs 87%
  - 56% reported being extremely happy vs 44% overall

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