



Equality Monitoring

Customer 'About You' Questionnaire
& a guide for people filling in the forms



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Introduction

This guide (pages 2, 3 & 4) explains the purpose of equality monitoring, how information will be used and stored, reasons for asking specific questions and the “About You” questionnaire.

A copy of the ‘About You questionnaire’ can be found on pages 5-7.

Why do we monitor?

The council must consider how different people will be affected by the decisions we make and services we provide. We are required to do this by law, under the [Equality Act 2010](#) or www.gov.uk/guidance/equality-act-2010-guidance.

With up-to-date and accurate information we are able to understand our customers and meet specific needs, identify possible discrimination/barriers to our services, and work to remove them.

Equality Monitoring is the collection of information about the characteristics of people such as their age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity. The above are known as ‘protected characteristics’.

Effective equality monitoring is a key element in helping the council meet its legal obligations. In consultations we will use the information to assess whether there are differing views between any groups of people in regards to specific services so that we can ensure services are targeted effectively and fairly. Sometimes, depending on the consultation we may ask for a postcode, this is so we can understand the distribution of respondents by geography and socio-demographic characteristics.

We protect your information and keep it safe

We comply with all legislation governing the protection of personal information, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Any personal information you supply will remain strictly confidential and anonymous and will be held and used in line with the Data Protection Act 2018. We will only use your personal information for the purpose for which it has been given.

The information you provide through this survey will be kept secure and analysed by Warrington Borough Council. You can read our Privacy Notice [here](#) or www.warrington.gov.uk which explains how we use personal information and how we will treat it.

If participating in an online survey responses are stored on UK based servers by the online account service ‘Smart Survey’ – you can refer to their Privacy Policy [here](#) or www.smartsurvey.co.uk

What do the questions mean?

Age: We ask about age to help us to see whether older people and young are using services , if any age groups are underrepresented and if people of different ages have different satisfaction levels or experience different outcomes.



WARRINGTON
Borough Council

Sex: We ask you about your gender, whether you are male or female, to make sure that our services meet the needs of women and men, boys and girls. Then we also ask this question:

Gender Reassignment: People who are transgender experience that the body they were born into is not the same as their own sense of their sex. Their gender identity is different from the one they were labelled with at birth. We also add a 'Prefer not to say' option.

Marriage and civil partnership: Marriage is defined as a 'union between a man and a woman'. Same-sex couples can have their relationships legally recognised as 'civil partnerships'. Civil partners must be treated the same as married couples on a wide range of legal matters.

Ethnic background: Our ethnic background describes how we think of ourselves. This may be based on many things, for example, our language, culture, ancestry or family history. It is not possible to list all of the ethnic groups living in Warrington but we have used the ones listed by the Office of National Statistics. Please tick the group which is closest to how you see yourself.

Sexual orientation: We ask about sexual orientation because people who are lesbian, gay or bisexual can experience discrimination or find that services do not meet their needs appropriately. The law means that we must make sure we don't discriminate against people who are heterosexual, lesbian, gay or bisexual.

Religion or belief: People with religious or other beliefs may prefer services to be delivered in particular ways. We use the faiths listed in the census and covered by the law, which include the main religious groups in the country, people of no religion and people who hold other philosophical beliefs.

Pregnancy and maternity: Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

Disability: In law the definition of disability is a physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day-to-day activities. 'impairment' is an injury, illness or condition that causes a loss or difference of physical or mental function. 'Long term' is more than 12 months. 'Day-to-day' activities include getting washed or dressed, reading or writing, household tasks, having a conversation, walking or travelling, and socialising.

Physical impairment - Mobility: wheelchair user, artificial lower limb(s), walking aids, rheumatism or arthritis etc. or Physical Co-ordination: manual dexterity, muscular control or Reduced Physical Capacity: inability to move everyday objects, significant pain and lack of strength, breath, energy or stamina, e.g. asthma, angina or diabetes.

Sensory impairment - Hearing: Deaf, partially deaf or hard of hearing, or Vision: blind or fractional/partial sight.

Learning Disability/Difficulties - This affects your capacity to be taught or to communicate. It can affect the way you listen, speak, write, or reason, e.g. dyslexia.



Long Standing Illness - Such as cancer, HIV, multiple sclerosis.

Mental health condition - Substantial and lasting more than a year, e.g.: severe depression, psychoses etc.

Autistic Spectrum Conditions - This includes Asperger Syndrome.

We hope that the information we have provided helps you understand why we ask you these questions. If you have any further questions please contact the Councils Business Intelligence Team at equalities@warrington.gov.uk

www.warrington.gov.uk



WARRINGTON
Borough Council

Customer 'About You' Questionnaire

We are committed to ensuring our services are provided fairly and are accessible to those who need them. To help us meet this commitment, we ask all customers to complete an equality and diversity monitoring form.

The reason why we ask you these questions is so we can:

- Make our council services open to everyone in Warrington,
- Treat everyone fairly and appropriately when they use our services
- In consultations, make sure that we have views from all across Warrington.
- The Equality Act 2010 makes these aims part of our legal duties. Your answers help us check that we have met the law and help improve our services.

Data Protection and Confidentiality

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These monitoring questions are optional. You do not need to answer any of the following questions if you do not wish to, and you will not be affected in any way if you choose not to answer any, or some, of the questions. Questions have 'prefer not to say' as a response option.

Please only complete this section if you are responding as an individual. **Thank you for your time in completing this questionnaire.**

1. Age. Please select one option.

- Below 16 If below 16, please state age
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85 or over
- Prefer not to say

2. Gender. Please select one option.

- Male
- Female
- Other
- Prefer not to say

5. How would you describe your ethnic origin? Please select one option only.

- White (go to A)
- Mixed/multiple ethnic groups (go to B)



WARRINGTON
Borough Council

- Black/African/Caribbean (*go to C*)
- Asian / Asian British (*go to D*)
- Other ethnic group (*go to E*)
- Prefer not to say (*go to question 6*)

A) White

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other white background (please state)

B) Mixed/multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background (please state)

C) Black/African/Caribbean

- Caribbean African
- Any other Black/African/Caribbean background (please state)

D) Asian / Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background (please state)

E) Other ethnic group

- Arab
- Any other ethnic group (please state)

6. How would you describe yourself? Please select one option.

- Heterosexual/straight
- Lesbian/Gay woman
- Gay man
- Bisexual
- Other
- Prefer not to say

7. Your religion or belief. Which group below do you most identify with? Please select one option.

- | | | |
|-------------------------|----------|------------------------|
| ○ No religion or belief | ○ Hindu | ○ Sikh |
| ○ Buddhist | ○ Jewish | ○ Other (please state) |
| ○ Christian | ○ Muslim | ○ Prefer not to say |

8. Are you currently pregnant or have you been pregnant in the last year? Please select one option.

- Yes
- No
- Prefer not to say



9. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Please select one option.

- Yes a little
- Yes a lot
- No
- Prefer not to say

9.1 If you answered 'yes', please state the type of impairment. If you have more than one please tick all that apply

- | | |
|--|---|
| <input type="radio"/> Physical Impairment | <input type="radio"/> Mental Health condition |
| <input type="radio"/> Sensory Impairment | <input type="radio"/> Autistic Spectrum |
| <input type="radio"/> Learning Disability/Difficulty | <input type="radio"/> Other Developmental Condition |
| <input type="radio"/> Long-standing illness | <input type="radio"/> Other (please state) |
-

Thank you. By completing this form you have helped us better understand how we ensure equality of opportunity for all.

Warrington Borough Council, New Town House, Buttermarket Street, Warrington, WA1 2NH



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