

## Our Vision:

To make Breckland 'A better place with a brighter future for everyone.'

## Frequently Asked Questions

### Do I have to answer these questions?

These questions are optional. You do not have to answer them, but we would appreciate it if you could answer some or all of them.

### What do you do with this information?

We will analyse your information as part of a larger batch, and look for trends and commonalities. We may produce graphs and charts showing percentages by age or gender.

### Is my information held securely?

All information is held securely and in accordance with the Data Protection Act 1998.



## Contact us:

Breckland Council  
Elizabeth House, Walpole Loke  
Dereham, Norfolk NR19 1EE  
Tel: 01362 656870  
email: [contactus@breckland.gov.uk](mailto:contactus@breckland.gov.uk)  
[www.breckland.gov.uk](http://www.breckland.gov.uk)

This document can be made available in other translations and formats on request. Please telephone **01362 656870** and ask to speak to Customer Services.



# Equality Monitoring...

## What is it?



Breckland Council is committed to promoting equality and diversity in Breckland and in providing fair and equal access to services for all. This leaflet explains why we monitor equality and aims to help you understand the steps we take to ensure we do not discriminate in our dealings with anyone who lives, works or visits Breckland.

## Equality Monitoring

Equality monitoring involves the collection of information about customers, staff and others that we interact with on a daily basis. It is a very important part of tackling inequality and discrimination. It will help us to check whether the services provided by Breckland Council are meeting the needs of all local communities. It is more than just gathering data.

This information can be analysed to inform us of the use and experience of service delivery by diverse communities. By collecting monitoring information we will be able to provide evidence that we are reaching the people that need particular services and identify when we are not. It can help us identify possible barriers to services and areas for improvement.

Equality monitoring by itself does not explain why a service is under or overused by some people. It provides an evidence base and starting point for highlighting issues. This enables us to identify how we can improve services to make them more accessible and inclusive.



**It is important to be aware that monitoring questions are optional and that you are under no obligation to take part in the monitoring process but your answers will help us to monitor fairness and equality. It will be a great help to us if you fill in our monitoring questions, but if you do not wish to complete all of them, the ones you do fill in will still be of assistance to us. All monitoring data is classed as personal data under the Data Protection Act and will be treated confidentially. We will only use equalities information for statistical purposes.**

## What We Monitor

Under the Equality Act 2010, there are 9 protected characteristics that we will ask questions about:

- ⦿ Age
- ⦿ Gender
- ⦿ Disability
- ⦿ Gender reassignment
- ⦿ Marriage and civil partnerships
- ⦿ Pregnancy and maternity
- ⦿ Race
- ⦿ Religion
- ⦿ Sexual Orientation

Monitoring of these protected characteristics will vary, and it will not always be necessary for us to ask every question to every resident.

## What We Do With Monitoring Information

**The equality monitoring information enables us to:**

- ⦿ show how our policies and functions promote equality
- ⦿ identify policies and services which negatively affect people from different communities
- ⦿ reveal discrimination
- ⦿ identify access issues and barriers to services
- ⦿ evidence the need for new or amended services
- ⦿ review service delivery over time
- ⦿ measure the effectiveness of service changes
- ⦿ identify non-users of services and facilities

**Equality Monitoring is carried out to show the extent to which we provide fair treatment and equal access to all our services for all of our customers.**