

# Equality Monitoring Guide

## Why monitor for equalities?

Equality monitoring is looking at who is or should be using our services, to see whether or not we are meeting their needs. We ask our service users for this information, to make sure we provide the services they need.

ensure compliance with the law (Equality Act 2010)

tackle inequality and under-representation

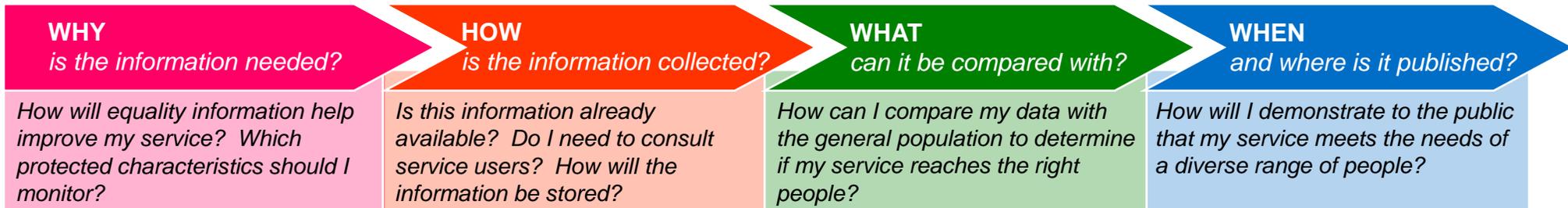
plan appropriate services that meet people's needs

provide services that reach the right people

manage performance

drive service improvement

**How can we monitor for equalities?** You need to consider the following issues and **record your decisions**.



**Monitoring service provision** The **protected characteristics** are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race / ethnicity, religion and belief, sex / gender, and sexual orientation.

### Decide what to monitor

Who is requesting, applying or receiving a service? What is their experience / outcomes?

### Collect

Monitor applicants / recipients, comments, compliments and complaints for equalities.

### Analyse

Compare with the general population: are there over or under-represented groups?

### Explain & redesign

How can barriers be overcome? Is the service meeting the needs of different groups?

### Improve

More equal access to services.

## Confidentiality and data protection

All equality monitoring information is classed as personal data under the **Data Protection Act**. This means that it must be treated confidentially, and you must tell people **WHY** data is being collected and **HOW** it will be used.

## Downloads

**Equality monitoring template:** <http://smarturl.it/EqualityTemplate>  
**Consultation good practice guide:** <http://smarturl.it/EqualityGuide>  
**Equality and consultation analysis forms:** <http://smarturl.it/ECAForms>

**Questions? Contact Wendy in the Policy Team:**

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