

Statement: Our commitment to equalities monitoring of council services

Our legal duty under the Equality Act 2010 is to have 'due regard' to the needs of diverse groups when planning, designing and delivering services. We are not able to do this without collecting equalities data which can then be used to inform decisions about resource allocation; service planning and service changes. The council must demonstrate that it has had "due regard to the need to" eliminate discrimination, advance equality of opportunity and foster good community relations. Adequate equality information is essential to the council when making informed decisions about its services.

Effective equalities monitoring of services allows the council to demonstrate that it is meeting its legal requirements under the Equality Act 2010, which sets out two related duties known together as the public sector equality duty in relation to the following protected characteristics; Age, Disability, Gender reassignment, Marriage/civil partnership status, Pregnancy and maternity, Race – this includes ethnic or national origins, colour or nationality, Religion or belief – this includes lack of belief, Sex and Sexual orientation.

The services we provide have a big effect on people's quality of life in Wolverhampton. Our services for example, provide social care, housing support and key life opportunities; they help to keep people safe and secure and build stronger communities and develop personal independence. What we do affects people today tomorrow and future generations.

It is because of the significance and impact of what we do that we need to know who is benefitting from our services and which groups are missing out.

It is only when we understand the issues of different communities, when using, under-using or not using our services that we will be able to better design and develop services which reflect the needs of all our residents, staff and our stakeholders moving forward. Monitoring service access take up and usage along with, customer contact, complaints and satisfaction for the nine protected characteristics that individuals and groups share under legislation will help us to demonstrate whether services are being delivered fairly and whether our services remain responsive to the needs of service users, under users or non-users alike.

We recognise that equalities information may not be routinely collected, analysed or reported on across every service area. In order to balance this commitment with the need to be proportionate, we will be inviting all service areas to identify with and assess to what extent equalities monitoring arrangements are in place or should be applied in their areas of service. This will support service planning, design and support service changes. We will look to publish the findings and the actions taken on our website so that the public can see the work undertaken to date.