Your Healthcare is currently running an ongoing collation of service user and carer perceptions of service. This asks simple questions such as:

- Would you recommend the service to friends and family?
- Do you have confidence in those treating you?
- Rate if you feel you have felt an improvement in your overall health/quality of life?

This is done by a completely anonymous survey.

These can be completed either in a hard copy format (which can be returned by way of free post) or electronically on the internet.

The electronic format can be accessed by the following this website address: http://yourhealthcare.org/our-services/service-users-carers/

For more information about our services go to www.yourhealthcare.org

Last updated: Feb 2019 Review: Feb 2020
What is Equality Monitoring?
This leaflet aims to clarify what is equality monitoring and inform everyone what type of information makes up Equality Monitoring and what is done with this information.

Equality Monitoring Explained
As a result of the Equality Act 2010 Your Healthcare devised a series of objectives that are to be followed and reviewed annually These were:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act (Equality Act 2010).
- Advance equal opportunities between people who share a characteristic and those who don’t.
- Foster good relations between people who share a characteristic and those who don’t.

Protected Characteristics
There are nine protected characteristics (also referred to as protected groups) included in the Equality Act 2010 and these are:

- Age
- Race including nationality and ethnicity
- Disability
- Religion or belief
- Gender re-assignment
- Sex (gender)
- Marriage and civil partnership
- Sexual orientation
- Pregnancy and maternity

Why do we need this information?
In order to ensure that everyone receives fair and equal access to Your Healthcare services, information needs to be collected. This is then compared with the overall demographics of the community to check if any particular group is being excluded.

Do I have to give this information?
Not at all. It is completely your choice as it is voluntary but it will help us:

- Provide a better service
- Minimise the possibility of a group being excluded
- Make sure as many people as possible can access our services.

When do I have to give this information?
When you access our services or apply to work with us you will be asked to complete one of our equality monitoring forms.

Will I have to do this every time I access a service or apply to work with Your Healthcare?
Only if your circumstances change or if we wish to check that the information we have is still correct.

I am worried about who will see this information. How do I know it will be safe?
Your information will be stored securely and confidentially. This will be in accordance with the General Data Protection Regulations and Your Healthcare’s Information Governance Guidelines. What this means is that we can only collect data for specific purposes within the law and cannot publish any information which could identify an individual without their explicit consent.