

Equalities Monitoring Children's Social Care

Annual Report – 2023/24



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1. Introduction

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. Performance against Public Sector Equality Duty (PSED)

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 by protected characteristics

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.

3.1 Referrals

3.1.1 Referrals by age (2023/24)

The table below shows the highest % referrals of Children in Need in the duration April 2023 to March 2024 is age 10 - 15, the pattern of referrals by age can vary from year to year, although this remains the same as previous six 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 | Variance (pp) | | |
| | | Forest | | | |
| | | population | | | |
| | | (0 -17 | | | |
| | | years)¹ | | | |
| Unborn | 5.7% | - | 5.7 | | |
| Under 1 | 3.9% | 5.2% | -1.3 | | |
| 1 – 4 | 18.1% | 20.7% | - 2.6 | | |
| 5 – 9 | 27.8% | 27.1% | 0.7 | | |
| 10 – 15 | 35.7% | 35.3% | 0.4 | | |
| 16+ | 8.7% | 11.6% | -2.9 | | |

¹ 2022 Population Estimates Unit, ONS

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3.1.2 Referrals by Gender (2023/24)

The table below shows the gender of referrals for Children in Need in the duration April 2023 to March 2024. 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

| Gender | % Referrals | % Bracknell | Variance |
|--------|-------------|-------------------------|----------|
| | (exc. 'not | Forest | |
| | known') | population (0 | |
| | | -17 years) ¹ | |
| Female | 48.2% | 50.7% | -2.5 |
| Male | 51.8% | 49.3% | 2.5 |

3.1.3 Referrals by Race (2023/24)

The table below shows the race of referrals of Children in Need in the duration April 2023 to March 2024 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 2024 there were a total of 140 children looked after, of whom 86 (61%) identified as White, with (50) 36% identifying as BME. However, just under half of this number are UASC (22) 16%. 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.

Children in Need (CIN) statutory data collection - % referrals by race

| Race | % Referrals | % Bracknell | Variance |
|-------|-------------|------------------------|----------|
| | (exc. 'not | Forest | |
| | given') | population (0 - | |
| | | 24 years) ² | |
| White | 80.4% | 82.1% | -1.7 |
| Mixed | 6.4% | 6.5% | -0.1 |
| Asian | 5.0% | 7.5% | -2.5 |
| Black | 4.8% | 2.8% | 2.0 |
| Other | 3.4% | 1.1% | 2.3 |

3.4 Single Assessments

3.4.1 Single Assessments by Age (2023/24)

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 2023 to March 2024, 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 | % Referrals | Variance |
|------------|-------------|-------------|----------|
| | Assessments | | |
| | completed | | |
| Unborn | 5.1% | 5.7% | -0.6 |
| Under 1 | 4.1% | 3.9% | 0.2 |
| 1 – 4 | 17.7% | 18.1% | -0.4 |
| 5 – 9 | 26.6% | 27.8% | -1.2 |
| 10 - 15 | 37.1% | 35.7% | 1.4 |
| 16+ | 9.3% | 8.7% | 0.6 |

² Population data taken from NOMIS (RM032 Ethnic group by age) Census 2021

Children aged 10 -15 years old make up the majority of the children who are Child in Need, and there are more boys than girls. This age group is the largest in the general children's population in Bracknell Forest, and grew between 2011 and 2021 (ONS, 2021). The general population in Bracknell Forest is 51% female and 49% male. This highlights that male 10–15 year-old children in need are disproportionately represented.

3.4.2 Single assessments completed by Gender (2023/24)

All single assessments *completed* in the duration April 2023 to March 2024, 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 | % Referrals (exc. 'not | Variance |
|--------|---|---------------------------|----------|
| | known') | known') | |
| Female | 48.5% | 48.2% | 0.3 |
| Male | 51.5% | 51.8% | -0.3 |

3.4.3 Single assessments completed by Race (2023/24)

All single assessments *completed* in the duration April 2023 to March 2024, 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 | % Referrals (exc. 'not given') | Variance |
|-------|------------------|--------------------------------|----------|
| | (exc. 'not | | |
| | given') | | |
| White | 81.4% | 80.4% | 1.0 |
| Mixed | 7.3% | 6.4% | 0.9 |
| Asian | 4.4% | 5.0% | -0.6 |
| Black | 4.3% | 4.8% | -0.5 |
| Other | 2.7% | 3.4% | -0.7 |

White British children make up 80.4% of CIN referrals which compares with 86% of the population in Bracknell Forest. (ONS, 2021). In Bracknell Forest 14% of people are from non-white backgrounds though there is a higher percentage (19.6%) of Children in Need referrals from non-white backgrounds compared to the general population (14%).

3.5 Legal status of Children Looked After

3.5.1 Legal status of Children Looked After by gender (as at 31/03/2024)

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 2024.

SSDA903 statutory data collection - % Legal Status by Gender

| Gender | Female | Male | All CLA |
|--------------------------|--------|--------|---------|
| C1 - Interim Care Orders | 22.9% | 15.2% | 17.9% |
| C2 - Full Care Orders | 56.3% | 52.2% | 53.6% |
| E1 - Placement orders | 4.2% | - | 1.4% |
| V2 - Section 20 | 16.7% | 32.6% | 27.1% |
| Total in each group | 100.0% | 100.0% | 100.0% |

NB: It is important to note that numbers are small and therefore need to be viewed with caution.

3.5.2 Legal status of Children Looked After by Race (as at 31/03/2024)

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. | Black & | All CLA |
|--------------------------|-----------------|----------|---------|
| | White Irish and | Minority | |
| | White Other) | Ethnic | |
| | | groups* | |
| C1 - Interim Care Orders | 22.2% | 10.0% | 17.9% |
| C2 - Full Care Orders | 60.0% | 42.0% | 53.6% |

| Race | White (inc. | Black & | All CLA |
|-----------------------|-----------------|----------|---------|
| | White Irish and | Minority | |
| | White Other) | Ethnic | |
| | | groups* | |
| E1 - Placement orders | 2.2% | - | 1.4% |
| V2 - Section 20 | 15.6% | 48.0% | 27.1% |
| 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.

3.6 Type of placement for Children Looked After

3.6.1 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 match 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 now, as part of collation of 20 Local Authorities launched a South East Fostering recruitment and retention programme to help address these issues by recruiting new foster carers.

3.6.2 Type of Placement for Children Looked After by Gender

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 | 4.2% | 8.7% | 7.1% |
| Outside local authority | 12.5% | 2.2% | 5.7% |
| Placement with another foster carer: | | | |
| Inside local authority | 27.1% | 23.9% | 25.0% |
| Outside local authority | 14.6% | 31.5% | 25.7% |

| | % by placement type by Gender | | |
|---|-------------------------------|--------|--------|
| Semi-independent (not subject to Children's | 6.3% | 14.1% | 11.4% |
| Home Regulations) | | | |
| Homes and Hostels | 14.6% | 8.7% | 10.7% |
| Parents | 6.3% | 8.7% | 7.9% |
| Other placements | 14.6% | 2.2% | 6.4% |
| Total in group | 100.0% | 100.0% | 100.0% |

NB: It is important to note that numbers are small and therefore need to be viewed with caution.

3.6.3 Type of Placement for Children Looked After by Race

The data indicates that BME children and young persons are more likely to be placed in semi-independent placement which in part stems from the fact Bracknell is part of the National Transfer Scheme, supporting on average 25-30 UASC, the majority of which between the age of 16- 18 years and who are 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 | 6.7% | 8.0% | 7.1% |
| Outside local authority | 5.6% | 6.0% | 5.7% |
| Placement with other foster carer: | | | |
| Inside Local Authority | 28.9% | 18.0% | 25.0% |
| Outside Local Authority | 25.6% | 26.0% | 25.7% |
| Semi-independent (not subject to Children's | 8.9% | 16.0% | 11.4% |
| Home Regulations) | | | |
| Homes and Hostels | 10.0% | 12.0% | 10.7% |
| Parents | 8.9% | 6.0% | 7.9% |
| Other placements | 5.6% | 8.0% | 6.4% |
| Total in group | 100.0% | 100.0% | 100.0% |

^{*}Due to small numbers of BME children the percentages can be high and therefore should be viewed with caution.

In relation specifically to UASC, other internal data (Green Book) shows that on average about 45% are currently placed more than 20 miles away from Bracknell, all except 1 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.

4. Key objectives for 2024/25

In order to promote and deliver EDI within the workplace and to help our workforce to feel connected, included, and supported, we have focused this year on promoting and supporting EDI available training. This is in order to boost awareness about different types of diversity, appreciating differences among co-workers, and providing knowledge and strategies to enhance employees' interpersonal and communication skills across diversity.

A range of e-learning EDI modules are currently available to council staff, of which two are compulsory for all staff who work within Children's Social care.

These are:

- Oliver MacGowan Training on Learning Disability & Autism
- Equality in the Workplace (as part of the Induction suite of courses)

In addition to completing these two modules, for 2024/25 the CSC workforce have been asked to all complete **at least** one additional EDI module before March 2025 (Appendix one).

The Children's Social care leadership team will also in 2024 all be attending a one day facilitated workshop delivered by Research in Practice focusing on Cultural Humility and Anti-Racist Practice as a part of our ongoing CPD programme.

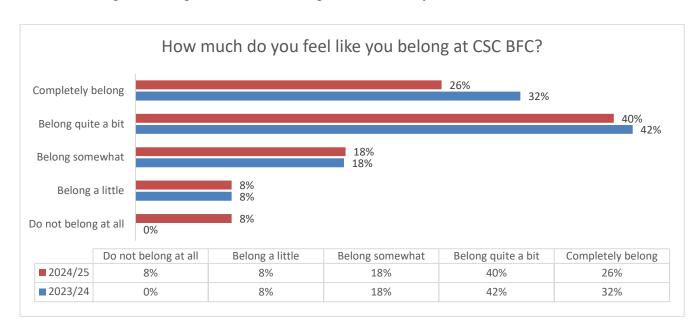
Furthermore in order to further strengthen our staff workforce HR induction processes, we have updated our induction documentation to include a dedicated EDI section linking with the council's diversity and inclusion calendar, as well as raising the profile of the equality allies and the EDI learning modules. It also further embeds our internal Sense of Belonging (SOB) pledge and the role of our communication champion group and Wellbeing Wednesdays, which both provide a time and a space for the workforce to come together, connect and continue to build our inclusive culture.

In addition to our ongoing focus on EDI training, work continues to progress in order to support being a care leaver as a recognised protected characteristic by Bracknell Forest Council as apart of our Corporate Parenting responsibility

5. Actions and mitigations planned

Earlier in 2024, our internal Sense of Belonging (SOB) survey was resent to the Children's social care workforce, in order to understand their sense of belonging experience and to gage the impact of our SOB pledge. Following feedback from last year's survey, this year it was distributed electronically rather than as a paper survey, with the expectation that it would increase response rates and also better allow of responder anonymity.

Although EDI monitoring questions were included in the survey, they were not mandatory. Consequently, the number of responses to these questions were too low to yield statistically significant results. Compared with 2023 survey results, the response rate was slightly lower at 47% vs 53% of the workforce though the results from the two surveys were broadly comparable. It is however noted that a very small number of respondents felt that they do not belong within Children's Social care. Further ongoing activities are scheduled for the remainder of 2024/25 to further embed our EDI calendar (Appendix two) across the service and within team service plans as well delivering as a range of staff wellbeing activities to try and address this.



A sample of 2023 and 2024 survey results can be found in appendix four and the expectation is that the survey will be repeated again in early 2025.

6. 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 2024/25, one of CSC's overarching service priorities continues to be to build a diverse fostering base and workforce reflective of the local community. Each service area within CSC also 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 ongoing implementation of the EDI calendar (Appendix two), where staff have volunteered to produce a short piece to share information on a different EDI event or celebration. Each piece is usually a couple of paragraphs included within our fortnightly CSC newsletter. An example of this can be seen in Appendix three.

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.

c. Accountable and Fair

CSC does note that in the most recent council wide Employee Experience Survey 2022-23, in regard 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 continue to be 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 continuation of 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.

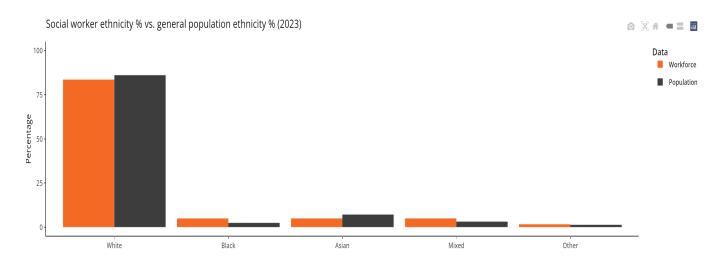
d. Diverse and inclusive workforce

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. 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. (Appendix one).

We know 86% of the population in Bracknell Forest is white (ONS, 2021) and from HR data that our workforce is slightly more diverse than the community which it serves in all areas with the exception of gender.

| Asian - Bangladeshi | 1 | 1% |
|---------------------------------|-----|-----|
| Asian - Indian | 2 | 1% |
| Asian - Other | 2 | 1% |
| Asian - Pakistani | 3 | 2% |
| Black - African | 7 | 4% |
| Black - Caribbean | 1 | 1% |
| Mixed - Other | 3 | 2% |
| Mixed - White & Asian | 1 | 1% |
| Mixed - White & Black African | 1 | 1% |
| Mixed - White & Black Caribbean | 4 | 2% |
| Other - Filipino | 2 | 1% |
| Other - Other Ethnic Groups | 1 | 1% |
| White - British | 120 | 69% |
| White - Irish | 4 | 2% |
| White - Other | 7 | 4% |
| Not Declared/shared | 15 | 9% |
| CSC workforce | 174 | |

Similar Bracknell workforce data can be found in the 2023 DfE Children's Social Care dashboard.



In relation to gender disproportionality, this is a common feature within the social work profession to have more female workers than male. This is also seen generally within Local Government. However there is work to do to attract more male workers, given the population of children we work with and care for are more likely to be male and aged 10-15 years old. Of the total Children Social care workforce, 88% are female. Examples of staff reflections can be further evidenced in the testimonials within our service's recruitment web pages which demonstrate a strong theme of feeling supported and included. Meet children's social care staff | Bracknell Forest Council

7. Customer Engagement

Views of children and young persons whom we work with are gathered routinely throughout the course of the year, as these 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 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.

Finally our regular audit work includes obtaining feedback from children and families.

7.1 Complaints

Between April 2023 and March 2024 a total of 78 complaints were received relating to Childrens Social Care, compared against 81 in 2022/23 and none were linked to protected characteristics.

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

Within last year's report it was identified that there is no formal pastoral support in place, nor formal connections with local places of worship despite the council having its own prayer room and wellbeing space located on the 1st floor of Time Square. 2024 has seen the creation of a monthly, in person, multi faith prayer group for CSC staff being established to provide staff who follow a faith a regular opportunity to pray together for the children and families which we work with.

Last year's report also suggested that collecting and monitoring Equality, Diversity and Inclusion course completion would be beneficial in order to monitor progress across the service. Since then staff have been encouraged to complete a minimum of 3 EDI e-learning courses before March 2025 (see Appendix one).

Staff participation and completion of these courses is regularly monitored on a quarterly basis with reminders sent to staff and completion reports sent to Team managers. As at the end of Q2 2024, 46% of the workforce had completed the Oliver MacGowan training and 95% of new starters had completed the Equality in the Workplace module.

8. Conclusion

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

As we look forward to 2025/26, each Team continues to work together to ensure that their service plans contain an EDI objective for either service improvement and/or for the workforce, and that these should be linked to the corporate values and behaviours and the council's Equality Group action plan, building on the work undertaken so far.

9. Appendices

Appendix One: Email to CSC Managers

Promoting and delivering EDI in the workplace is an essential aspect of good people management. It's about creating working environments and cultures where every individual can feel safe have a sense of belonging and is empowered to achieve their full potential.

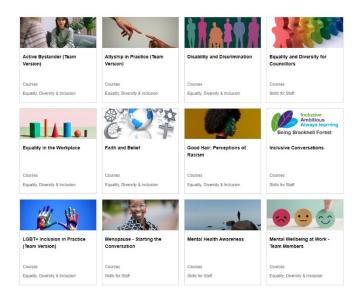
Here in Children's Social Care we want our workforce to feel connected, included, and supported. Part of this is through ongoing training to boost awareness about different types of diversity, appreciating differences among co-workers, and providing knowledge and strategies to enhance employees' interpersonal and communication skills across diversity.

EDI E-learning modules My Home Page: Homepage (new) (learningpool.com)

As you'll all be aware the council have a number of e-learning modules, of which <u>two</u> <u>are compulsory</u> for CSC Staff:

- Oliver MacGowan Training on Learning Disability & Autism
- Equality in the Workplace (as part of the Induction suite of courses)

We'd also ask that everyone completes <u>at least one additional EDI module</u> before the end of the year from a choice of 16 different available short courses – which can be found in the Equality, Diversity and Inclusion suite of courses. Please can you raise this in your next team meeting and encourage team members to diarise some time for their CPD and the complete these modules as soon as possible.



Appendix Two : CSC EDI Calendar

Diversity and Inclusion Calendar 2024

| Month/ date | Event | Туре | Name |
|----------------------|---------------------------------------|-------|---------------|
| January | | | |
| 27th | Holocaust Memorial Day | Day | |
| February | | | |
| | LGBTQ+ History Month | Month | |
| 10 Feb | Chinese/Lunar New Year | Day | |
| March | | | |
| 8th | International Women's Day | Day | |
| 10th | Ramadan starts | Month | |
| 15th | Young Carers Action Day | Day | Laura Heard |
| 25th | Holi – Hindu | Day | |
| 25th | Hola Mohalla – Sikh | Days | |
| 31 st Mar | Easter Sunday | Days | |
| April | | | |
| | Stress Awareness Month | Month | Zara Dhami |
| 2nd | World Autism Awareness Day | Day | Lauren Hawkes |
| 10 th | Eid al Fitr - end of Ramadan | Day | |
| 13th | Birth of the Khalsa (Vaisakhi) – Sikh | Day | |
| 22nd | Earth Day | Day | |
| 22nd | Passover – Judaism | Days | |
| 23rd | Saint George's Day - Christian | Day | Donna Barber |
| May | | | |
| 6th | Deaf Awareness Week | Week | |
| 13th | Mental Health Awareness Week | Week | Alison H |
| 23rd | Vesak/Wesak – Buddhism | Day | |
| June | | | |
| | Gypsy, Roma & Traveller History Month | Month | |
| | Pride Month | Month | |
| 1 st | Volunteers' Week begins | Week | |
| 10th | National Carers Week begins | Week | |
| 16 th | Eid al-Adha | Day | |
| 22nd | UK Windrush Day | Day | |
| 20th | World Refugee Day | Week | |
| 29th | Armed Forces Day | Day | Matt |
| July | | | |
| | Disabled Pride Month | Month | |

Appendix Three: CSC Newsletter Article - D-Day and Armed Forces Day 2024





Next week, Thursday 6th June marks the 80th anniversary of D-Day and with it there will be a range of events taking place nationally to commemorate the Normandy Landings. June also marks Armed Forces Day and Matt has kindly written a few words to tell us more about this event.

Armed Forces Day first started in late June 2006, originally known as Veterans Day in the United Kingdom it changed its name in 2009 to Armed Forces Day. This has become an annual event to commemorate the service of men and women in the British armed forces. The date of the 27th of June was chosen as it came the day after the anniversary of the first investiture of the Victoria Cross in Hyde Park in 1857. (The Victoria Cross is the highest honour awarded to serving personnel for heroism above and beyond the call of duty).

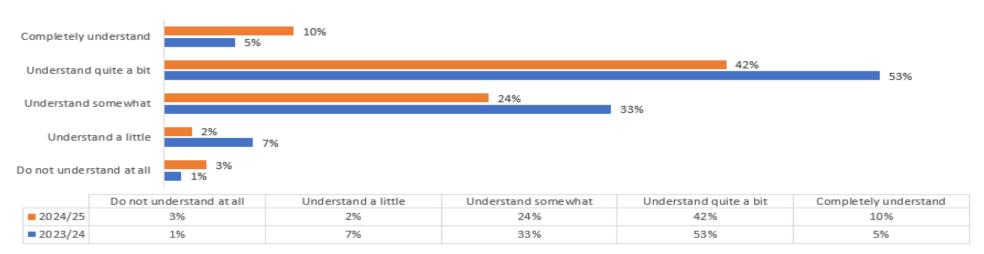
Why is it important to mark this occasion especially in a Local Authority like Bracknell Forest?

Speaking as a Veteran, Bracknell Forest is surrounded by barracks and garrisons from Windsor to Aldershot, Minely to RAF Odiham. Bracknell was a small town which grew exponentially after the Second World War. Since then, soldiers and airmen from all over the country have moved into the surrounding areas and when it came time to settle down many formed relationships in the local area and stayed here working in the local community along with many working for the Council itself. Even in our specialist roles we deal with the children of service personnel and their families. Due to the nature of life as a service personnel there is sometimes a different family dynamic from what is experienced with other families.

Armed Forces Day gives everybody an insight to what the service personnel do behind the scenes. Getting a glimpse of that and giving the wider community a better insight into to lives of the personnel and of the families that support them 365 days a year.

Appendix Four : CSC Sense of Belonging Survey – Sample of feedback

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



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

