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 underrepresentation

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.

WHY

is the information needed?

How will equality information help improve my service? Which protected characteristics should I monitor?

HOW

is the information collected?

Is this information already available? Do I need to consult service users? How will the information be stored?

WHAT

can it be compared with?

How can I compare my data with the general population to determine if my service reaches the right people?

WHEN

and where is it published?

How will I demonstrate to the public that my service meets the needs of a diverse range of people?

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 underrepresented 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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