

West Lancashire Borough Council

Equality Scheme

April 2011 – March 2015



Foreword

At West Lancashire Borough Council we recognise that local people come from ever widening backgrounds and have different cultures, experiences and needs.

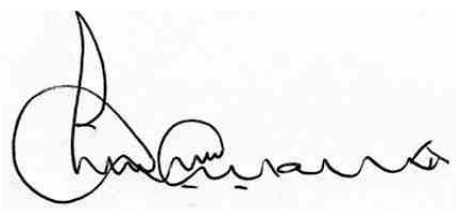
It is the very diversity of our population, which contributes to the richness of the life and character of our community. Everyone living and working in our Borough has an equal right to services, life opportunities and opportunities for employment and to be treated with respect and dignity.

In this equality scheme we have set out what we will do to ensure that people do enjoy equal opportunities, and are free from unlawful discrimination, harassment and victimisation.

Our equality scheme is important to us not only because it allows us to focus on our duties towards the specific groups outlined as protected characteristics in the Equality Act 2010, but also because it supports the very business of our organisation – identifying barriers to providing the best possible services and making improvements so that all our residents benefit.

The scheme is fundamental to the delivery of our Business Plan and our corporate priorities.

Over the last few years, we have introduced systems and initiatives to support our legislative duties and our commitment to promoting equality. This scheme builds on that work and demonstrates our further commitment over the next four years.



Councillor Ian Grant
Leader
West Lancashire Borough Council

Mr William Taylor
Chief Executive
West Lancashire Borough Council

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Background and context

West Lancashire Borough Council has a history of promoting equality and diversity. Over the last ten years we have worked hard to raise awareness of equality issues within the authority, providing training for our employees and our Elected Members, and introducing equality impact assessments for policies and strategies. In January 2010, we commissioned an external review of our work on equality in order to identify how we can further improve access to our services and jobs within the Council for all people in our communities.

In light of the review, in our previous Interim Single Equality Scheme (2010 – 2011), we focussed on strengthening the key processes that can best support equality of opportunity; these being service monitoring and analysis, impact assessment of services as well as policies and strategies, community engagement and business planning. Appendix 2 shows our progress on the action plan for the Scheme.

Building further on the findings of the review and the work undertaken over the last year, this Equality Scheme provides us with a framework to properly embed equality principles into everything that we do as an organisation, demonstrate how we are meeting our requirements under the Equality Act 2010, and address our priorities for West Lancashire.

Equality Act 2010

As a public authority, in our capacity as a community leader, an employer, and a provider of services, we are committed to undertaking our duties under the Equality Act 2010 to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity by removing or minimising disadvantage and meeting people's needs
- Foster good relations between people who share a protected characteristic and those who do not share it

We understand, and are committed to tackling inequality and discrimination that people might experience because of their:

- Age
- Disability
- Ethnicity
- Gender
- Gender identity
- Religion/belief/faith
- Sexual orientation

or because of their marital/civil partnership status; the fact that they are pregnant or on maternity leave, and/or because they are from Trans communities i.e. people living their lives in a different gender to the one they were born;

or because they are perceived to be, or associated with, one or more of the above groups of people e.g. carers of people who fall into one or more of the above groups.

Profile of West Lancashire

One of 12 districts in Lancashire, West Lancashire covers an area of 347 square kilometres, stretching from the outskirts of Liverpool to the south to the River Ribble in the north, with Southport to its west and Wigan and Chorley to the east. The district has a population of 110,000, and is made up of a number of small towns, villages and rural farmland. The two largest towns are Ormskirk and Skelmersdale.

In terms of ethnicity, the district is predominantly White. 95.7% of the population are White British. The next largest group is Other White at 1%. In addition, there are very small numbers of people from Pakistani, Indian and Chinese communities. Following enlargement of the European Union in 2004 and 2007, there has been an increase in the number of people from Eastern European countries settling in the area, mainly from Poland and Slovakia.

The Borough has a higher than national average population of older people. 28% of the population are between 45 – 64 years of age, and 18% are aged 65 or over. However, 17.5% of the population are aged between 0 – 14. The Borough also incorporates Edge Hill University which accommodates 24,000 students and Skelmersdale and Ormskirk College with 4,000 students.

According to the 2001 census, 15% of the working population consider themselves to have a disability or limiting long term illness.

There is no information at district level on the breakdown of the population in terms of religion or belief. Statistics show that at county level, Lancashire is a predominantly Christian area. However, there are also people of Muslim, Hindu, Jewish, Sikh, Buddhist and Bahai faith, as well as people acknowledging that they have no religion.

Data on the lesbian, gay, and bi-sexual (LGB) population county-wide and, for West Lancashire specifically, is not available from national sources. A figure of between 5% and 7% of the population is the approved statistic from Stonewall, the national LGBT charity.

Similarly, information on the numbers of Trans people across the county is vague. A survey carried out by the Gender Identity Research and Education Society (GIRES) in June 2009 has identified that 20 people per 100,000 aged over 16 in the United Kingdom classify themselves as transgender. On this formula, approximately 200 people in Lancashire will have changed their gender, either from male to female or female to male, or be in the process of doing so, or will be living their lives in a different gender to that of their birth, some of them in West Lancashire.

Our equality commitments

Our Equality Scheme is built around our equality commitments. The commitments, which are outlined below, are divided into three key themes – our services, our community leadership role and our workplace.

Our services

The Council has a tradition of promoting equality and will continue to do this in the following ways:

- All Council services and information will be designed, planned and provided to take account of the needs of the whole community.
- Services will be provided in a way that is sympathetic with the culture of minority groups.
- Through its community leadership and partnership strategies.
- Through the development and implementation of its Equality Scheme and Action Plan.
- Through delivery of its complaints procedure, and associated policies e.g. Harassment & Bullying Policy, 3rd Party Harassment Policy, Complaints Procedure Racial Incidents Procedure and Grievance Procedure.
- Any developments to Council buildings and properties will take into consideration access issues for all sections of the community.

Our community leadership role

The Council enjoys a unique position in the community and will use that position to influence and promote equality in every aspect of community life. We will do this by:

- Talking to our residents in order to become better aware of the needs, interests and ideas of all sections of our community. We will actively encourage people to contribute to the development of our services and strategies.

- Encouraging our partners, contractors and sub-contractors to adopt good equality practice.
- Demonstrating good equality employment practice.
- Supporting Elected Members on equality issues and issues that affect particular communities in their wards and areas of work.
- Promoting positive images of the diversity of the population on our advertising and publicity materials, and eliminating negative images.

Our workplace

The Council values the rich diversity and creative potential that men and women from different backgrounds, and with different skills and abilities bring to the workplace. The Council will encourage the reflection of the Borough's population at all levels within its own workforce by:

- Ensuring equality is a basic and obligatory principle in all recruitment, training, development, and promotion.
- Ensuring appropriate policies and practices have, and will continue to be developed to eliminate any obstacles to people from any group following careers with the Council.
- Fostering a working environment which encourages and supports equality throughout the organisation.
- Challenging negative attitudes and stereotyping, which may directly, or indirectly, discriminate against or limit the potential of individuals.

Making it happen

Our 4 year action plan (Pages 12 - 15) will help us to deliver our commitments. The aim is to make equality a fundamental part of everything we do as an organisation through the following activities:

- Service monitoring and analysis
- Equality impact assessment
- Business planning
- Community engagement

- Recruitment, selection and other employment practices
- Procurement

Responsibilities

Responsibility for implementing our commitment rests with the Chief Executive, Assistant Chief Executive and Divisional Managers. However, all employees have individual responsibilities which contribute to achieving our commitment. In particular:

- The Council and its senior managers have a legal responsibility to take all practicable steps to ensure that none of its employees unlawfully discriminate, harass or victimise others.
- The Council's senior managers will ensure that proposals in all appropriate reports involving a change to policy, implementation of a new policy or the ceasing of a policy or service will include equality implications identified through carrying out an equality impact assessment.
- The Council's service managers will ensure that equality monitoring and equality impact assessments are carried out across appropriate services, and that findings are analysed, and actions to address any issues included in their business, service or project plans.
- The Chief Executive (or other officer he appoints) will ensure that mechanisms are in place to regularly monitor progress of the Equality Scheme action plan.
- All employees have individual legal responsibility not to discriminate unlawfully. Deliberate actions that conflict with the equality policies will attract disciplinary action.
- To the best of its ability, the Council will represent the interests of all sections of the community at local, regional and national levels.

Monitoring progress

Divisional managers will monitor the actions they are responsible for and analyse employment and service monitoring information twice a year during Divisional Management Team meetings. The Council's Equality

and Diversity Strategic Steering Group will also meet twice yearly to discuss generic issues arising from monitoring feedback and to identify and communicate across the organisation, any additional actions needed to address these. The Chair of the Group will ensure that senior officers and Elected Members are kept up to date with progress and development of actions via half yearly reports.

The Group will also support officers to carry out equality impact assessments annually in line with the development of business and service plans, whenever services are being considered for cuts or changes, and when policies and strategies are being developed.

West Lancashire Equality Scheme Action Plan April 2011 – March 2015

Our services			
Actions	Outcomes	Date by/from	Responsibility
Strengthen service monitoring arrangements across agreed front facing services (see Appendix A for list of these)	Monitoring arrangements for agreed services in place. Information being collected.	By September 2011	Divisional managers
Introduce annual equality impact assessments across agreed front facing services (see Appendix A for list of these)	EIAs carried out systematically Actions to address issues identified for business and service plans.	From April 2011	Divisional managers
Introduce systems for analysing service monitoring and findings of EIAs twice yearly.	information considered regularly as part of business planning cycle. Actions included in business plans.	September and March each year from September 2011	Divisional managers
Develop actions to improve services based on findings of monitoring and EIAs.	Improved services to named groups as appropriate.	From March 2012 and annually to March 2014	Appropriate named service managers (this will change each year depending on findings and actions agreed).

Our community leadership role			
Actions	Outcomes	Date by/from	Responsibilities
Incorporate equality elements into West Lancashire's Consultation and Community Engagement Strategy	More robust community engagement. Wider community involvement in development of West Lancashire's services and policies.	Include elements in Strategy by May 2011. Roll out of Strategy from June 2011.	Consultation and Communications Manager with LCC Support. Roll out by Divisional managers
Include feedback from engagement in business planning arrangements	Equality information to inform business plans strengthened. Better actions to address issues identified and included in business plans.	From March 2012.	Divisional managers
Develop equality criteria for inclusion in contracts and service level agreements	Contractors meeting the needs of all West Lancashire communities. Council meeting duties of Equality Act through contractors.	Criteria developed by April 2011. Inclusion in contracts and SLAs from September 2011 and ongoing	Procurement and Projects Manager
Develop and implement E&D training and development programme for West Lancashire senior officers and Elected Members	Senior officers and Members confident of responsibilities under Equality Act and able to influence partnership strategies.	Training across May and June 2011.	LCC support

Our community leadership role (continued)			
Actions	Outcomes	Dates by/from	Responsibilities
Provide update briefings to senior officers and Elected Members on E&D developments	Professional development for senior officers and Elected Members maintained	Annually from June 2012	ACE through Lead HR Business Partner
Develop and circulate briefing for West Lancashire employees on Equality Act duties.	Employees aware of latest E&D developments and more confident about their responsibilities under Equality Act.	Briefing ready by May2011. Roll out from June 2011. Revised briefings circulated annually from June 2012	LCC support officer Divisional managers ACE through Lead HR Business Partner
Develop E&D good practice library on Council's website	Good practice shared across Borough and with partners. Increase in good equality practice inside and outside the organisation	Development by June 2011. Ongoing maintenance and update to March 2014.	ACE through Lead HR Business Partner jointly with Consultation and Communications Manager

Our workforce			
Actions	Outcomes	Date by/from	Responsibility
Review and revise code of practice on recruitment and selection and ensure all managers are aware of it.	Equality issues identified at recruitment and selection stages. Equality criteria included in person specifications and tested at interview stage. More knowledgeable workforce.	By June 2011 Revisions annually to March 2014	Lead HR Business Partner
Revise employment policies and procedures and ensure equality elements are included as appropriate.	Strengthened employment policies. Better employment practice across the authority.	March 2012 and ongoing to March 2014.	Lead HR Business Partner
Carry out employee survey including monitoring across protected characteristics.	Issues for particular employees are identified and addressed.	June 2012 and bi-annually from then,	Lead HR Business Partner
Address issues identified through employee survey.	Particular issues addressed.	Throughout the year and ongoing as appropriate.	Lead HR Business Partner

Appendix 1

West Lancashire services carrying out service monitoring and equality impact assessments

Planning	
Service monitoring	<ul style="list-style-type: none">• Any external consultation that contributes to the preparation and delivery of the Local Development Framework
EIAs	<ul style="list-style-type: none">• Any new/revised policy, procedure or project that contributes to the preparation of the Local Development Framework

Regeneration and Estates	
Service monitoring	<ul style="list-style-type: none">• Any external consultation taking place across services• Use of the Investment Centre, meeting rooms and cafe• Business activity within the Investment Centre
EIAs	<ul style="list-style-type: none">• Any new/revised policy, procedure or project that the Division develops.

Legal, Democracy and Financial Management	
Service monitoring	<ul style="list-style-type: none">• Member services – monitoring of Members' personal characteristics• Tenants Home Contents Insurance Scheme• Electoral registration
EIAs	<ul style="list-style-type: none">• Elected Members' facilities• Electoral registration and Elections Services• Tenants Home Contents Insurance Scheme• Any new/revised policy, procedure or project that the Division develops

Assistant Chief Executive's Division	
Service monitoring	<ul style="list-style-type: none"> • Voluntary sector grants applications and allocations • Revenues and Benefits • Customer services
EIAs	<ul style="list-style-type: none"> • Voluntary sector grants policy • External communications methods e.g. Website • Customer services • Any new/revised policy, procedure or project that the Division develops

Community services	
Service monitoring	<ul style="list-style-type: none"> • Leisure centres • Gallery/Arts, Civic Hall, community centres • Outdoor parks, countryside sites and play areas • Health promotion activities • Community safety activities • Any external consultation carried out by the Division
EIAs	<ul style="list-style-type: none"> • Leisure centres • Gallery/Arts, Civic Hall, community centres • Outdoor parks, countryside sites and play areas • Health promotion activities • Any new/revised policy, procedure or project that the Division develops

Street Scene	
Service monitoring	<ul style="list-style-type: none"> • Waste and recycling collection from domestic household properties
EIAs	<ul style="list-style-type: none"> • Waste and recycling collection from domestic household properties • Any new/revised policy, procedure or project that the Division develops

Housing	
Service monitoring	<ul style="list-style-type: none"> • Voids • Allocations • Repairs and maintenance service • Resident involvement • Anti-social behaviour • Rent collection and arrears management • Aids and adaptations • Gas safety • Housing Strategy • Homelessness advice and prevention
EIAs	<ul style="list-style-type: none"> • Voids • Allocations • Repairs and maintenance service • Resident involvement • Anti-social behaviour • Rent collection and arrears management • Aids and adaptations • Gas safety • Housing Strategy • Homelessness advice and prevention • Any new/revised policy, procedure or project that the Division develops

Appendix 2

West Lancashire Interim Single Equality Scheme 2010 – 2011 – progress

Priority	Actions	Outcomes	Timeframe	Progress January 2011
Monitoring	Review service data collected by WLBC, use of data and gaps	Position report/ baseline information	January 2011	Mapping of service monitoring carried out October/ November 2010. List of services appropriate for monitoring agreed. General service monitoring form agreed November 2010.
	Review employment data collected, use and gaps	Position statement/ baseline information	January 2011	Baseline across age, disability, ethnicity and gender established Feb 2011. Information on other protected characteristics being collected Feb 2011.

	Produce good practice library for use by service managers	Good practice library published	January 2011	Action brought forward to May 2011 in new Equality Scheme
Community engagement	Establish mechanisms for collecting views of residents and staff Link with Lancashire E&D Practitioners Group	Residents and employees engaged in developments. Services more appropriate to need Higher rates of satisfaction Sub regional links	TBC Ongoing	Developed into 2 actions: <ul style="list-style-type: none"> • Community engagement protocol • Employee survey Brought forward to August 2011 and June 2012 in new Equality Scheme. Practitioners Group devolved into virtual group. WLBC linked in through HR manager.
Equality Impact Assessments	Identify WLBC services and functions for EIAs. Map take up of EIAs across services	Equality proof appropriate services	January 2011	Mapping of EIAs carried out October/ November 2010. Services for annual EIAs identified

				December 2010. EIA toolkit developed January 2011.
Equality Framework	Carry out gap analysis against 'Achieving' Level of the Equality Framework	Actions to address gaps included in new Equality Scheme	January 2011	Action halted due to withdrawal of Framework at national level.
Prepare Equality Scheme 2011 – 2014	Develop systems for keeping Elected Members and senior officers up to speed on E&D developments Review procurement procedures Analysing monitoring information	Systems in place for work to be carried out over the 2011 – 2014 period.	Ongoing	New Equality Scheme developed incorporating actions required. February 2011.

Appendix 3

West Lancashire Equality Impact Assessment Toolkit and service monitoring form

**West Lancashire
Borough Council
Equality Impact
Assessment
Toolkit**

Introduction

West Lancashire Borough Council is committed to providing fair access to employment opportunities and to the services that it provides. This toolkit has been produced to help all service areas within the Council to undertake Equality Impact Assessments (EIAs) of their services, policies and strategies in order to ensure that this happens.

The toolkit is designed to help officers identify positive and negative effects of their services, policies and strategies on members of our community and to develop actions to address any issues arising from the assessments.

What is an Equality Impact Assessment (EIA)?

An EIA is a system which allows officers to think about the service, policy, or procedure they are managing or developing from the viewpoint of different sections of our community. It prompts officers to consider different people's needs and to make sure, that as far as possible, these are catered for.

An EIA also prompts officers to identify the potential negative impacts on sections of our community when services, policies or procedures are at risk of being cut or changed.

Why do we need to carry them out?

- Under the Equality Act 2010, as a public authority, we are required to demonstrate that we have paid 'due regard' to equality issues across the functions that we carry out as an organisation. Members of the public, other agencies, and national bodies, including the Equality and Human Rights Commission, have the right to ask to see our EIAs at any time. We particularly need to ensure EIAs are carried out when services and policies are under threat of closure or withdrawal or significant changes to services and policies are imminent.
- EIAs also generate valuable information which can be used to help us develop our services to better meet the needs of our customers. They are a fundamental part of our business planning process

because the information generated through EIAs identifies areas on which we need to focus and target our resources.

- As a local authority, we want to provide our residents with the best services we can. The Equality Act highlights a number of 'protected characteristics' i.e. groups of people who may suffer inequality or discrimination. Every West Lancashire resident will fall into one or more of the 'protected characteristics' groups, so EIAs, which look at the needs of these groups in detail, will steer us in making appropriate changes.
- The outcomes of EIAs also support the Council's work in a number of key areas including community cohesion, social inclusion, and community engagement.

When should EIAs be carried out?

a) Annually for specifically identified front facing West Lancashire Borough Council Services

EIAs should be carried out by the following West Lancashire Borough Council services each year, ideally during the business planning process, before business and service plans have been developed. This is so that any actions identified to address negative impacts, or ensure positive outcomes, are included in business and service plans:

Planning

- Any new/revised policy, procedure or project that contributes to the preparation of the Local Development Framework.

Regeneration and Estates

- Any new/revised policy, procedure or project that the Division develops.

Legal, Democracy and Financial Management

- Elected Members' facilities
- Electoral registration and Elections Services
- Tenants Home Contents Insurance Scheme
- Any new/revised policy, procedure or project that the Division develops

Assistant Chief Executive's Division

- Voluntary Sector grants policy
- External communications methods e.g. website development etc
- Customer Services
- Revenues and benefits
- Any new/revised policy, procedure or project that the Division develops

Community Services

- Leisure centres
- Gallery/Arts, Civic Hall, community centres
- Outdoor parks, countryside sites and play areas
- Health promotion activities
- Community safety activities
- Any new/revised policy, procedure or project that the Division develops

Street Scene

- Waste and recycling collection from domestic household properties
- Any new/revised policy, procedure or project that the Division develops

Housing

- Voids
- Allocations
- Repairs and maintenance service
- Resident involvement
- Anti-social behaviour
- Rent collection and arrears management
- Aids and adaptations
- Gas safety
- Housing Strategy
- Homelessness advice and prevention
- Any new/revised policy, procedure or project that the Division develops

b) Whenever front facing services are under threat of closure/withdrawal or change

EIAs must be carried out whenever a service that impacts on communities is proposed for closure. The EIAs should be provided to the decision maker so that he/she has as much information to hand as possible about the impacts on sections of the community before they make their decision.

EIAs should also be carried out whenever changes to services are planned or proposed so that any negative impacts of the changes can be identified and addressed.

c) When developing or revising policies, procedures, projects and strategies

EIAs should be carried out on draft policies and strategies as part of their development. They should only be finalised once the EIA has been completed and any negative impacts addressed.

EIA should also be carried out during any revisions to policies and strategies.

d) When carrying out any public or partner consultations as part of the delivery or development of services, policies, projects and strategies e.g. venue access, provisions for people with a visual or hearing impairment etc.

EIAs should be carried out prior to any consultation activity in order to ensure that all sections of the community have the opportunity to take part in the consultation and have their voices heard.

e) When requiring decisions from Cabinet or Council that will impact on members of the public, employees, Elected Members and/or other stakeholders

EIAs should form part of reports that go to Cabinet or Council, so that decisions can be made about issues that will impact on the public and other stakeholders with all the potential impacts identified.

How to do an EIA

West Lancashire's EIA template incorporating five key questions can be found at Appendix A. Officers should answer the questions and use the information they gather to identify any actions that might improve their service, policy, procedure, project, or strategy.

In order to make their decision about impacts, officers need to use a range of information. Some examples include:

- Results of service monitoring and analysis;
- Feedback from customers and wider residents;
- Information from employees, especially front line employees;
- Information from surveys, including satisfaction surveys
- Feedback from consultation and engagement exercises.

West Lancashire's service monitoring form can be found at Appendix B. All identified front facing services should carry out monitoring across the characteristics outlined on the form.

Monitoring should also be carried out during any consultation processes.

What to do with the information gathered

Information collected through service monitoring should be analysed, and compared against the population profile for West Lancashire. The information may identify gaps in terms of which groups are using services and which groups of people are disproportionately dissatisfied with services. This should generate action(s) to improve or strengthen services, policies and strategies. In the case of services, these actions should be included in the service or business plan and implemented over the year of the plan. Responsible officers should monitor progress of the action(s) as with every other action in the plan, and address any issues that arise in seeing that through.

In the case of strategies and policies, actions identified to improve them should be incorporated into the documents in order to make them more inclusive.

Each service should keep any EIAs carried out and make them available when required.

Appendix A

West Lancashire Borough Council

EIA process for services, policies, projects and strategies

Question 1

Using information that you have gathered from service monitoring, surveys, consultation, and other sources such as anecdotal information fed back by members of staff, in your opinion, could your service/policy/strategy/decision (including decisions to cut or change a service or policy) disadvantage, or have a potentially disproportionately negative effect on, any of the following groups of people:

- People of different ages – including young and older people
- People with a disability
- People of different races/ethnicities/nationalities
- Men
- Women
- People of different religions/beliefs
- People of different sexual orientations
- People who are or have identified as transgender
- People who are married or in a civil partnership
- Women who are pregnant or on maternity leave or men whose partners are pregnant or on maternity leave
- People living in areas of deprivation or who are financially disadvantaged

Question 2

What sources of information have you used to come to this decision?

Question 3

How have you tried to involve people/groups in developing your service/policy/strategy or in making your decision (including decisions to cut or change a service or policy)?

Question 4

Could your service/policy/strategy or decision (including decisions to cut or change a service or policy) help or hamper our ability to meet our duties under the Equality Act 2010? Duties are to:

- Eliminate discrimination, harassment and victimisation
 - Advance equality of opportunity (removing or minimising disadvantage, meeting the needs of people)
 - Foster good relations between people who share a protected characteristic and those who do not share it
-

Question 5

What actions will you take to address any issues raised in your answers above?

Appendix B

West Lancashire's service monitoring form

To help us monitor the accessibility and effectiveness of our services, please complete the monitoring form overleaf.

Why are we asking for this information?

- Under the Equality Act 2010, as a public authority, we are required to demonstrate that we are paying 'due regard' to issues that affect all sections of the community across the functions and services that we carry out as an organisation. Monitoring who is using and who is not using our services is a big part of this.

The information we collect helps us to improve our services. It shows us if some people are not making the most of our services, and where we need to make changes to them.

What happens to the information?

- Some people worry about giving information in case it should fall into the wrong hands. There are strict laws (Data Protection Act 1998) to make sure that we protect the information we collect and to deal with it responsibly. Our service managers use the information we collect to find out what they need to do to improve their services, policies and strategies so that they meet the needs of all our residents and other stakeholders.

Aren't some of the questions a bit personal?

- It may seem that we are being nosy, but we ask everyone the same thing. We understand that you might be protective of your personal information, but if we don't know who is using our services, it is harder for us to deliver them appropriately.

Your co-operation will greatly help us to continue to improve our services.

1. What is your full home postcode? e.g. L39 2DF

2. What was your age on your last birthday?

3. Are you a Deaf person or do you have a disability?

Yes

No

(The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long term adverse effect on his or her ability to carry out normal day- to- day activities).

4. Are you Male

Female

Is your gender the same as the gender you were born?

Yes

No

5. What is your religion?

Baha'i

Buddhist

Christian

Hindu

Jewish

Muslim

Sikh

No religion/belief

Any other religion, write below

6. What is your sexual orientation?

Bisexual

Gay Man

Heterosexual/Straight

Lesbian/Gay Woman

7. Which best describes your ethnic background?

A White

- English/Welsh/Scottish/Northern Irish/British
 - Irish
 - Gypsy or Irish Traveller
 - Any other White European background, write below
-
- Any other White background, write below

B Mixed/multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed/multiple ethnic background, write below

C Asian/Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Mixed/multiple ethnic background, write below

D Black/African/Caribbean/Black British

- African
- Caribbean
- Any other Black/African/Caribbean background, write below

E Other ethnic group

- Arab
- Any other ethnic group, write below

Thank you for completing this questionnaire