

What can we do?

With our customers and staffs' equality monitoring, we can:

- Show how our policies are promoting equality
- Use this information to promote community cohesion
- Reveal discrimination
- Highlight any of our policies not complying with equality legislation
- Identify any of our policies adversely affecting people from different communities
- Show the numbers of particular communities using services and what outcomes they experience
- Compare results with targets
- Measure the effectiveness of service changes
- Identify the need for new or changed services

Remember the aim of equality monitoring is to show to what extent we provide a fair and equal service to **all** our customers.

If you would like a copy of this leaflet in large, clear print, audio, Braille or in another language, please telephone

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Equality Monitoring Information Leaflet



**Important information for
residents, contractors, council
staff and partners of West
Lindsey**



An introduction to equality monitoring

Equality monitoring involves collecting information on people who belong to different communities.

We gather information about our customers and staff so we can analyse the use and experience of service delivery by diverse communities and take necessary and appropriate action to improve services for particular communities.

The data alone will not explain why a service is under or over used. However it will provide a starting point for asking questions and highlighting issues.

We want to ensure that our services meet the needs of everyone in West Lindsey. We need to reach all communities so that we can improve the service we provide.

All the information gathered is classed as personal data under the Data Protection Act and is therefore confidential. The data will only be used for statistical purposes.

We will ensure that sensitive personal information is kept confidential, up to date and is not disclosed in any circumstances.

It is important to be aware that you are under no obligation to take part in the monitoring process. It will make no difference to the service you receive.

Did you know?

West Lindsey has a diverse population of 88,000 (ONS 2007 Mid Year Estimates). It covers an area of 447 square miles.

48.9% are male
 51.1% are female
 22.7% are over 65 years of age
 34.3% of households have one or more person with a long term illness
 97.64% people are white British
 2.36% are other ethnic groups
 (source: ONS 2007 Census and mid 2007 Census estimate)

What is monitored?

We generally monitor the following categories:

- Gender
- Age
- Postcode
- Race
- Disability
- Sexual Orientation
- Relationship Status
- Religion and Belief
- Nationality

Frequently asked questions

Q. Why do you need to know my gender/sexuality etc?

A. A new law (Equality Act 2006) makes it illegal to discriminate against people because of their gender or sexual orientation. This law also covers transsexual and transgender people. Discrimination and harassment is wrong and as part of our efforts to ensure this doesn't happen we need to know about when, where and how, to make sure that it stops. We understand that this is a very sensitive question and you have the option to prefer not to say.

Q. Why do you need to know my religion?

A. The Equality Act 2006 also stops religious discrimination. Some aspects of religion may mean we have to re-think how we deliver some of our services, for example ensuring that appointments don't clash with religious festivals. Again, though we would like everyone to give us this information, it's entirely up to you.

Q. Why are you asking about nationality?

A. Because your nationality is not necessarily the same as your ethnic origin. It helps us to look at and review our services to ensure we have a better understanding of the needs of all of our residents.