

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
- 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

What is equality monitoring?



COMMUNITY FOCUS RESPECT FOR PEOPLE

Equality Monitoring

Everything you need to know

PHOTO

**Important information for
residents, contractors and
partners**

Contact details + Alternative formats
string.

Equality monitoring is the process used to collect, store and analyse data about people's backgrounds, including race, gender, disability, sexuality, religion or belief and age.

Why are we monitoring?

The Equality Act 2006 made it illegal to discriminate on grounds of age, gender, disability, race, sexual orientation, religion or belief.

We believe that everyone has the right to be treated fairly, with dignity and respect and are committed to treating everyone equally. We believe in developing a workforce which broadly reflects the local community and will ensure that every job applicant is treated equally and fairly.

Equality monitoring will also help us to find out if our residents are accessing our services.

How will we collect the data?

We have produced a standard equality monitoring form, which will be used for all internal and external equality monitoring. This will allow us to collect the same information from across our different services, which will help us to see whether different services are meeting the needs of the community

What will we do with the information?

The information that we collect will be analysed to see how our services are used and who by. It is essential to help us check that our policies, services and culture are meeting the needs of the community. Monitoring our services will help us to understand which groups are using our services and see if levels of satisfaction are the same for all groups. It also tells us if we are reaching under-represented groups and if the services we provide are relevant to their needs and provided fairly.

Residents may not be accessing a service because:

- They don't know it exists
- They don't think it's a service that they want
- It's a service that they want but they don't like the way we provide it
- They've tried it and don't like it

By monitoring we can make sure that everyone who wants to access our services is able to do so.

We see monitoring as part of an ongoing process of asking questions, investigation and making changes to develop our services to continually improve the quality of life in South Kesteven.

All information that we collect is confidential and will only be used for statistical purposes. It is protected under the Data Protection Act.