Monitoring Guidance

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Introduction

We are committed to equality of opportunity and valuing diversity in both the provision of services and in our role as a major employer. We believe that everyone has the right to be treated with dignity and respect.

Equality in Service Delivery demonstrates our commitment to providing our services fairly to all sections of the community. It recognises that all sections of society may experience prejudice and discrimination and seeks to eliminate it from all Council business. Accepting that people are different and valuing diversity means that we must allow for this in service provision.

Equality planning and monitoring are increasingly important for local authorities. The aim of this document is to provide guidance to staff and managers on integrating equality into planning and monitoring service delivery by:

- Outlining the reasons for, and the benefits of, equality monitoring
- Explaining why, how, what and when to monitor
- Outlining our corporate equality objectives
- Providing advice on planning and setting service specific equality objectives
- Explaining how equality monitoring will influence our work.

The promotion of fairness and equality is a mainstream activity, which means that equality issues must be considered and integrated into the Authority's existing strategic and operational plans, including all policy development, implementation, evaluation and review processes. Each Directorate must, therefore, ensure that responsibility for equality has been agreed and clearly designated.

Setting standards for monitoring service delivery and responding properly to findings, will mark a significant move forward in our work on equality. It will also provide important information for working within the Best Value framework

All divisions need to consider what steps they could take to include equalities monitoring for all the relevant target groups in specific service areas.

1. Equalities Monitoring in Service Delivery

Equality monitoring is the process used to gather, store and analyse data relating to equality issues and it is a statutory requirement under equality legislation (see point 3a below).

Quite simply 'monitoring' is about measuring and taking stock. Monitoring lets us see how services have operated in the past, but more importantly can be used to inform action and future service delivery. The gathering and presentation of information about who uses our services, and the communities' views on them, is an essential management tool for planning and reviewing services, and is a core principle of Best Value. In terms of employment monitoring, public bodies are required to work towards a workforce that is representative of the community it serves at all levels.

Equality monitoring relating to service delivery recognises that there is no standard service user with standard needs and that need may be affected by factors such as age, disability, gender, race, national origin, sexual orientation or any other factors which may cause disadvantage.

Monitoring should only be carried out where there is a clear purpose for data collection, for example, improving outcomes for service users or staff. Public bodies must implement robust systems for monitoring equality around employment and service delivery to ensure that services are inclusive and where necessary take action to improve inclusiveness. It is important to remember that monitoring is done to remove discrimination and create a level playing field. The following test questions can be applied to this principle:

1) Do you know what sections of our diverse community are accessing or using our services?

2) Are we providing services to sections of our community differently that indirectly can be viewed as being on **worst terms** or a **worst manner?** You may be surprised that if your answer to this question is 'I don't know', then this in itself may amount to discrimination.

Solihull Council aims to use a system for collecting data on service delivery and employment where the customer is **only asked once** for the monitoring information and the data is then used for statistical purposes. We will use the Customer Relationship Management System for services delivered through Solihull Connect to populate the data. This does not mean that we will collect data for every single type of transaction at Solihull Connect; we will collect data from people using services where is a statutory duty or close customer relationship. Examples of the these types of transactions are;

- applying for Council housing,
- applying for free school meals,
- applying for housing/Council tax benefit.

Data will not be collected from transactions such as enquiring about refuse collection.

It is important to stress that no personal customer information will be shared. The only exemption to this is rule is where there is an express permission from the customer to use their personal information to take account of any specific needs to ensure that we take all reasonable steps to deliver our services effectively. An example of this is where a customer is has a visual impairment and needs written information produced in an alternative format, such as large print.

Until the CRM system of recording equality monitoring data is developed and implemented, it is important that service areas determine which key services require monitoring **and** evaluating and manage the process through their Directorate Equality and Diversity Group. A key guide to identifying services to see whether they are being delivered fairly can be found in the Commission for Racial Equality Guide-'Ethnic Monitoring - A guide for public authorities' (,Page 72 Appendix 3). Although the CRE guide focuses on ethnic monitoring, the principles of fairness and monitoring applies equally to other equality areas.

If there are key services that are currently being monitored, then on the basis of information gathered, services can begin to plan the steps necessary to improve the distribution of the service and the communities' level of satisfaction. The main principal of monitoring is the commitment to act on the findings.

2. Why we need to integrate and monitor equalities

Equality needs to be monitored to determine whether Councils are offering equality of opportunity to customers and to ensure that they are equally able to gain full access to council services. To achieve the desired outcomes from equality monitoring, systems and processes will have to be developed to:

a) **Comply with the law** – there is a legal duty to take account of equality issues when planning and delivering services. The laws we must consider are:

- Race Relations Act 1976 and Race Relations (Amendment) Act 2000
- Sex Discrimination Act 1975
- Disability Discrimination Act 2005
- Equality Act 2006 (includes the Gender Equality Duty)
- Children Act 1989
- NHS and Community Care Act 1990
- Local Government Act 1988
- Human Rights Act 1998

Under the Disability Discrimination Act, public bodies are required to engage with disabled people in a meaningful way. Community groups such as disability advisory groups could guide decisions about what should be monitored and why.

Although monitoring around sexual orientation and religion and belief are not currently legal requirements, the Equality Act 2006 places a duty on public bodies to prohibit discrimination in the provision of goods and services (includes employment). Monitoring these two equality strands will be useful in delivering good service outcomes, for example, monitoring for sexual orientation for housing services and as part of the requirement to meet the Equality Standard for Local Government (see f) below.

Workforce monitoring:

Under the Race Relations (Amendment) Act 2000, all local authorities have had a duty to monitor their work practices and procedures by ethnicity to those who:

- receive training
- benefit or suffer disadvantage as a result of performance assessment
- are involved in grievances
- have disciplinary action taken against them
- end employment with the authority

They are similar duties under employment under the disability and gender equality legislation in order to ensure consistency and robustness and highlight areas of potential discrimination that needs to be addressed.

b) **Ensure our policies are effective** – unless we know who is, and more importantly for equality purposes, who is **not** using our services and what people think of them, we can not tell if we are achieving our equality policy aims of providing services that are appropriate and accessible to everyone. Monitoring will enable us to check our performance against our targets.

c) **Aid service planning** – monitoring is vital for planning, targeting and measuring development in service provision. It can show inefficiencies in the way we organise services and indicate new opportunities in terms of needs and markets. It can also highlight specific training needs. Monitoring also enables informed decisions to be made about priorities and resource allocation.

d) **Improve service quality** – challenging inequality will improve the overall quality of our services because it ensures we are delivering services in the most appropriate way to meet the needs of all Solihull residents.

e) **Valuing cultural and ethnic diversity** - ensuring that our services are shaped and delivered which takes account of the diverse needs of our community and contributes to how we build a strong and cohesive community in the borough. It is also important that the Council's work-force reflects the community it serves is central to the development of services that respond to local needs. This helps involve all sections of the community in the local democratic process.

f) **Achieving Standards** – We have an obligation to provide information for example, on who uses our services; what level of the Equality Standard we have reached, and the number of racial incidents we have recorded. It is important that equalities monitoring is included with or builds on these in order to achieve the standards

g) **Meet the criteria for accessing financial and other resources from external sources.**

For example, **European Structural Funds** – all organisations seeking support from the Structural Funds will need to demonstrate how their projects contribute to improved equality.

Many other funders are seeking assurance from local government (or the lead partner in funding arrangements) that bids will meet equal opportunities requirements and standards

h) **Provide information for inspections/quality standards/accreditation**

- **Beacon Status** – applications ask specific questions in relation to what equality monitoring is in place and what action the Council has taken to address any differential impact.
- **Inspection** - available evidence shows that external inspectors e.g. Commission for Social Care Inspectorate and OFSTED will look for examples of equality monitoring.

3. Monitoring Equality (how, what and when to monitor)

It is important to ensure that services are fully aware of what they want out of the monitoring system, in order that the right data can be collected and acted on. It is no use collecting information for the sake of gathering it, monitoring will need to be carried out so that services have accurate information on particular groups using their service. **Information should only be collected for a specific purpose and used for that purpose only.** The emphasis should always be on identifying outcome-oriented actions rather than outputs which are easily measured but do not necessarily measure the key experiences which matter to people from different equality groups.

All staff involved in operating a service need to understand the reason for monitoring and the way that monitoring will be undertaken. Our monitoring approach should be communicated to service users and staff in a sensitive and supportive manner. Not knowing what purpose monitoring serves may build up resentment and a lack of engagement in the process. Steps to consider when implementing monitoring are:

- Consulting staff
- Linking monitoring to other service reviews
- Training staff in the relationship between customer care, equality and improving access
- Providing training on the monitoring system to be used
- Providing ongoing support to staff using the system
- Ensuring a customer sensitive approach to monitoring to encourage customer co-operation.

3.1 Setting Equality Objectives (Including Outcomes)

The setting of equality objectives is the most effective way of monitoring and evaluating the effectiveness of our equality policies and is embedded in our key customer outcomes.

Including equality objectives in service plans will enable the aims of equality policies to be addressed and statutory obligations met. Equality objectives should also be integrated into all existing quality assurance cycle/performance planning processes. As such they will provide a useful management tool to measure progress towards the achievement of equal opportunities.

As additional equality objectives will be service specific, the range will vary considerably both within and between Directorates. They may be determined in the following ways:

- By using the findings or specific actions arising out of Equality Impact Assessments (EIAs)

- By using the Diversity Business Standard diagnostic tool as a prompt to consider equality issues in all review processes. If the answer to any of the prompts is no, this may be translated into an equality objective.

- By using the **Equality Standard** as an initial benchmark. One of the corporate equality objectives is to meet Level 3. This would therefore be an appropriate starting point.

  For example one of the questions at level 3 is:

  Do your action plans specifically address the importance of barriers, accessibility and reasonable adjustment in the provision of services?

If the answer is no, this should be translated into an equality objective to start monitoring take up of core services and inserted into the action plan.

All Directorates should monitor the operation of their service specific equality objectives they have identified in action plans.

The Corporate Equality and Diversity Group will audit equality activity, including Directorate equality objectives. It is therefore important that Directorates monitor progress and report on them as required.

3.2   Setting targets:

Target setting can sound easy in theory but is difficult to do in practice and many targets do not result in improved performance. Targets are a tool to help improvement. In some instances people look at previous performance figures and suggest a target that builds on past performance. The Equality Standard at Level 3 requires that all designated community, staff and stakeholder groups participate in the development of equality objectives, service design and employment practice.

To help you to set targets you need to consider:

- what outcome you are trying to achieve – fully research need and solution
- how to collect the information needed to find out actual use/take-up
- use robust Performance Indicators (and other data) to ascertain where you are now, past performance and future achievements
- changing local and national targets, priorities and initiatives

Teams should also refer to the Council's SORP 2- (Corporate Performance Management Framework) for further guidance.

3.3   Monitoring categories

Classification systems should be designed to enable those participating in the monitoring to clearly understand that they belong to a single category under each main heading rather than a range of possible categories. Respondents should be able to decide for themselves the categories they belong to - not a member of staff.

The categories used to collect data, as a minimum, need to be consistent throughout the Council so that the information gathered can be compared with other Directorates and also with Census statistics. The Council's corporate categories are contained on the Corporate Equalities Monitoring Form (Appendix 2). The ethnicity classification has been used from the 2001 Census.

The 2001 Census categories are national standards recognised and used throughout the country. The use of the 2001 Census categories for ethnic monitoring enables local authorities to compare their workforce or service delivery with the local population. There are 17 categories for ethnicity which are divided up into five main categories - White, Mixed, Asian or Asian British, Black or Black British and Chinese or other.

It is recognised, however, that monitoring forms and classifications will be designed with the needs of the particular service and local communities in mind so that the data is locally relevant

and can highlight barriers to service delivery and help deliver real change If additional groups (other than those contained in the Corporate Equality Monitoring Form) are relevant to the delivery of a particular service e g. unemployed, homeless, gypsy or travellers, refugees, single parents, Polish workers etc, then these categories of data can also be collected. Where possible, any additional categories should lend themselves to being aggregated back to the core categories; this enables information to be exchanged between Directorates.

In terms of good practice, several legacy organisations to the new Equality and Human Rights Commission such as the Commission for Racial Equality (CRE), the Disability Rights Commission and the Equal Opportunities Commission (EOC) produced some good guidance on monitoring data.

3.4   Confidentiality

Everyone involved in the process of gathering, collating and analysing data must ensure that all information on individuals is kept confidential. Summarised data records should be open and available. Some staff and service users may have concerns around data protection so it is also important that any monitoring undertaken follows the Data Protection Act that stipulates that data must be:

- fairly and lawfully processed
- gathered only for lawful and specified purposes: it should not be processed further in ways that are incompatible with the specified purposes
- adequate, relevant and not excessive
- accurate
- retained only for as long as is necessary
- processed in accordance with individuals' rights
- stored securely.

Data should not be published in any way that allows an individual to be identified unless the individual has explicitly granted their permission.

Any monitoring must comply with our legal obligations under the Data Protection Act 1998, the Human Rights Act 1998 and the Freedom of Information Act 2000 , which came into effect in 2005. Every citizen is entitled to expect that information that Solihull we hold about them is obtained lawfully, kept accurately, securely and for no longer than is necessary. For more information, contact our Information Governance Team.

3.5   What kind of monitoring do we need to do?

Most organisations already collect data on the ethnicity of their employees or service users, as well as data relating to age, gender and disability. Monitoring in terms of employment for example, highlights differences between groups, such as minority groups or staff from particular teams or grades, in terms of productivity, satisfaction and progression.

Both quantitative and qualitative monitoring are important in equalities work.

Quantitative data is information or data that can be counted or measured numerically. **Qualitative** data is the interpretation or analysis of words or text into attitudes or experiences for example, conducting research, focus groups, interviews etc.

Services are encouraged to use tangible and measurable outcomes for monitoring, including for example, increased take-up of services by previously excluded groups.

An example of a quantitative target you may wish to include in your action plan could be:

- to increase take-up of services by black and ethnic minority community from 2% to 3% over 2 years.

Quantitative research can be undertaken by:

- A snapshot – a one off exercise
- Periodic, regular monitoring
- Ongoing, continuous monitoring with regular reviews.

Where the quantitative data shows an unequal distribution of service use, qualitative research with users and non-users should be carried out to find out why. Steps can then be taken to improve the service.

Different services will need to measure different things so monitoring will many different forms:

1)   Ongoing contact

This measures people's experience - over a period of time - of the processes that we use to deliver our services. It shows how different groups are treated at different stages of a process, from when they first contact us through to a range of possible outcomes. An example of where this method may be used is in the process of a homeless application for housing, where it is likely that we would like to find out whether or not:

- there is a difference in outcomes of applications from different equality groups
- there is a difference in the perception of service delivery for different groups
- all groups are accessing the service equally
- any action that has been taken to improve the service is working.

2)   Limited or occasional contact

This looks at what happens when contact between us and the service user is fairly short-term, limited and occasional. An example of where this method may be used is in the processing of planning applications. It is likely that we would like to find out whether or not:

- there are any particular equality groups that are using the service more than others
- all groups are accessing the service equally
- there are differences in the outcomes of applications from different equality groups
- there is a difference in the perception of the service for different groups.

3)   Usage

This type of monitoring is used to draw up profiles of service take up and needs for different groups. This can help to assess and allocate the resources needed in the future; and to develop ways of delivering services that meet the needs of different groups. An example of where this method may be used is in the physical activity and sports development where we may like to find out if:

- there are differences in the frequency of service use by different equality groups
- there are differences in the ways that different equality groups use services
- the services and the way that they are delivered are meeting the needs of the communities they serve
- there is anything the service can do to increase use by those groups that under-use the service.

4)   Satisfaction or complaints

This kind of monitoring can be carried out by adapting routine customer satisfaction surveys and records of service complaints to include a question that asks the respondent to indicate which equality group they belong to. This will help to assess whether satisfaction varies between equality groups and, if so, why. Using these methods we may want to find out if:

- there are differences in the satisfaction levels or complaint rates from different equality groups
- there are particular areas of their service that cause a problem for different equality groups
- whether or not different equality groups have different expectations of their service
- there is an underlying cause or barrier that means that different equality groups are receiving a better service than others.

3.6   What is the most practical way of collecting the information?

It is important to remember that monitoring is done to remove discrimination and create a level playing field. Decisions need to be made after careful consideration about why the information is needed. There are no hard and fast rules but you must consider:

- Is the information available from current documentation or does a separate form needs to be used?

- How do you get people to provide information you require?

Wherever possible the individual should be given the form to complete themselves i.e. in the office, or during a home visit. Where face to face contact is not likely for a while you may have to ask for the information during a telephone conversation. Where children are concerned the parent or guardian may have to provide the information.

It must also be clear how the information is to be stored and reported. Data must be stored in a way that does not reveal the identify of the individual. For this reason, extreme care must be taken in cross-collating results with other categorisation criteria. For instance, reporting that an organisation of 5,000 staff includes two black people is fine, but relating this information to a particular pay scale that is then broke down to include one member of staff in one division and one in another would put their privacy at risk.

It is vitally important that service users and staff understand and appreciate why they are being asked to provide information about themselves and how this information will be used. Consideration must be given to factors that impact on groups differently in terms of asking for the information:

1)   Ethnicity:

One of the questions that have to be asked for monitoring purposes relates to ethnicity. It is preferable for the individual to identify their own ethnicity rather than for someone else to make assumptions.

2)   Disability:

Another monitoring question relates to disability and again people need to identify themselves as having a disability. In order to do this they may need to be told what the definition of disability is (see Appendix 2) and be reassured that admitting they have a disability will not in any way disadvantage them and may in fact ensure that they obtain the service they require.

3)   Sexual Orientation and Religion and Belief

Considering the best way to introduce monitoring on sexual orientation or religion presents concerns for many organisations. For some organisations or specific services, determining which services to apply these questions presents a difficulty; for others it is the sensitivity of asking or receiving the information. Although questions on these two categories are included on the Corporate Equality Monitoring Form (Appendix 2), it will be the responsibility of Directorates/Divisions to determine when to apply any of these two categories. Using the outcomes of Equality Impact Assessments is a valuable tool in determining when to include these categories for monitoring. Monitoring on sexual orientation[1] and religion and belief can help an organisation to identify, tackle and prevent discrimination against LGBT people or people of a religion or belief. The information can undermine for example productivity in employment or in terms of service delivery how people are accessing or not accessing our services

It is important to also note that achieving Level 3 of the Equality Standard for Local Government requires us to have equality objectives and targets for sexual orientation, age, religion and belief to set by March 2009.

Examples of how the information may be collected and ways of explaining why it is collected are in Appendix 4.

4.   **What next?**

Once a decision to carry out equalities monitoring has been made, and a method has been chosen, a strategy for implementation should be developed that has been agreed with your manager **and** endorsed by your Directorate Equality and Diversity Group. The strategy should detail:

  • What are you going to do?

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[1] Transgender is not a form of sexual identity Although Trans people have many equality and rights issues in common with LGB people and form LGBT organisations to pursue common aims, being Trans has nothing to do with who you are attracted to. Trans people can be Gay/Lesbian, Bisexual Asexual, as well as Heterosexual just like any other individual.

- How are you going to do it?
- What are the outcomes?
- Who is responsible?
- Timescales?
- What are the resource implications?
- How and when will the information be analysed?
- How will the results be distributed?

The actions above must be recorded using the Specific Monitoring Form (Appendix 3).

4.1   Analysis, Interpretation and Action

It is essential that where information is gathered, it is analysed, and the analysis used to inform practice. In order to establish whether the take-up of your service reflects the use you would expect to see if it is truly an equal access service, you firstly need to consider the following:-

- Is the service targeted at a particular group in the community?
- Is it a selective service which some people may choose not to use?
- Is it a universal service provided for everyone living in, or visiting the Borough?

It is only on the basis of these factors that proportionality (i.e. use of service compared with the population classifications) can be established. It is against this proportionality that your data should be collated and analysed. Remember the main principal of monitoring is the commitment to act on the findings.

4.2   Presenting Findings

Findings must be presented in away that are accessible and easy for staff, users and councillors to understand. Involve those who participated in collecting the data and wherever possible, use visual representations such as graphs and pie charts. You should be able to answer such questions as:

- How do these figures match the desired distribution across the Borough's population?
- Are any groups significantly over or under represented?
- Are any patterns typical, or are there other factors, such as seasonal or need dimensions which should be taken into account?
- Is any pattern specific to the Borough? Could the data be compared with monitoring exercises in any other similar local authorities?
- Is the data part of an ongoing monitoring process which could show trends over a period of time?

If the data reveals that a service is not being used equitably by the whole community the service area will need to seek further views from any interested parties in order to try to establish why. This consultation can include:-

- Staff
- Managers
- Users of the service
- Non-users of the service – particularly those in the under-represented groups
- Councillors
- Internal forums
- Citizens's panel
- Other partner organisations

5. **Reporting and publication of monitoring findings**

Equality Monitoring is part of all fundamental performance reviews, service planning and reporting processes. Directorates are therefore expected to report annually on how they are embedding equality objectives and performance indicators in service plans.

6. **Additional help and support**

Corporate Advice:

Additional support is available from the Equalities Team. Telephone 0121-704-6104/6119.

7. **Further information:**

Census information for Solihull – includes the 2001 Census and mid year estimates on population, households, ethnicity, age etc.

Summary of Census information: http://solnet/hr/Documents/Excel/Census2001.xls

Ethnic monitoring: a guide for public authorities 2002 – (right-hand side of page) on CRE website

How to monitor sexual orientation in the workplace 2006 – (midway down page) from the Stonewall website

http://www.idea.gov.uk/idk/core/page.do?pageId=845670 – Idea- Target Setting Guidance

Appendix 1-

Population Statistics- Ethnicity -based on 2001 Census

	White		Mixed		Asian		Black		Chinese	
Solihull Borough	188,723	94.5%	2,565	1.3%	5,074	2.5%	1,895	0.9%	1,258	0.6%
Bickenhill	12,929	95.3%	167	1.2%	210	1.5%	169	1.2%	86	0.6%
Castle Bromwich	11,388	96.0%	151	1.3%	85	0.8%	154	1.3%	74	0.6%
Chelmsley Wood	10,265	93.9%	312	2.9%	59	0.5%	256	2.3%	35	0.3%
Elmdon	9,272	94.7%	111	1.1%	297	3.0%	56	0.6%	60	0.6%
Kingshurst/Fordbridge	15,999	94.8%	409	4.9%	94	0.6%	347	2.2%	23	0.1%
Knowle	10,534	97.3%	67	0.6%	136	1.3%	27	0.2%	57	0.5%
Lyndon	9,488	94.9%	83	0.8%	315	3.1%	73	0.7%	44	0.4%
Meriden	11,513	97.5%	86	0.7%	156	1.3%	19	0.2%	37	0.3%
Olton	10,700	93.0%	145	1.3%	544	4.7%	76	0.7%	43	0.4%
Packwood	14,047	96.7%	110	0.8%	259	1.8%	35	0.2%	73	0.5%
St. Alphege	13,053	93.5%	133	0.9%	551	3.9%	39	0.3%	190	1.4%
Shirley East	10,957	92.7%	90	0.8%	600	5.1%	79	0.7%	90	0.8%
Shirley South	15,747	93.1%	142	0.8%	686	4.1%	107	0.6%	233	1.4%
Shirley West	11,139	94.3%	116	1.0%	386	3.3%	100	0.8%	61	0.5%
Silhill	11,474	92.5%	117	0.9%	631	5.1%	67	0.5%	111	0.9%
Smith's Wood	10,200	93.2%	327	3.0%	60	0.5%	297	2.7%	39	0.4%

Population figures are reproduced with the permission of the Controller of Her Majesty's Stationery Office
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Appendix 2

Corporate Equalities Monitoring Form

Solihull Metropolitan Borough Council (SMBC) is committed to Equal Opportunities. Within our Equal Opportunities Policy, SMBC aims to promote fairness and equality of access to all in respect of service provision and employment.

The aim of our policy is to ensure that no individual receives less favourable treatment on grounds of colour, race, ethnic or national origin, gender, disability, sexual orientation, age or religion. In order to help us effectively monitor our services, please can you complete this monitoring form. All information provided by you will be treated in confidence.

Gender:

Male   Female

Age:

Under 16 years   35 – 44 years
16 – 24 years   45 – 59 years
25 – 34 years   60 - 75 years
                                               75 years+

Ethnicity

White   **Black or Black British**
British   Caribbean
Irish   African
Any other White background   Any other Black background

Mixed   **Chinese or other Ethnic Group**
Caribbean   Chinese
White and Black African   Any other ethnic group
White and Asian
Any other Mixed Background

Asian or Asian British
Indian
Pakistani
Bangladeshi
Any other Asian Background

Language:

Is your first language English?   Yes/No

If no, please state first language:

13 October 2008

Disability

Under the Disability Discrimination Act (DDA) 1995 the Act defines a disability as "a physical or mental impairment which has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. Do you have an illness or condition that is considered a disability as defined under the DDA?-

YES   NO

If yes, please state nature of disability:

Visual Impairment
Hearing Impairment
Learning Disability
Physical Disability
Other

*Do you have a religion or belief you would like to mention?

Christian   Jewish
Hindu   Buddhist
Muslim   Any other
Sikh   No religion or belief

*Would you like to mention your sexual orientation?

Yes   No

If Yes:
Heterosexual
Gay Man
Lesbian Woman
Bisexual

* Please see section 3.6.3 to decide when to include these categories.

Appendix 3 – Specific Monitoring Form

SPECIFIC MONITORING

Equality Objectives To Include in Equality and Diversity Service Plans (identified from unmet areas of Equality Standard, Equality Impact Assessments and Diversity Business Standards)	
What are we going to do?(Targets/Objectives)	How are we going to do it? (Activities)
What are the outcomes? (What are you using as comparators, success criteria/performance indicators)	

Who is responsible?	Time-scales	What are the resource implications?

How and when will the information be analysed? (including evaluation methods)

How will the results be distributed?

Appendix 4

COLLECTING MONITORING INFORMATION

Face to Face

In face to face situations a short explanation similar to the examples given below can be used whilst handing the form and explanation sheet to the individual:-

"We operate an Equal Opportunities Policy for service delivery. To help us monitor this policy, and for no other purpose, please provide the details requested".

"We are trying to achieve equality of opportunity in employment and services. To make sure that people are not discriminated against when accessing our services everyone is asked to provide monitoring information".

Telephone

When dealing with people over the telephone the explanations can be adapted as follows:-

"We operate an Equal Opportunities Policy for service delivery. To help us monitor this policy and for no other purpose, please could you answer the following questions".

"We are trying to achieve equality of opportunity in employment and services. To make sure that people are not discriminated against when accessing our services we are asking everyone the following questions".

The questions then need to be asked may include:-

"What is your/the person's ethnic group, gender, disability ......?"

"Do you/the person need an interpreter?" If so – "what language?"

"Do you consider yourself to have a disability?"

"Do services need to take account of your/the person's religion?" If so – "What is your/the person's religion?"

If information on an adult has been provided by someone other than the service user it should be verified with the service user when possible.

Dealing with questions

Explaining why we are asking for the information before handing people the form to complete or asking them for the information over the telephone may reduce the need to ask questions. It will also make people more amenable to completing the form/giving the information verbally.

Possible Questions

Q: **What if I refuse to complete the form?**

A: You are not obliged to fill in the form in order to get a service. However, the information will help us to make sure we provide you with the most appropriate/sensitive services. It will also help us to check who is using our services and who is not and to plan improvements to services to make them more accessible.

Q: **What does the Council do with the monitoring information?**

A: The information will be used to find out how many people from different groups are accessing our services. We can then measure if this is improving over time We will also be able to plan action to combat under representation in different areas of service provision.

Information about disability, ethnic origin, gender, sexual orientation, language and religion will enable us to make sure services are provided in an appropriate and acceptable way. The information is not passed on to any other agency/organisation and is not used to check nationality/citizenship status.

Q: **Won't keeping details of ethnic origin/disability etc make it easy for people to discriminate?**

A: According to the evidence available discrimination is more likely when records are not kept. Those who want to discriminate will do so without the need for records but records are vital in order to uncover discrimination and stop it

Q: **How will people get to know if monitoring has made a difference to service provision?**

A: More people from minority groups should receive services and they should improve in terms of appropriateness and sensitivity The results of monitoring will be reported to Scrutiny Committee