

## Confidentiality and Data Protection

We want you to feel positive about providing the information we have requested. However, it is important that you know why we are collecting personal information and that you are confident that any data we hold about you is stored confidentially and securely. The Data Protection Legislation exists to protect you against the misuse of personal information, and all records whether manual or computerised must meet the requirements of the Data Protection Act. We will only collect data for lawful and specified purposes and will not publish data in any way that makes it possible to identify an individual without their permission. This means that in most cases, it will be necessary to obtain your explicit consent to hold and process any personal data that you are willing to provide. You can be assured that any data you provide will be treated in the strictest confidence. If you have any doubts or concerns about providing the data, then please feel free to ask.

Finally ... Having read this leaflet, we hope you will understand why it is important and valuable for Councils to collect equality monitoring information. We also hope that you will feel willing and confident to provide this information on request.

## Contact Details

**If you would like this information in a different format i.e. large print, audio or a language other than English, please contact your allocated Equality Advisor at your respective Council:**

North Warwickshire Borough Council:

☎ 01827 715341

🌐 [www.northwarks.gov.uk](http://www.northwarks.gov.uk)

Nuneaton and Bedworth Borough Council:

☎ 024 7637 6376

🌐 [www.nuneatonandbedworth.gov.uk](http://www.nuneatonandbedworth.gov.uk)

Rugby Borough Council:

☎ 01788 533533

🌐 [www.rugby.gov.uk](http://www.rugby.gov.uk)

Stratford District Council:

☎ 01789 267575

🌐 [www.stratford.gov.uk](http://www.stratford.gov.uk)

Warwick District Council:

☎ 01926 450000

🌐 [www.warwickdc.gov.uk](http://www.warwickdc.gov.uk)

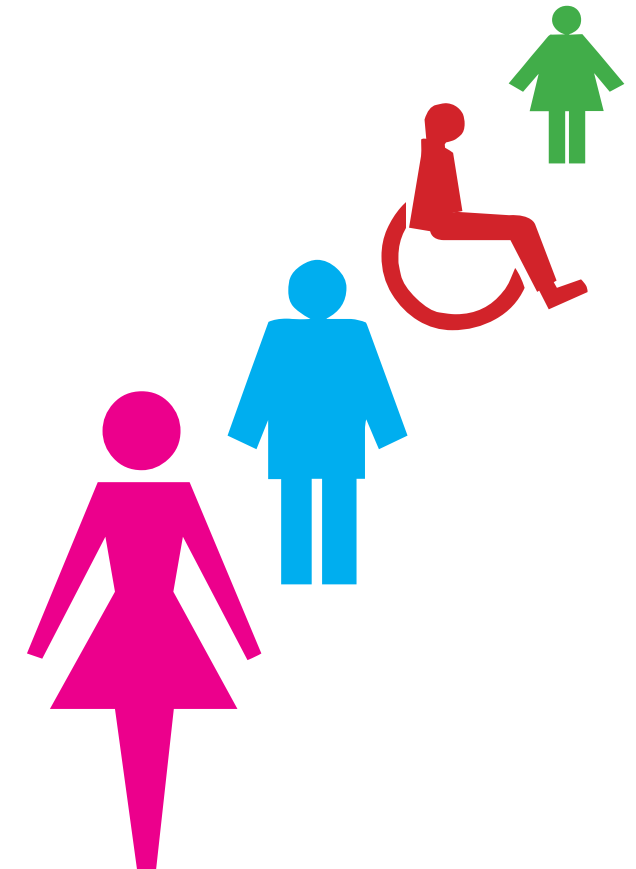
Warwickshire County Council:

☎ 01926 410410

🌐 [www.warwickshire.gov.uk](http://www.warwickshire.gov.uk)



Please help the Councils in Warwickshire to treat you fairly ...



# Equality Monitoring

Information for Staff,  
Customers and Service Users

## What is equality monitoring?

This leaflet is intended to help you understand the principles of equality monitoring, and explain to you why Councils might ask you to provide this kind of information from time to time.

Equality Monitoring is the process by which Councils request and gather personal information from our customers, staff and some users. Requests for such information will include questions about your age, gender, race, religion, sexuality, and whether or not you have a disability. We will always encourage you to self define - this means we will always ask you to choose which category you think best describes you, and you can refuse to give this information if you so wish.

## Why do we need this information?

Equality, diversity, integration and cohesion are integral to the work of local councils and to their core values. Also, there is some important legislation in place to ensure that councils promote equality of opportunity and provide employment and services that are fair and accessible to all. The Audit Commission and the Government have made it clear that they will be closely assessing our performance on equality issues. When requested to do so, we would encourage you to provide personal data because equality monitoring helps us to determine whether we are reaching the high

standards expected of us, and whether we are continually improving our services to you.

It helps us to:

- Find out if our equality policies are working effectively and prevent discrimination
- Find out who is using our services, and how satisfied they are with them
- Determine whether we are listening to and reaching all groups in the community and treating them fairly
- Ensure the needs of people with different cultures, religions and languages are taken into account when we plan new services
- Improve our reputation as a good employer and ensure that we create a diverse workforce which reflects the communities we serve



## How and when will we collect equality monitoring information?

Every local Council will have its own method for collecting equality monitoring information, and each Council will decide how, when and where it is appropriate to do so. You will normally be asked for this type of information when you have contacted the Council for a particular reason, such as applying for a job, or enquiring about a particular service. You might be asked for this information over the phone, in a face to face interview, or you might be asked to complete a questionnaire. You do not have to answer any of these questions if you don't want to. However, by answering the questions, you will help us to ensure that our services and employment practices are fair and accessible to all.

## What happens to the information that I choose to provide?

Council officers will regularly analyse and question the data produced by monitoring, then follow up and tackle any concerns or failures highlighted. For example, monitoring who is applying for jobs might show us that too few women are being recruited into senior jobs, and the council will then be able to investigate why this might be the case. Monitoring is part of an ongoing process of analysis, reporting, asking questions, investigation and change.