Diversity Monitoring

A practical guide to monitoring services for older people
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Whilst all reasonable care has been taken in compiling this document, it is important to recognise that legislation and regulations, nationally and locally, are frequently subject to change.

Diversity Monitoring
Age Concern England GPG186 January 2005
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Acknowledgements

This guidance for Age Concerns is based substantially on guidance issued to public authorities on ‘Ethnic Monitoring’ by the Commission for Racial Equality (CRE) to underpin implementation of the Race Relations (Amendment) Act 2000.

The guidance has been adapted and ‘customized’ to Age Concern’s purposes, and in the process has drawn heavily on the experience and knowledge of staff from many Age Concerns, who have willingly given their time, shared their experience and learning, provided examples of good practice, as well as the difficulties and challenges still being grappled with. Their input has been invaluable and is gratefully acknowledged.

I would like to thank colleagues in Age Concern England who shared their advice and expertise and provided constructive comments on previous drafts of the guide - Clive Newton, Simon Northmore, John Edwards, Cherry-Ann Dowling, Randip Basra, Nikki Squelch, Antony Smith, Su Ray and Judith Clark.

Finally, thanks to Roger Seeley of Age Concern England for his valuable help and support with the production of this guide.

Claire Ball
Research and Development Unit
Section A
Executive Summary

This guide aims to give practical advice for Age Concerns on how to develop and improve monitoring of services for older people, and organisational practice in relation to staffing and employment.

Diversity monitoring is an important means of measuring the extent to which Age Concern’s services are reaching all older people who need them in a given community, and can help to identify gaps in service provision and areas of unmet need. Monitoring is therefore a critical tool in helping Age Concerns to improve practice and compliance with the ‘Statement of Expectation’ on Equalities & Diversity (Quality Counts – May 2004).

This Guidance will be of general interest to all Age Concerns meeting the expectations of the Foundation Standard in the Quality Counts framework. However, it is also particularly relevant to the following additional expectations on Age Concerns:

- Involving Older People (1.6)
- Diversity and Equality (2.6)
- Governance and Management (4.9, 4.14)
- Information & Advice (5.5, 5.8)
- Service Provision & Campaigning (6.6)

Additionally, if your Age Concern meets any of the following criteria:
- employs paid staff
- is the principal or largest AC in a local authority area
- has a turnover in the region of £50,000 or more
- offers an Information & Advice service

it is expected that you will already have in place systems and procedures for monitoring the take-up of your services to older people, and your own organisation’s staffing and employment practice.
It is hoped that this Guidance will be useful in helping to develop and improve Age Concern’s practice in diversity monitoring, which in turn will help Age Concerns to measure and demonstrate the overall impact of your services in improving the quality of life for older people from all sections of the community.

The Guide includes an overview of the case for diversity monitoring, and practical guidance on how and what to monitor – both in terms of services and employment/staffing practice. The Guide includes examples from Age Concerns’ own experience and approaches to monitoring. Some common pitfalls and challenges are also discussed, with some suggested alternative approaches. Finally, the Guide includes suggestions for further resources and guidance on diversity monitoring available from other sources.
Section B

Introduction - The Case for Monitoring

It is increasingly important for voluntary and statutory organisations to be able to provide information and analysis about the composition of their staff and volunteers, their service users or clients and, in some cases, their suppliers or contractors. In employment, monitoring enables you to examine the make-up of your staff, by age, gender, ethnic background and disability, and to compare this with the data you are using as a benchmark. It also lets you analyse how your personnel practices and procedures affect different groups. This information is essential for organisations to ensure that they are offering equality of opportunity and equal treatment in terms of employment or service provision, and that they are not inadvertently discriminating against, or excluding any group from their activities and services.

Age Concerns need to be able to accurately monitor the diversity of older people your organisations engage with, in terms of age, gender, ethnicity and disability. This information is an important starting point for establishing a ‘base-line’ against which to identify any gaps in employment practice, or in the provision of services to, and take-up by older people. The aim is to set clear goals and targets for improvement, and to be able to effectively measure progress, as the organisation aims to more accurately reflect the diversity of the local population, in both the composition of its staff/employees and service users.

Monitoring information is becoming increasingly important, and often expected, for other stakeholders, such as funding agencies or agencies commissioning services from Age Concern.

In summary, diversity monitoring can enable Age Concerns to:

- highlight possible inequalities;
- investigate their underlying causes;
- remove any unfairness or disadvantage; and
- demonstrate how you are effectively meeting the needs of all older people.
Section C  
What is Monitoring & Why Monitor?

C.1 What is Monitoring?

Monitoring is the process used to collect, store and analyse data about the people who you employ as staff, those who volunteer, those who use your services, and/or who provide goods and services for your organisation (suppliers or contractors).

Monitoring – the planned and systematic collection of information – is an important activity which can help you to measure progress in your employment and service delivery practice, in terms of equalities and diversity aims. The overall measurement of progress in achieving your equalities and diversity aims will include other measurement tools, such as audits, satisfaction surveys, equal opportunities monitoring, exit interviews etc. But monitoring is a critical and core activity, without which other measurement activities will be less effective.

‘Monitoring is important for Age Concern Waltham Forest as we are here to serve all older people in the borough, and monitoring is the only way that we can be sure we are doing so. We also believe that it’s very important that our staff, volunteers and Board members reflect the diversity of the local community, and monitoring is the way to ensure that this is happening in practice.’

Sheena Scott Dunbar  
Director Age Concern Waltham Forest

It is important to note here the difference between monitoring – the routine and systematic collection of information and data, in this case about diversity, and evaluation – which is when the monitoring data is used to make judgements about the worth or value of the activity, programme or services. Other measurement tools may be used to elicit further, qualitative information in areas indicated by the monitoring data, all of which information can then be used to contribute to an effective evaluation of the activities, programmes or services.
It is the evaluation which informs the decisions to make any changes or improvements.

For further information, resources and useful definitions of monitoring, evaluation and outcomes, please see the Charities Evaluation Services (CES) website – http://www.ces-vol.org.uk

Definition of diversity monitoring

You may be familiar with the term ‘ethnic monitoring’ which refers to collecting information about people’s ethnic background. ‘Diversity monitoring’ is a broader concept which, for the purposes of Age Concern’s work, refers to collecting information about people’s age, gender, ethnic background and whether or not they have a disability. It is recommended that all Age Concerns should be monitoring, as a basic minimum, the four dimensions of age, gender, ethnic background and disability, all of which are aspects of diversity now routinely monitored by a wide range of organisations.

Guidance Note

It is strongly recommended that, for monitoring ethnic origin, all Age Concerns should use the ethnic monitoring categories recommended by the Commission for Racial Equality (CRE) (See Appendix 2). These are the categories used in the 2001 Census and will enable you to compare and analyse your monitoring data against the ‘benchmark’ of the national and local Census data, which will provide the main national demographic dataset until the next Census in 2011.

The ethnic monitoring categories recommended by the CRE include an optional expanded question for use in England and Wales, which includes Welsh and Scottish as options in the list of ‘ethnic group’ response categories. It has been pointed out that the use of the optional expanded question is particularly useful in some English regions, such as the North-West, where a relatively high proportion of the population are of Welsh or Scottish origin.

The ethnic monitoring categories recommended by the CRE have been criticized for not being sufficiently detailed or specific to allow for clear identification of significant minority groups in a way that is useful and meaningful at local level. For example, the ‘Other White’ category could include people of Turkish, Greek, Albanian, Kosovan, Polish or Ukrainian origin.
Some Age Concerns have developed their own monitoring forms which include several more ethnic grouping/categories than are included in the CRE’s ethnic monitoring categories.

It is acknowledged that Age Concerns locally may wish to use an expanded list of ethnic monitoring categories than those included in the CRE’s recommended list of categories, to ensure that the information is relevant and useful in the local context.

However, it is also recommended that Age Concerns should take as their starting point the ethnic monitoring categories recommended by the CRE, and that if they wish to add more specific ethnic categories, that these should be added under the ‘headings’ of the 5 main ethnic category groupings included in the CRE guidance (i.e. White, Mixed, Asian or Asian British, Black or Black British, Chinese or other ethnic group).

This will introduce a degree of consistency in approaches to ethnic monitoring between different Age Concerns, enabling Age Concern, over time to compare like with like. It will also ensure that Age Concerns are monitoring ethnicity using the same categories as are used by Government Departments. This will facilitate comparisons between Age Concern’s monitoring data, and government statistics (both locally and potentially, nationally). It will also make it easier to engage with Government Departments around issues of benchmarking, and target-setting in relation to service provision and employment practice.

Additional monitoring categories

There are also additional categories which you may wish to include in your monitoring, and/or may already be using – such as caring responsibilities, religion or faith and sexual orientation. Some of the examples of monitoring practice included in this guidance include questions about these aspects of diversity.

Monitoring other aspects of diversity (i.e. beyond age, gender, ethnic origin and disability) should be at the discretion of local Age Concerns, and will depend on current experience and practice in monitoring services and staffing/employment practice, and on local context.
Ideally, it is important that equal emphasis is given to all aspects of diversity, so that Age Concerns, as employers and service providers are sensitive to all user needs. Monitoring caring responsibilities, for example, is particularly important in identifying gaps and needs for carers of older people. It is recommended that Age Concerns should aim to monitor as wide a range of diversity indicators as possible. Aspects which are not currently monitored should be included as ‘progressive targets’ that all Age Concerns should be working towards, as part of widening and improving practice on equalities and diversity issues.

**Monitoring potentially sensitive aspects of diversity**

When monitoring aspects of diversity – such as caring responsibilities, religion, belief or sexual orientation – where people may be more hesitant to respond to the questions, it is important

a) to have a legitimate reason why you are asking the question – either in relation to service provision and/or staffing and employment practice, and to explain this clearly to the respondents, and/or on the monitoring form;

b) to make the questions optional - for example, including a ‘Prefer Not to Say’ box/option on questions which may be particularly sensitive for the group(s) of people being monitored;

c) to keep reviewing the experience, and to discuss and analyse the reasons why monitoring a particular aspect of diversity may be proving problematic, both from the organisation’s and the service-users’, or staff perspectives, and to develop appropriate strategies to address the issues identified.

Please see also the Guidance Notes on Monitoring Sexual Orientation, p.19 and on Monitoring Religion and Belief, p.22 in Section D.1 Diversity Monitoring – Services.
C.2 Why monitor?

Ensuring that E&D Policies are effective

‘To have an equality policy without ethnic monitoring is like aiming for good financial management without keeping financial records.’


Without diversity monitoring, an organisation will never know whether its equalities and diversity policy and strategy is working effectively and making a difference. There is a risk that people will just see the policy and strategy as paying lip service to equalities and diversity. If this happens, the policy and strategy could lose credibility and commitment among the staff who have to deliver it, as well as the people who are affected by it.

Diversity monitoring can tell you whether you are offering equality of opportunity and treatment to all groups. It can also tell you how and why you are falling short of this ideal. You can then concentrate on finding solutions and making changes, rather than using guesswork or assumptions.

Reference to Age Concern standards

For Age Concern, some of the reasons why diversity monitoring is important, in terms of Age Concern’s own professional organisational standards, are as follows:

To comply with Quality Counts

Monitoring is particularly important and relevant in relation to improving performance and complying fully with the Statements of Expectation on

- Involving Older People (1.6)
- Diversity and Equality (2.6)
- Governance and Management (4.9, 4.14)
- Information & Advice (5.5, 5.8)
- Service Provision (& Campaigning) (6.6)
It is suggested that effective monitoring of service-users across a range of Age Concerns’ services for older people, as well as their employment/staffing practice, will be a critical tool/approach which will enable Age Concerns to meet the Standards & Expectations agreed by the federation (May 2004). Monitoring and measuring outcomes across all these areas is an important ‘underpinning’ activity which cuts across all aspects of Age Concerns' work, and is thus an important means of ‘mainstreaming’ equalities and diversity aims into all areas of Age Concern’s work.

To comply with the law
Age Concern’s commitment to equalities and diversity goes beyond simply adhering to the law. However, awareness of what the law requires particularly in relation to monitoring equalities and diversity is a good starting point.

The following is a checklist of all current legislation designed to protect and promote respect for diversity and equality in employment and access to goods, facilities and services:

- Equal Pay Act 1970
- Sex Discrimination Acts 1975 & 1986
- Race Relations Act (RRA) 1976
- The Human Rights Act (HRA) 1988
- The Disability Discrimination Act (DDA) 1995
- The Employment Rights Act 1996
- Protection from Harassment Act 1997
- Race Relations (Amendment) Act (RR(A)A) 2000
- The Employment Act 2002

For further information please refer to ‘A Guide to Law on Equalities and Diversity’, Age Concern. Available from Organisation Development (OD) Department, Age Concern England, tel: 020 8765 7292
External quality standards

Monitoring is also increasingly a requirement of external quality standards, such as the Community Legal Service’s Quality Mark for Information and Advice services. The CLS Quality Mark, for example, includes a specific requirement for (A3.1) ‘an equal opportunities policy to be in effective operation that precludes discrimination in selecting and dealing with clients in the target group’, and (D1.1) ‘…. that precludes discrimination in the selection, recruitment and treatment of staff’. In order to meet these requirements, diversity monitoring of both clients and staff (including volunteers) is necessary.

Funders’ requirements

The majority of funders now require outputs and outcomes to be incorporated into the delivery of a project and hence require meticulous monitoring and evaluation. Funders are also looking to fund projects which have clear equalities and diversity objectives. Both of these elements are crucial in influencing funders to support work. It is therefore imperative to show that an organisation can measure the results of implementing any project and has robust and systematic mechanisms of monitoring and evaluation, for the following reasons:

- you are accountable to the funder and you will need to assure the funder that you have spent the money on what the funding was for;
- it enables you to show what difference has been made and disseminate the results to other relevant organisations;
- it provides a mechanism for you to see how you have achieved delivery and will help you fundraise in the future and prove that you can deliver agreed outcomes effectively;
- it will provide an opportunity to monitor equalities and diversity and demonstrate the difference that you are making in practice for older people, in particular disadvantaged older people.

Effective use of resources

Diversity monitoring has wider benefits too. It will help you to use your resources more effectively. For example, if you identify groups of older people who are particularly at risk of becoming isolated and vulnerable through not being able to access appropriate services,
you can use this knowledge to assess specific needs and to develop appropriate preventative services. This will not only benefit the people concerned, but could potentially also make large savings in later, more intensive service costs. In employment, diversity monitoring can help to identify barriers which are preventing you from making use of available talent.

Identifying gaps & improving services

In service delivery, monitoring can tell you which groups are using your services, and how satisfied they are with them. You can then consider ways of reaching under-represented groups and making sure that your services are relevant to their needs, and provided fairly.

Using monitoring to identify gaps and improve service provision for black and minority ethnic elders

Age Concern Nottingham & Nottinghamshire

‘Kindred Spirits’ is a service which aims to reduce loneliness and isolation for older people, and to reduce anxiety and depression and other mild mental health problems. The service facilitates ways in which older people can meet socially. These include coffee mornings, outings, bus trips, health and fitness groups and meals out.

‘Kindred Spirits’ receive a monthly newsletter which outlines what’s on; they then get together as a group to decide what they would like to do. There are currently 1300 ‘Kindred Spirits’.

For all services provided by Age Concern Nottingham & Nottinghamshire, the Service Coordinators complete monthly monitoring forms on service users, and the data is used to analyse any gaps in service provision. The monitoring data compiled for the ‘Kindred Spirits’ programme revealed that the majority of the service users were white. The benchmark used for monitoring was the data from the 2001 Census, which shows that approximately 18.9% of the total population in Nottingham are from ethnic minority groups. The research for the Kindred Spirits programme focussed on South Nottinghamshire, where the proportion of the population from minority ethnic groups is 12.1%.
A student researcher was engaged to consult older people from minority ethnic communities, mainly South Asian and African-Caribbean groups, about whether they felt that the service was appropriate for their needs. The research found that the Kindred Spirits programme was generally considered to be more relevant for the needs of African-Caribbean elders, as the venues that were used by Kindred Spirits groups were already used by the African-Caribbean community. However, the venues were not familiar to (and therefore less likely to be accessed by) South Asian elders. Adaptations that have been made have been to identify appropriate coffee morning venues which do not sell alcohol. The service coordinators are also looking into providing appropriate venues for women-only groups.

AC Nottingham & Nottinghamshire submitted a funding bid to the National Lottery for a specialist worker to further develop the service to make it more appropriate to the needs of minority ethnic elders, which was unfortunately unsuccessful. AC Nottingham & Nottinghamshire are continuing to seek funding for a specialist worker to develop the Kindred Spirits service.

For further information about Age Concern Nottingham & Nottinghamshire’s monitoring of its services for older people, please contact:

Diane Trinder, Services Development Manager
Age Concern Nottingham & Nottinghamshire
Tel: 0115 844 0011  Email: info@ageconcernnotts.org.uk
Using monitoring to help identify ‘under-represented’ groups – older lesbians, gay men and bisexuals

Age Concern Herefordshire & Worcestershire

Staff at Age Concern Herefordshire & Worcestershire are being encouraged to use monitoring forms systematically with all clients accessing Information & Advice and insurance services. It is important for Age Concern Herefordshire & Worcestershire to be able to demonstrate that it is reaching a diverse range of older people who are representative of the local community.

Through monitoring enquiries to their Information & Advice services, and reviewing the monitoring forms, which include a question on sexual orientation, Age Concern Herefordshire & Worcestershire has become aware that the specific needs and issues for older lesbians, gay men and bisexuals are an area of ‘unmet need’ in terms of Age Concern’s services for older people. Age Concern Herefordshire & Worcestershire is now considering ways in which starting to address the specific issues and needs for older lesbians, gay men and bisexuals can be built into their planning and development of future activities and services.

For further information please contact:
Magda Praill, Director
Age Concern Herefordshire & Worcestershire
Tel: 01905 726652 Email: ageconcern@achw.org.uk

Avoiding complaints of discrimination

Diversity monitoring can also help to avoid what could be costly complaints of discrimination, by making sure that you pick up and tackle problems at an early stage. The costs of discrimination claims can include legal fees, compensation payments, and management time, not to mention the emotional distress for those involved, as well as possible wider damage to staff morale.
Age Concern’s reputation

Finally, diversity monitoring can help everyone to improve Age Concern’s reputation as a good and fair provider of services, and a good employer.

Example

**Improving Age Concern’s reputation as a provider of services and as an employer**

**Age Concern Oxfordshire City & County**

Age Concern Oxfordshire City & County is beginning to reap the benefits of extending their services to meet the needs of a more diverse cross-section of the older population in Oxfordshire. The fact that Age Concern Oxfordshire is simultaneously developing its services for black and minority ethnic elders particularly in Oxford city, and is also monitoring its recruitment and employment practices to improve diversity among staff and volunteers, is having a positive impact both within the organisation itself and in terms of public perceptions of Age Concern Oxfordshire as an employer and provider of services.

At a recent Personnel Conference held for staff across Age Concern Oxfordshire, discussions between the 20 participants recognized the positive value of increasing the diversity of the staff and volunteers, in contributing to the growth and development of the organisation and its services and engagement with older people from all sections of the community. There was a recognition that recruiting staff and volunteers from different backgrounds and with different knowledge and experience is a positive benefit to the organisation as a whole, as it helps to bring in new perspectives and different ways of doing things, which can sometimes question and challenge existing methods and approaches in ways that can be very beneficial for the organisation.

At a recent Job Fair held in Abingdon, Age Concern Oxfordshire mounted a display of its work with black and minority ethnic elders in Oxford, which seems to have had a positive impact, through presenting more diverse images of the organisation’s work with older people, on public perceptions of Age Concern Oxfordshire as an employer. The Job Fair resulted in several enquiries for volunteer positions with Age Concern Oxfordshire, some of which were from people from minority ethnic communities.
Diversity monitoring is a key tool in helping to improve Age Concern Oxfordshire’s practice in both service provision and its own practice as an employer. Monitoring the methods and responses to recruitment methods – from replies to recruitment advertisements, through applications and interviews, to successful appointment, is an important tool which Age Concern Oxfordshire is using systematically to continually assess and improve its practice in terms of equalities and diversity as an employer, and as the basis for discussion and analysis of gaps and areas for further development and improvement.

For further information about Age Concern Oxfordshire City & County’s monitoring of recruitment and employment practice, please contact:

Pat O’Neill, Personnel Manager
Age Concern Oxfordshire City & County
Tel: 01235 849 400   Email: personnel@ageconcernoxon.org.uk

For further information about Age Concern Oxfordshire City & County’s development of services for black and minority ethnic elders, please contact:

Penny Thewlis, Head of Involvement and Development
Age Concern Oxfordshire City & County
Tel: 01235 849 400
Section D
Diversity Monitoring in Practice

D.1 Diversity Monitoring – Services

Which Services should be monitored?

It is recommended that, as an ‘aspirational target’, Age Concerns should aim to undertake diversity monitoring across all the services delivered to older people.

However, in practice it may be difficult or impractical for an Age Concern to introduce monitoring across all its services at the same time. Judgements will need to be made in order to decide in which services monitoring will be introduced first. The following are some of the factors/criteria which could be considered in deciding which services should introduce diversity monitoring.

Criteria for deciding which services to monitor:

- Services with the highest number of service users;
- ‘Formal’ services which are delivered by professionally trained staff (e.g. Benefits Advice);
- Distinguishing between services which are provided to individual older people (e.g. Information & Advice; Housing Repair services) and/or services which are provided for groups of older people (e.g. Caribbean elders Lunch Club);
- Services which are externally funded by statutory bodies (e.g. Social Services), for which monitoring is a formal requirement;
- Well-established services where service-users are not representative of the local population of older people (e.g. to establish why not taken up by other groups) & where changes/improvements may be needed;
- New/innovative services which are aiming to attract more diverse service users, representative of the local population of older people, to check and monitor success rates;
Responding to Monitoring should be optional

An important good practice principle in relation to monitoring – whether services or staffing/employment practice, is that responding to monitoring questions should always be optional. Individuals should be put under no obligation to give information that they would prefer not to. Respondents should be told that they are free to answer some questions, all questions or no questions.

In practice, if Age Concerns are able to explain clearly what the purpose of the monitoring is, and to build relationships of trust, so that service-users and staff and volunteers are confident that the information will be used ethically and responsibly only for the purposes described, then the non-response rates are likely to be negligible, or at least declining progressively over time.

Monitoring Sexual Orientation

Though the importance of a sensitive approach when addressing monitoring questions has already been established as a general principle, the need for particular sensitivity when addressing issues around sexual orientation – whether someone identifies as lesbian, gay, heterosexual or bisexual – cannot be overestimated, especially in relation to older people.

Questions relating to sexual orientation may be pretty well established in terms of recruitment and employment practice but they are still relatively new with regard to service provision. Much of the monitoring of such provision, such as of information and advice services, is likely to be done by phone, or even face to face. One of the first issues to be aware of, therefore, is the difference between a person filling in an anonymous monitoring form in private, where s/he has time to think about answering (or, indeed, whether to answer or not) and being asked sensitive questions in person.
Some issues to be aware of in relation to monitoring sexual orientation

Even more important is the need to be aware of some of the reasons behind the particular sensitivities that can arise in relation to discussion of sexual orientation amongst older people. For example:

1. Until 1967, male homosexuality was illegal in England and Wales (until 1980 in Scotland and as recent as 1982 in Northern Ireland). Many thousands of gay men were imprisoned simply for being gay and many more endured blackmail in order to avoid arrest. Homosexuality (for both men and women) was still classified as a mental disorder by the World Health Organisation right up until 1992. These are just two of many examples of discrimination and prejudice through which today’s older lesbians and gay men have lived. Although laws and social attitudes may be changing for the better, living through far less liberal times has made many older lesbians and gay men understandably wary and cautious. This can make it extremely uncomfortable for them to discuss or answer questions about their sexual orientation. And even though confidentiality may be stressed, there can be a very real fear that such information might even be used against them.

2. Recent social attitudes surveys addressing prejudice against minority groups puts people aged 65+ at the top of the table of those who felt prejudice towards lesbians and gay men. Whilst Age Concern does not condone those attitudes it nonetheless recognises that even to anonymously ask many older people if they are lesbian or gay risks deeply offending them.

3. Additionally, any questions addressing sexuality have the potential to cause some embarrassment – for the questioner as well as the subject.

4. Many older lesbians and gay men have lived their personal lives discreetly and privately, having often spent a lifetime ‘passing’ as heterosexual simply in order to survive – unlike ethnicity or gender, homosexuality is generally invisible. It is quite possible, therefore, that in order to ‘protect’ themselves, some older lesbians and gay men will not answer truthfully to questions about sexual orientation, feeling that not to answer would automatically categorise them as non-heterosexual. The end result is simply inaccurate data.
If the issue of the sensitivity of sexual orientation questions needed underlining further, it is worth remembering that, even into the 21st century, there has still never been a national or large scale census in which people have been asked to define their sexual orientation. So even if Age Concerns do manage to achieve reasonably accurate figures for lesbian and gay take-up of our services there are still no universally agreed national or local ‘benchmark’ figures against which they can be measured or assessed.

The importance of a holistic approach when monitoring sexual orientation

This is not to suggest, however, that the issue of sexual orientation monitoring amongst older people be avoided altogether. Rather, it is to stress the importance of undertaking such monitoring as part of a longer term approach of reaching out to and earning the trust of older lesbians and gay men if it is to be undertaken sensitively and with the expectation of providing useful and accurate information.

Age Concern Gloucestershire’s ‘Opening Doors’ programme featured on pages 52-55 offers an excellent example of such an approach, which stresses the importance of establishing, ‘normalising’ and mainstreaming questions and language around sexual orientation to encourage all stakeholders to feel comfortable with the issue. Nationally, Age Concern England’s ‘Opening Doors’ programme also provides guidance, ideas and support, details of which can be found on the Age Concern website at www.ace.org.uk/openingdoors.

Monitoring Religion and Faith

National monitoring

The 2001 Census collected information about religious identity, for the first time. Combining this data with information on ethnicity shows that while the population of England and Wales is more culturally diverse than ever before, White Christians remain the largest single group. In England and Wales 36 million people (nearly 7 out of 10) described their ethnicity as White and their religion as Christian.
Majorities of Black people and those from Mixed ethnic backgrounds also identified as Christian (71 and 52 per cent respectively). In total there were 810,000 Black Christians and 347,000 Christians from Mixed ethnic backgrounds.

Among other faiths the largest groups were Pakistani Muslims (658,000) and Indian Hindus (467,000), followed by Indian Sikhs (301,000), Bangladeshi Muslims (260,000) and White Jews (252,000).

The Indian group was religiously diverse; 45 per cent of Indians were Hindu, 29 per cent Sikh and a further 13 per cent Muslim. In contrast the Bangladeshi and Pakistani groups were more homogeneous, Muslims accounting for 92 per cent of each ethnic group.

Some faith communities were concentrated in particular ethnic groups. For example, 91 per cent of Sikhs were Indian and 97 per cent of Jews described their ethnicity as White. Other faiths were more widely dispersed. Considerable proportions of Buddhists were found in the White, Chinese, Other Asian and Other ethnic groups.

**Religion and Employment**

In December 2003, Employment Equality Regulations were introduced to provide protection in employment for people facing discrimination because of their religion and/or beliefs, or because of their sexual orientation. The Regulations derive from the EC Employment Directive that establishes a general framework for anti-discrimination legislation. The religion and belief Regulations prohibit discrimination on the grounds of ‘any religion, religious belief or similar philosophical belief’. The Regulations are inclusive of all religions, not just ‘minority’ faiths. Non-believers are also protected from discrimination. A number of indicators may be taken into account – by courts and tribunals – in deciding if something is a religion or belief, such as: collective worship, a clear belief system, or a profound belief affecting way of life or view of the world. The Regulations also recognise ‘similar philosophical beliefs’, such as Humanism and Atheism.

**Religion and Services**

The influence of religion on people’s lives varies a good deal and cannot be predicted. Religion may provide essential meaning, spiritual support and moral guidance throughout a person’s life, it may influence practical aspects of their daily life, or it may be only a mark of community membership. In the health service, however, a patient’s
religion is often noted and then disregarded; an important opportunity to find out more about the person’s individual religious and spiritual needs and wishes is often lost.

Asking a person’s religion, and knowing something about the beliefs and practices of different religions are good foundations for identifying possible needs, but they are only starting points. One older person who identifies as ‘Church of England’ might be deeply religious, and, in hospital, may want to see the chaplain and to receive communion; another might have been christened but not attended church since childhood. A Jew who is not at all religious may reply ‘Jewish’ purely in order not to be identified as Christian. A Jain may reply ‘Hindu’ because they know that few people in Britain have heard of Jainism. An older person in hospital who gives no religion may nevertheless have strong moral and ethical values, a sustaining spiritual dimension to their lives, and possibly a firm belief in an afterlife. The only way to find out what is important to each person in terms of religious practice and what they will need in order to feel comfortable is to ask.

Guidance Note

**Monitoring Religion & Belief**

*First of all, it is worth remembering that monitoring religion and belief is a relatively new area for many organisations – both statutory and voluntary – as it is for many Age Concerns. There may well be, therefore, opportunities for sharing practice and learning with other organisations in relation to this relatively new dimension of our work on equalities and diversity issues.*

*In areas where it is felt that monitoring service users in terms of their religion or belief would provide important and useful information for the development and improvement of Age Concern’s services, and where this has not been done before, it is recommended that some preparations are made before embarking on monitoring religion and faith (see Page 30 – What Preparations should you make before monitoring?). It would be useful to consult local faith groups, religious organisations and inter-faith forums (where these exist) to discuss your proposed approach to monitoring religion and belief among older people using Age Concern’s services.*

*Age Concern staff involved in monitoring should be trained in all aspects of monitoring, but paying particular attention to issues around religion and belief before this is introduced. It might be particularly*
important to discuss and clarify issues around ethnicity and religion or belief, and to ensure that all staff are clear about the differences, the reasons why you are monitoring both aspects, and the categories to be used for religion and belief. Of course, an important principle in monitoring this aspect of diversity, as with all other monitoring questions, is that it should be optional.

It is recommended that the categories used for monitoring religion and belief should be the same as those used in the 2001 Census, which are as follows:

- Christian
- Sikh
- Buddhist
- Other religion
- Hindu
- No religion
- Jewish
- Not stated
- Muslim


For further information about religion and culture in relation to health care services, please see ‘Culture, Religion and Patient Care in a Multi-Ethnic Society – A Handbook for Professionals’ – Alix Henley and Judith Schott, 1999 (Age Concern England).

**Types of Monitoring**

In general, monitoring service delivery covers the following four main activities:

**Usage**

This type of monitoring is used to draw up profiles of service use and needs for different groups. This can help to assess the resources that you will need in future, and their allocation. Usage monitoring can also help you to develop policies and ways of delivering services that meet the needs of different ethnic groups. This type of monitoring would be useful for assessing the usage of existing Day Centres and Lunch Clubs, and identifying gaps in service provision.
Good Practice Guidance

Example

Monitoring community-based services for black and minority ethnic elders

Age Concern Swindon

Age Concern Swindon’s approach to service provision for older people is both pro-active and reactive. Their deliberate decision to establish specific services to meet the needs of some black and minority ethnic communities wasn’t made directly as a result of monitoring….. it was an area of unmet need which Age Concern Swindon was aware of and thought they should be doing something about. Age Concern Swindon supports a lunch-club for Caribbean elders and the Sangam Centre, a day centre/afternoon social group primarily for older people from South Asian communities. Both groups meet once a week.

The ‘monitoring’ of attendance and take-up of these services is done by means of a register recording which members of the groups attend each week, rather than using specific monitoring forms. Most, but not all, of the Caribbean lunch club members are of Jamaican origin, and most of the Sangam Centre members are originally from Gujarat, or Gujarati-speaking. In both cases, more women than men attend.

Age Concern Swindon does not use any external ‘benchmarks’ (e.g. local census data) against which to compare or measure the numbers of older people from black and minority ethnic communities who are being reached by their services. These group-based services have both been running for over 13 years, and remain the only ones of their kind for older people in Swindon, although there is also a more recent initiative by the Pakistan Welfare Association to develop services and activities for both older people and people with disabilities.

Age Concern Swindon collates monitoring data on their information, advice and advocacy services, and home visiting services. Older people using the ‘mainstream’ day centre and those to whom meals-on-wheels are delivered are all referred by Social Services, and are 99% white, which reflects the current population of older people with high-level needs. The monitoring data is collated within each service, and is used in reports to funders to meet their requirements.

Age Concern Swindon is small enough to be able to look at the overall picture of its service provision for older people with the information they have from monitoring each of their services.
Age Concern Swindon knows that they are achieving a reasonably high level of outreach to older people, in comparison with the total population of older people in Swindon. In fact, in the case of the Caribbean elders Lunch Club and the Sangam Centre the percentage of older people attending from those specific minority ethnic communities is probably relatively high. This reflects the fact that the services were established precisely to meet identified unmet needs among older people from black and minority ethnic communities, and so, in a small town like Swindon, it’s not surprising that these ‘specific’ services attract a relatively high proportion of black and minority ethnic elders who want, and are able, to attend.

There are plans to further develop and improve the services, although these have not come about directly as a result of monitoring. Age Concern Swindon is working on developing the Sangam Centre – largely in response to the enthusiasm of current members, in particular the son of two of the members, who want more. Similarly, there is one new member at the Caribbean Lunch Club with community development experience who is particularly keen that the Club should develop further. This may happen if additional funding from Social Services becomes available for community-based Day Centres, which would open up the possibility of the Lunch Club developing into a Day Centre.

For further information about Age Concern Swindon’s services for black and minority ethnic elders, and approaches to monitoring, please contact:

Jo Osorio, Director
Age Concern Swindon
Tel: 01793 692 166 Email: jo.osorio@ageconcern.org.uk
Satisfaction Surveys or Complaints Monitoring

This kind of monitoring can be carried out by adapting routine customer satisfaction surveys and records of service complaints to include questions about age, gender, ethnic origin and disability. This will help to assess whether satisfaction varies between different groups and, if so, why. Satisfaction or complaints monitoring may be particularly useful for ‘open-access’ services, such as Information & Advice services where older people may only have ‘one-off’ contact with Age Concern, and where it may be more difficult for Age Concern to get feedback on their services, than with services provided to older people which involve regular contact – e.g. Day Centres, Lunch Clubs or Befriending services. Finally, a word of caution about satisfaction surveys. They can produce very unreliable data, as they only measure the satisfaction of existing users, and they typically produce high levels of satisfaction either because users are a self-selecting group, may have low expectations, or they may fear withdrawal of the service.

Example
Satisfaction and Complaints monitoring

Age Concern Blackburn with Darwen

Age Concern Blackburn with Darwen keep internal records of all complaints received about their services, whether verbal or formal written complaints. Age Concern Blackburn with Darwen staff routinely monitor the ethnicity of anyone who makes a complaint about their services, using the ethnic categories recommended by the CRE. However, people making complaints are not currently asked about either their age or gender. Age Concern Blackburn with Darwen will shortly be reviewing all their monitoring systems, and it is likely that the monitoring of complaints will also include age, gender and disability as well as ethnicity.

The records of complaints are collated regularly and are presented twice yearly to the Board of Trustees, where they are discussed and any remedial action needed is agreed.
Age Concern Blackburn with Darwen also undertakes systematic ‘satisfaction surveys’ among their service users, using a generic ‘customer survey’ format which includes questions about age and ethnicity, but not currently gender or disability. The survey form also asks whether the respondent feels that they have been treated unfairly, on the grounds of age, gender or race.

The ‘customer survey’ form which Age Concern Blackburn with Darwen is currently using is 3 pages long, and staff are very conscious of the need to strike a balance between getting the relevant information that they need for effective monitoring, and deterring people from responding by the length of the monitoring/survey form.

Currently, the ‘customer survey’ form is used for everyone who uses one of Age Concern Blackburn with Darwen’s ‘open-access’ services – i.e. Information & Advice and related services, Ageing Well activities and Trading. The satisfaction surveys are not used with people attending Day Centres or accessing Befriending services. The forms are sent out to everyone who accesses the ‘open-access’ services, and response rates average around 55%. The information is collated monthly and quarterly, and is regularly presented and discussed at Board meetings.

Age Concern Blackburn with Darwen is aware that there are some inconsistencies in the current monitoring system, and is just starting the process of developing an Equalities and Diversity strategy and action plan, which will include reviewing all the current monitoring systems and making improvements as necessary. Local demographic data, from the 2001 census, is also being collated and analysed to provide an external ‘benchmark’ for Age Concern Blackburn with Darwen’s equalities and diversity strategy.

For further information about Age Concern Blackburn with Darwen’s approach to monitoring its services, please contact:

Vicky Shepherd, Services Development Manager
Age Concern Blackburn with Darwen
Tel: 01254 266620
Email: Vicky.shepherd@ageconcernblackburn.co.uk
Episodic Contact

This looks at what happens when your contact with a service user is fairly short-term, limited and occasional. For example, a one-off enquiry about insurance products.

Example

‘Episodic Monitoring’ of Information & Advice services

Age Concern Surrey

Age Concern Surrey monitors the older people who access their Information and Advice service, partly in order to comply with the requirements of the Community Legal Service (CLS) Quality Mark. Age Concern Surrey is also interested in monitoring the usage of its I&A services, in order to ensure that they are serving all older people in Surrey effectively.

The CLS requires diversity monitoring of enquiries received by the Information & Advice service, which would mean in practice asking each caller 6 separate questions over the phone (including the data protection question and the CLS audit question), even on a first, or one-off contact. Age Concern Surrey felt that this was somewhat impractical and negotiated with the CLS to compromise in their approach to monitoring the usage of their Information & Advice services.

AC Surrey now undertakes monitoring for 4 separate periods of 1 week during the year. The data from these 4 monitoring exercises provides ‘snapshots’ of the service users accessing the service, and efforts are made to ensure that these ‘snapshot’ samples are as broadly representative of the full range of service users as possible. It is important, for example, to select 4 weeks which are likely to be as typical of a ‘normal’ week as possible. Monitoring service usage during a week with a Bank Holiday, or during the summer holidays, or when Wimbledon is on, is likely to produce a rather unrepresentative sample, as there will typically be many fewer calls than usual.

During the 4 weeks in which monitoring is undertaken, everyone accessing the Information & Advice service is monitored. For 2 of the weeks, everyone who phones in to the service will be asked the monitoring questions, with a clear explanation of why the monitoring
is being carried out and what its purpose is. For the other 2 weeks during which the monitoring is carried out, a monitoring questionnaire is sent out to everyone who requests written/printed information from Age Concern Surrey. Again, it is explained beforehand, over the phone, what the purpose of the monitoring is and why it is being carried out. Age Concern Surrey have found that the response rate to monitoring questions – whether asked over the phone or via a printed questionnaire – is usually much better when the purpose of the exercise is clearly explained to service users beforehand.

For further information about Age Concern Surrey’s Information and Advice services please contact:

Pauline Warburton, Information & Advice Officer
Age Concern Surrey
Tel: 01483 503 414 Email: admin@acsurrey.org.uk

Ongoing Contact

This examines people’s experiences of your procedures and the way you make decisions over a period of regular or continuing contact. It allows you to look, in detail, at how different groups are affected by your policies and services at different stages – from initial contact with the system through to the final outcome.

These four types of monitoring can of course overlap, and can be used as complementary methods of monitoring services. However, it can be helpful to distinguish between the different types of monitoring, especially when planning your data collection and analysis. For example, with long-term monitoring, you would aim for a 100% data set (although you might sometimes use a careful sampling strategy for research exercises or specific studies) and ethnic data will have to be linked to the individual. On the other hand, satisfaction surveys might be kept anonymous, and a lower response rate would probably be considered acceptable. The main point is to make sure that you have a database that is large and representative enough to let you answer all the questions you might want to ask about what is happening to service users (or potential service users) during their contact (or lack of contact) with your Age Concern.
What preparations should you make before monitoring?

When monitoring service usage, you should discuss and explain as widely as possible the reasons for monitoring age, gender, ethnic origin and disability. You should make sure that you:

• consult ethnic minority and other community organisations;
• consult organisations working with lesbians, gay men and bisexuals, and those working on disability issues;
• consult trade unions and/or staff representatives (including minority ethnic staff and staff with a disability), and frontline staff;
• train all staff involved in monitoring, particularly in collecting data;
• produce written information about monitoring, in appropriate and accessible formats, and translate it into different languages, if needed; and

• arrange interpreting services, if needed.

How complete must the data be?

Incomplete data has been a serious obstacle to diversity monitoring in many service delivery areas. For example, in criminal justice and in health, poor data on ethnic background has been recognized and tackled as a serious problem. Incomplete data will affect the quality of your analysis. For example, you will not be able to identify patterns of inequality, barriers to opportunities and services, and disadvantage and unfairness. Most importantly, you will not be able to take corrective action.

It is therefore critically important that you do whatever is necessary to make your monitoring data as complete as possible. In practice, this means taking account of three factors:

• how important the service, policy or function you want to monitor is;
• what kind of monitoring you need; and
• how easy or difficult it will be to get complete data – this will depend on the circumstances in which you ask for the information, and the nature and frequency of your personal contact with service users.
Can you use sampling to collect data?

Sampling may be a cost-effective way of collecting data, for example if you are carrying out a survey. However, you will still need the fullest possible response rate from the sample, so that you can be sure that your findings are representative.

**Sampling methods**

Sometimes you can include everyone in your sampling frame – for example if you planned to include the views of all your users in an evaluation. However, in most cases you will only be able to include a proportion of your service users in your sampling frame. Unless the numbers are very small, or your resources very large, you will need to draw a sample from the users you are interested in.

A principle of sampling is to try to get unbiased answers. You don’t simply go for those known, or likely, to have particular views – nor do you exclude them.

While it shouldn’t be ruled out, random sampling will often not be possible. With small sample sizes, random sampling techniques will not produce a representative sample of the people or groups which you are interested in. In this case you might use stratified sampling. This works by ensuring that your sample contains the correct percentage of a certain group in relation to a wider group you are interested in.

**Example**

Greenwich Education Authority wanted to find out reasons why people who live in the London Borough of Greenwich go to university. The aim was to compare women’s and men’s reasons. 58% of people at university from Greenwich are women and 42% are men, so a sample of 50 students needs to contain 29 women and 21 men.

You may also want to ensure the correct balance of age groups, ethnicity, disability, etc.
Sample size
There is no strict formula to help you make this decision. It depends on how large your total study population is, how many subdivisions there are in the sample (e.g. gender, age, disability, ethnicity), the area covered and what data you require. For instance, if you were to survey an estate of 3500 people, a reasonable number might be 10% or 350 people.

The more in-depth the information you are seeking, the smaller your sample is likely to be.

Response rate
The use of postal questionnaires in market research achieves a response rate of about 5%. Community organisations may get far higher response rates and some have achieved up to 40%. Following up non-returns can increase the response rate but requires a way of identifying people who do not reply.

Telephone and face to face interviews require more resources but will achieve a response rate of perhaps 70-80%.

A low response rate can invalidate your research, especially if the people who don’t reply all have something in common.

A checklist
In your sampling, decisions have to be made about:

- **Who** you gather information from. This includes the kinds or categories of people, as well as the specific persons within a category
- **Where** the data collection is done
- **When** you do it. Always at the same time or systematically or randomly different
- **What** is sampled. You may be interested in particular events, or activities, or processes

For further information and guidance on research methods, please see: ‘Community Research – Getting Started – a resource pack for community groups’
ARVAC, 2d Aberdeen Studios, 22-24 Highbury Grove, London  N5 2EA
Tel: 020 7704 2315   Email: arvac@arvac.freeserve.co.uk
What classification methods should you use?

Self-classification
The best way to collect diversity data is to get it directly from the individual as part of your existing information-collecting processes. For example, if you use an application form or an interview with the client to get basic information, this is where you should ask about ethnic background and disability. Or, if you use an interview to check and fill in information given on forms, you can do the same with the ethnic background data.

You should make sure that people have the information and time they need to make an informed decision about the classification they are comfortable with, especially in relation to ethnic background. You may want to use a two-stage system, which asks people first to choose from among the main headings, and then from the sub-categories of the heading they have chosen. However, if someone asks for information about all the main and sub-categories, you should give this to them. If people are making their choice in a telephone interview, you may have to read all the categories out more than once.

Other-classification
As with employment, other-classification should always be a last resort. You should use it to top up your data only when it is important for your analysis and, wherever possible, you should tell the individual how they have been classified and ask them to confirm or correct the classification. If you cannot do this at the time, you should give the individual the chance to confirm or change the classification at a later date, if this is possible. The record should show that another person made the classification, and the capacity in which they did so (for example, as a son, daughter or other relative, carer and/or friend).

Sometimes, classification by another person may be the only method available. This may be the case if the client is an elderly person suffering from dementia, for example, who may not be able to make the choice in providing the information required. In these circumstances, you should ask a named carer or advocate for the information.
What analyses should you carry out?

Given the range of service delivery activities that you can monitor, and the different kinds of monitoring that you can carry out, it is impossible to cover all the possibilities. Instead, the questions suggested below illustrate some of the areas that you might want your data to answer, for each type of monitoring. It is important to note, however, that in order to fully answer many of the questions that you might want to ask of the data, you may need more qualitative information about the ‘outcomes’ of your services for older people, as well as the more quantitative information that will be provided by the monitoring data. Monitoring is only one measurement activity, which needs to be used in conjunction with other methods. The questions suggested below illustrate some of the areas that you might want to ask of your monitoring data, and other qualitative data gathered through other means:

Usage

- Are there differences in the rates at which different ethnic groups, or men and women, or older people with disabilities use your services?
- Are disabled older people able to use your services? If not, why not? What adaptations could be made to enable disabled older people to access the service?
- Are there ethnic groups that seem more or less likely to use the service, based on the full list of detailed ethnic categories?
- What about older lesbians, gay men and bisexuals? Do you know whether they are accessing Age Concern services? Are there specific issues/service needs which arise for older lesbians, gay men and bisexuals?
- What are the possible explanations for differences in the rates of service use? (e.g. by gender, by ethnic group);
- Do these differences show that there is a problem in the way different ethnic groups see Age Concern, or in the way you see them?
- Are there differences in the ways that different ethnic groups, and/or men and women use your services?
• Do different ethnic groups, or disabled older people, or older lesbians, gay men or bisexuals appear to have special or different needs?

• Do you need more data or analysis to investigate this further?

• Are your services, and the way you are delivering them, meeting the needs of the community you serve?

Satisfaction or complaints

• Are there differences in the satisfaction levels or complaint rates for different ethnic groups?

• Are there particular areas of your service that cause a problem for different ethnic groups, or older lesbians, gay men and bisexuals and/or disabled older people?

• Is there dissatisfaction with your decisions, or the way you make these, or the way you deal with people?

• Do the findings suggest that your staff need training?

• Is there an underlying cause or barrier that means that some ethnic groups are not treated as well as others, and/or that disabled older people are not treated as well as able-bodied?

• Do different ethnic groups, or older men, or disabled older people have different expectations of your services?

• What else can be done to look at the expectations, perceptions and experiences that different ethnic groups, or disabled older people, or older lesbians, gay men and bisexuals, may have of your services?

• Is the picture changing?

• Who should be consulted about the results?

In answer to the last point, you should consult as widely as possible about your monitoring results. Both your staff and community organisations may be able to throw light on some of the differences you might have found, and to point you in the direction of further research or investigation. They may also have suggestions about what you can do.
Ongoing monitoring

- Are your policies and procedures fair to all ethnic groups, and to disabled people, and to lesbians and gay men?
- Are members of some ethnic groups more likely than others to use your services?
- Are there differences in outcomes for men and women, for different ethnic groups (or different faith groups), or for people with disabilities?
- Is the difference due to some underlying pattern of disadvantage?
- Are the factors you have considered sufficient to explain the size of the differences?
- What other data or analysis might be needed to investigate this further?
- If there is no obvious reason for the differences, or their size, what else can you do? Is direct discrimination a possible cause?
- Is there evidence that these patterns are changing?
- Has the action you have taken led to the improvements you hoped for?
- How can you, or others, build on this improvement? What lessons can be learned for the future?

Episodic Contact

You will probably need to answer similar questions to those suggested for ongoing monitoring, but the data you will be looking at will probably be simpler, involving only one or two decision processes.
D.2 Diversity Monitoring – Workforce

Preparation

If your monitoring is to be successful you will need your staff’s support. You should explain to everyone involved why you are monitoring age, gender, ethnic origin and disability as key diversity indicators – that is, to check that your Equalities & Diversity policy and strategy is effective.

You should also keep managers and any staff associations or unions fully informed, and consult them throughout the process. You should make sure that you give detailed information and appropriate training to anyone who might have to answer questions in their capacity as a line manager, HR officer, or staff representative.

In order to successfully carry out diversity monitoring you will need to collect data on both your current employees, volunteers and job applicants, to provide a baseline against which to measure future findings. Once you have this information – and you have linked it to each individual by their unique identifying number - you can use the data to assess how your employment policies and procedures affect different groups.

Data on current staff and volunteers

The first step is to ask current employees and volunteers to provide the information, usually with a questionnaire. You should include a detailed explanation of why you are monitoring these key dimensions of diversity, and how you will protect someone’s confidentiality. You should make it clear that you fully support this monitoring.

Example

The importance of monitoring volunteers as well as paid staff

Age Concern Volunteering Partnership

A survey of volunteering across the Age Concern federation, which was commissioned by the Volunteering Partnership in 2001, aimed to find out about the diversity of people who volunteer to work with Age Concern, including ethnic origin. The Volunteering Partnership strongly recommends that all Age Concerns should be regularly monitoring their volunteers, as well as paid staff.
Volunteering Development Recommended Practice (VP002) contains ten expectations of good practice in volunteering. Evidence for Expectation 5 – Fair selection process – includes ‘Collated monitoring information is available about volunteers’ gender, ethnicity, age and disability’.

Volunteering Development Resources (VP008) includes a section on Equality and Diversity issues and highlights how monitoring can help shape future volunteer recruitment strategies. An example equality and diversity monitoring form is also included within the Resources manual.

Age Concern Waltham Forest uses the same monitoring form for monitoring staff, volunteers, trustees and service users (service by service). The data gathered from monitoring forms is collated and can be produced on a monthly, quarterly or annual basis, depending on requirements. Age Concern Waltham Forest explains clearly to all staff, volunteers and trustees what the purpose of their monitoring is, and expects a 100% return rate. Age Concern Waltham Forest would question the reasons and motivation of anyone who did not comply with the regular monitoring of staff, trustees and volunteers.

Age Concern Newcastle has found that closer monitoring of volunteer applications and service questionnaires, along with the more detailed analysis available through computer databases, has brought about the following benefits:

- Identification of Postcode areas where volunteers are concentrated has allowed for more effective recruitment advertising targeting as well as identifying areas for volunteering development opportunities
- Changes in volunteering profiles have been identified, especially a move towards shorter term, task specific volunteering, which has led to development of more appropriate volunteering roles and opportunities

Age Concern Newcastle has recently embarked on a 2-year volunteering research programme, in partnership with the University of Newcastle, entitled "Volunteering, self-help and citizenship in later life".

For further information about Age Concern Newcastle’s work on volunteering, please contact:

David Shipley, Volunteers’ Co-ordinator
Age Concern Newcastle
Tel: 0191 235 9926   Email: david.shipley@acnewcastle.org
Other useful contacts on volunteering:

Volunteering England Information Service
Freephone: 0800 028 3304 or http://www.volunteering.org.uk/missions.php?id=325

The National Council for Voluntary Organisations
Helpdesk 0800 2 798 798 or http://www.ncvo-vol.org.uk

For further information about the work of the Volunteering Partnership, please contact:
Nikki Squelch, National Volunteer Development Officer
Active Age Unit, Age Concern England
Tel: 020 8765 7205 Email: squelcn@ace.org.uk

Data on job (and volunteer) applicants

The best way to get information about an applicant’s age, gender, ethnic origin and disability is to use a tear-off slip that is part of the application form. The form and the slip should both have the applicant’s unique identifying number printed on them (or handwritten if this is not possible). The slips should be torn off before anyone directly involved in the selection process sees the forms. The information should then be entered in the relevant register or database before the slips are destroyed.

If you use a tear-off slip, you should make sure that applicants understand that you will store the data in a way that makes it impossible for you to link this information with other information about them.

Keeping Data up-to-date

It is important to ensure that the data is kept up-to-date, and collated systematically periodically. This will enable you to provide monitoring data on a regular basis as management information, or for the purposes of reporting to donors and other external partners. Collating the monitoring information on a regular basis will also enable you to compare your data from fixed points in the year – e.g. monthly, bi-monthly or quarterly, with previous years, and to be able to identify trends and patterns.
How do you analyse the data?

As well as analysing the make-up of your workforce by age, gender, ethnic origin and disability, you may need to analyse the way your policies and procedures affect different groups. The employment and staffing processes and procedures which you might consider monitoring could be grouped under three main headings:

- looking for work with Age Concern;
- working for Age Concern;
- leaving Age Concern.

Workforce data

Your monitoring analysis should show the overall numbers (and proportions) of men and women, different age groups, different ethnic groups and disabled people in your workforce as a whole. Ideally, it should also show the type of work they do, their grades or levels, and the departments where they work. Other analyses might include:

- length of service
- time in current grade
- earnings and other benefits
- terms of employment (e.g. permanent or fixed-term contract; and full-time or part-time)
- geographical location and/or operating base (whether office- or home-based)
- caring responsibilities

Example

Carrying out a ‘diversity monitoring audit’ of staff, volunteers and trustees

Age Concern Tower Hamlets (ACTH)

In response to changes in employment legislation in December 2003 which introduced specific regulations to combat discrimination on the grounds of faith or belief or sexuality, and other good practice on equalities and diversity issues, Age Concern Tower Hamlets has recently completed a ‘diversity monitoring audit’ of staff, volunteers and trustees.
The aim of the audit was to assess whether the effect of Age Concern Tower Hamlets’ policies and practice have resulted in a group of staff, volunteers and trustees which reflects the diversity of the wider community of Tower Hamlets. The outgoing Chief Officer wanted to be sure that ACTH’s policies and procedures on equalities and diversity really had helped to bring about a more diverse workforce for ACTH, and were not ‘merely a nice set of words’.

The audit questionnaire, which was circulated to all staff, volunteers and trustees, included questions about gender, work pattern, ethnic background, faith or belief system, sexuality, age, disability, home responsibilities and other carer responsibilities. For all questions except the one on work pattern, there was an option ‘Prefer not to respond’ available. The key principles which informed the development and usage of the audit questionnaire were – confidentiality, self-determination (in terms of how people chose to respond) and that it was optional.

The questionnaires were issued to 61 paid staff, 16 trustees and 50 volunteers. Responses were received from 39 staff, 13 trustees and 6 volunteers. The returns from volunteers were very low and were not included in the analysis of the audit, and presentation of the key ‘findings’ which was subsequently presented to staff and trustees.

The main ‘findings’ of the diversity audit were revealing and have helped to provide ‘pointers’ for ACTH’s management team on areas in which the organisation’s current performance is positive, and areas which need to be developed.

In relation to ethnicity, for example, the audit found that 48% of ACTH’s staff and 62.5% of the trustees are from a white background, compared to 51% of the general population of Tower Hamlets – a relatively positive picture overall. When analysing the staff by ethnicity and position in the organisation, however, the audit revealed that the majority of senior staff are of white ethnic origin, which indicates the need to improve the ethnic diversity among staff at senior levels.

In terms of age, the audit found that just over 15% of paid staff were aged over 55 years, and almost 77% were aged under 44 (of whom nearly 31% were under 34 years). 46% of the trustees were aged under 55 years, and 38% were in the age range 65-74. The conclusion was that it is good that ACTH has older staff and trustees, but should an Age Concern organisation be doing better than this?
The monitoring audit also revealed that there is under-representation of gay men and lesbians within the staff and trustees of ACTH, and also that people with disabilities are also under-represented.

There was a mixture of faiths and beliefs among both staff and trustees at ACTH. The staff included people of Christian, Muslim and Spiritualist faiths, as well as some who didn’t subscribe to any faith. The Trustees included people of Jewish, Christian and Muslim faiths, and also atheist.

In terms of work-life balance, 77% of the staff worked part-time, and 69% had caring responsibilities. There were several positive comments from staff about ACTH’s flexible working patterns.

On balance, the diversity monitoring audit revealed, for Age Concern Tower Hamlets, that the positive areas of their performance in relation to the diversity of the staff and trustees, are in relation to ethnicity, gender, work-life balance, faith and age. The development needs identified by the audit are in the areas of – improving the balance of non-white staff in senior positions, gender, disability, lesbians and gay men, and age.

Age Concern Tower Hamlets’ senior management team has recently agreed with the trustees a development plan to address the areas for improvement revealed by the diversity monitoring audit exercise. Some immediate actions include making contact with local voluntary organisations working with people with disabilities and those working with lesbians and gay men, to explore ways in which ACTH could become more accessible and attractive as an employer. ACTH has also decided to drop the question on age/date of birth from their recruitment application forms – although it will remain on the Equal Opps monitoring forms which are not seen by those involved in the recruitment – to see whether this may have a positive impact on the proportion of older people applying for paid and voluntary positions with ACTH.

For further information about Age Concern Tower Hamlets’ ‘diversity monitoring audit’ – and for a copy of the audit questionnaire – please contact:

Debbie Walker, Chief Executive
Age Concern Tower Hamlets
Tel: 020 8981 7124  Email: main@acth.org.uk
Recruitment data: applicants for jobs and promotion

Your monitoring analysis should show the overall numbers (and proportions) of applicants for jobs and promotion, according to age, gender, ethnic origin and disability. Because of the importance of your recruitment and selection decisions in determining the diversity of your workforce, it is vital that your recruitment procedures and selection decisions are fair. To assess the effects that these have on different groups, it is strongly recommended that you:

• compare the proportion of applicants from ethnic minority backgrounds, or of different age-groups, or with a disability with the relevant benchmark data; and

• analyse the relative success rates for different groups of applicants, and the significance of any differences you might find.

Example

Monitoring recruitment and employment practice

Age Concern Enterprises (ACEnt)

Age Concern Enterprises has a well developed approach to monitoring its recruitment processes, through from initial advertising to the final appointment. All vacancies have to be justified and authorized by a Director, which then triggers the recruitment process. Vacancies within ACEnt are advertised internally first, to provide ‘equal opportunities’ for existing staff to apply for vacant posts within the company. A week later the posts are advertised externally. Recruitment advertisements are placed in the local press, if the post is specific to a particular locality, or in the national and professional press (e.g. Marketing Week) for posts with a national remit.

A statement of ACEnt’s policy on diversity is included on all recruitment advertisements, stating that ACEnt welcomes applications from all sections of the community. This statement is also included on the application form.

All enquirers about each post are sent a copy of the application form, job description and background information, person specification and an equal opportunities monitoring form. The number of enquirers and the number of returned monitoring forms is recorded.
The equal opportunities monitoring form used by ACEnt includes questions about age, gender, ethnicity, disability and caring responsibilities.

The next stage of the process, short-listing applicants for interview, is also monitored, as recruiting managers are expected to assess all applicants, using the completed application forms, against the person specification, and to justify decisions to short-list (or not) applicants against the person specification for the post. Interviews are conducted with short-listed candidates, using the application form, person specification, job description and an interview checklist. Successful candidates are then sent a full ‘new starters’ pack, which includes details of ACEnt’s HR and equalities and diversity policies, including flexible provision for those with caring responsibilities.

ACEnt has 187 staff altogether, so although the recruitment processes are systematically monitored and the data captured for purposes of management information and analysis, the Head of HR in ACEnt knows what the main challenges are in relation to the company’s performance on equalities and diversity issues in their staffing/employment practice. ACEnt’s staff profile is reasonably diverse, against national benchmarks, in terms of age, gender and disability. Among ACEnt’s London-based staff, there is a very diverse mix in terms of ethnic background. However, there is far less ethnic diversity among ACEnt’s staff in Devon, where a very small proportion of the local population are from minority ethnic groups. ACEnt also monitors the diversity of its staff at different levels within the company, and has recently taken positive action to increase the diversity of its senior managers, a group which was previously predominantly white, male and middle-aged.

ACEnt’s HR Department collates the monitoring statistics on staffing/employment practice for monthly operational meetings, and is also required to submit ‘higher level’ statistics to Age Concern England on a 6-monthly basis, although there is little feedback on how this information is used by the charity.

Comprehensive management information for all managers in ACEnt is provided by the HR Department, which details all the staff in their departments, leavers and joiners, sickness and absences, and appraisals which have been completed and are due/over-due.
ACEnt is also now developing a systematic process of divisional planning, which requires all senior managers to integrate equalities and diversity issues into their divisional plans, both in terms of staffing and employment practice, and in terms of broadening the diversity of ACEnt’s products and services, and customer base.

For further information about ACEnt’s approach to equalities and diversity (including monitoring) in relation to staffing and employment practice, please contact:

Caroline Bendelow, Head of Human Resources
Age Concern Enterprises
Tel: 01364 651 388  Email: caroline.bendelow@aidcall.co.uk

You may then need to consider:

- differences in success rates at different stages in the selection process; and
- the reasons for rejection at each stage.

You can also carry out similar analyses of applications for promotion. However, since there may be fewer of these, you may sometimes have to combine some data (for example, data on all applications for promotion to a particular grade, or post).

In some cases, job applications will include applications for promotion from internal applicants. Your analysis should separate out internal and external applicants.

You could also analyse your workforce data, to assess:

- how many applications members of different ethnic groups (or different age groups) made before they got promoted; and
- how long it took different groups to move from a particular grade to the next one.

Training

Ideally, your monitoring analysis should show the overall numbers (and proportions) of applicants for training, according to their ethnic group, age, gender and whether or not they have a disability.
However, before monitoring applications for training, and their results, you will need to consider what you mean by ‘training’ and by ‘an application’. For example, if an employee spends some time on an attachment to another department, or organisation, for professional development, would you call this training? If an employee asked if they could go on a one-day, in-house, seminar or workshop, would you call this an application for training? You may need to set up formal procedures for considering all training requests, so that you can monitor them effectively.

**What do we mean by training?** - Age Concern Training’s interpretation of training, particularly for their own staff, is any learning activity – so their application form is headed ‘application to participate in a learning and development activity or event’.

As a first step, it is suggested that you consider, together with staff representatives, what kind of training you agree is central to career development (including management development programmes). The main purpose of the review should be to see whether there is equal access to the most important career development opportunities.

**Monitoring up-take of training courses for external participants**

**Age Concern Training**

**Commercial courses** – Age Concern Training carries out continuous and systematic monitoring of all participants who attend the ‘commercial’ courses provided for the external market. All participants on all training courses complete an equal opportunities monitoring form, which includes questions about age, gender, ethnic origin and disability. The information is fed into a database which is analysed systematically twice a year. The analysis includes producing graphs on the total numbers of course participants, by age, gender and ethnicity, which are discussed by Age Concern Training’s Management Review Board. The data on disability is also analysed, but is not always included in the information presented for review.
The Management Review Board reviews the data and tried to identify trends, gaps and discrepancies in comparison with national ‘benchmark’ data drawn from the national census. One persistent trend which the data confirms, nationally, is the relatively high proportion of women employed in caring occupations, with correspondingly few men, but also relatively few trainees from minority ethnic groups. Age Concern Training tries to redress the balance by including positive images of white men and black and minority ethnic men and women as carers in the promotional literature for the courses.

**Government learners** – Age Concern Training also provides courses for ‘government learners’, through a national contract with the Learning & Skills Council (LSC). Although it is a nationally agreed contract, the Equality and Diversity Impact Measures (EDIMs) are agreed locally because they need to reflect the local community. The local LSCs use the EDIMs to set diversity targets for locally contracted training providers, such as Age Concern Training. The LSC Individual Learning Records which are completed for each learner also monitor age, gender, ethnic origin* and disability. The monitoring data is reviewed and analysed quarterly by the Age Concern Training Centre and the local LSC. Any changes or adjustments in approach, in order to improve performance against the monitoring targets set by the LSC are agreed and implemented locally.

Generally, the diversity of ‘government learners’ attending training courses provided by Age Concern Training reflects the make-up of the local population of the areas in which the Training Centres are based (Bradford, Preston, Manchester and North Wales), in terms of age, gender and ethnicity. However, below the ‘top-line’ monitoring statistics, there are significant variations depending on the type of training course; for example, consistently low rates of young men taking up training and employment in the care sector.

Another trend revealed by the monitoring is that the participation of people with disabilities on the training courses provided by Age Concern Training tends to be lower than the benchmark ‘targets’ provided by the Learning & Skills Council – but that here also there are significant variations between different types of training.
For training courses in retail and business administration, there are a higher proportion of young people with disabilities taking up the training. For the courses aimed at the caring occupations, there are relatively fewer participants with disabilities, which may partly reflect some barriers (both real and perceived) for people with disabilities in taking up employment in the care sector.

* Note - The categories used for monitoring ethnic origin, for all Government-sponsored training programmes, are those recommended by the Commission for Racial Equality (CRE) and used in the national Census (2001). *(See Appendix 2)*

For further information about diversity monitoring of the training courses provided by Age Concern Training, please contact:

**Margaret Fairlie, Quality Manager**  
Age Concern Training  
Tel: 01434 600 552  Email: fairlim@ace.org.uk

You will then need to think about classifying different types of training, so that you can compare like with like across different groups. The questions you might consider include the following:

- How long did the training last?
- How much did the training cost?
- Was the training provided externally or internally?
- Was the training related to the current job/grade or work at another level/different job?
- Was the training directly job-related or for broader personal development?
- Did you or the individual pay for the training? How much?
- Was the training carried out during or outside working hours?

If you do not include all these factors in your analysis, you might end up believing that all groups had fair access to training, when one group received job-related internal training lasting on average one day, and another received externally provided development training lasting several weeks.
Not all training is the result of an application. Training may be compulsory, or an opportunity that staff are chosen for (whether formally or informally). In your monitoring, you may need to take account of possible variations in the way different groups choose – or are chosen for – different training opportunities.

Not all career development opportunities will take the form of formal training, and some of the most significant opportunities may not arise as the result of an application at all. For example, you might ask how people are chosen to take part in project groups or task forces, or how opportunities for ‘acting up’ are shared out. Effective monitoring of training in its broadest sense means monitoring access to the full range of training and development opportunities.

**Appraisals**

The outcome of appraisals can affect not only an employee’s short-term career (in terms of pay and benefits), but also his or her long-term career in an organisation. It is recommended that monitoring of staffing and employment practices should also include analysis of employees, by age, gender, ethnic origin and disability, who have benefited or suffered disadvantage from Age Concern’s performance assessment systems.

**Grievances**

The pattern of grievances in an organisation can tell you how strongly certain groups feel that they have been unfairly treated or discriminated against. It is recommended that Age Concern’s monitoring analysis should show the number of employees, by age, gender, ethnic origin and disability, who have brought grievances.

Your monitoring should include all recorded internal complaints, including those raised formally under a grievance procedure, or under other procedures, such as:

- those dealing with complaints of bullying or any kind of harassment or discrimination; or
- those for appealing against decisions about promotion or appraisal outcomes.
It is advisable to look at how often, and how many, grievances of different kinds are made by members of staff from different ethnic groups, or staff in different age groups, and how they are resolved. You may also want to consider whether you have taken any of the action recommended during or following the investigation of a grievance, and with what effect.

**Disciplinary Action**

The reason for monitoring disciplinary action is to examine whether some groups of people face formal disciplinary action more or less often than others. It is recommended that Age Concern’s monitoring analysis should show the numbers of employees, by age, gender, ethnic origin and disability who have had disciplinary proceedings taken against them.

Further analysis and examination would also be useful to examine:
- the findings and outcomes of disciplinary action;
- rates of appeal (and their results);
- whether people from different ethnic groups, for example, or from different age groups, are equally likely to face formal disciplinary action for equivalent performance or disciplinary concerns;
- whether penalties for equivalent disciplinary breaches are used consistently for all staff; and
- the reasons for any differences in treatment.

To answer some of these questions, you may need more detailed research that looks beyond cases of formal disciplinary action to cases where disciplinary matters, or poor performance, have been dealt with informally.

**Dismissals and other reasons for leaving**

If you are trying hard to meet targets for ethnic minorities, for example, or people with disabilities, in your workforce, you may be using ‘outreach’ and other programmes to attract new applicants. Yet, you may still find that you are running hard to stay on the same spot if as many staff from ethnic minorities, or with disabilities, are leaving the organisation (for whatever reason) as are joining it.
It is recommended that Age Concern’s monitoring analysis should show the number of employees, by ethnic group, age, gender and disability, who have left your employment (for whatever reason). Monitoring dismissals is part of monitoring disciplinary action and its results (see above). However, you may find it useful to look at wider patterns of leaving among different ethnic groups, and by age, gender and disability, and the reasons for these patterns.

In your initial analyses of the ethnic data you collect on leavers, you will probably need to look at patterns of leaving according to variables such as age, sex, length of service, and type of work. In looking at reasons for leaving, you should distinguish between:

• mechanisms (procedures) for leaving, such as voluntary redundancy, retirement, dismissal and resignation; and

• the underlying reasons for leaving (which will be more varied, such as the termination of a specific project which was externally funded, having to move because of a partner’s job, being unhappy with pay and conditions, or experiencing harassment or discrimination).

You may not always find it easy to uncover the real reasons for an employee leaving from what they say in a resignation letter or a formal ‘exit interview’.

If you find differences in leaving rates, or in reasons for leaving, you could try to get a better understanding of the patterns, based on more detailed material. This could include:

• ‘exit’ questionnaires or in-depth interviews with leavers (perhaps carried out by someone outside the organisation);

• questionnaires or interviews with past leavers from different ethnic groups; or

• surveys of, or interviews with, current staff about whether they plan to stay with the organisation or are considering leaving, and their reasons, to see if there are any differences between different groups.
Section E
Taking Action & Setting Targets

What action should you take?
The reasons for any inequalities shown up by your monitoring, and the steps you can take to tackle them, are wide-ranging, and there is only scope to consider some of the possibilities here.

Removing unfair barriers
Sometimes, data analysis will point to an institutional barrier that is fairly obvious and easy to remove. You need to ask two main questions:

- Does a rule or requirement put some groups at a disadvantage?
- Can the rule or requirement be justified on any grounds other than race, gender, disability or age?

Examining decision-making
If you have carefully examined your rules and requirements and not found any obvious reason for the differences shown by your monitoring data, you need to ask whether staff in your Age Concern are making decisions – whether deliberately or not – in such a way that people from some ethnic groups, or disabled older people, for example, are being treated less favourably. You may need to examine decision-making processes and decision-makers' views, both of the decision-making criteria and of people from different ethnic groups. You might find that your staff need training or clearer guidelines on how to avoid discrimination when they are making decisions. You may also find that you need to review your procedures and sanctions (disciplinary procedures) to support this. You might want to build ‘fairness targets’ into individuals’ or teams’ aims.

Now and again, your examination of your monitoring data might reveal a possible barrier in another organisation. For example, a Housing Association might find that certain housing associations never or rarely accept people from ethnic minorities who are referred
to them for rehousing. You should ask the organisation for an explanation and you may consider suspending your working relationship with the organisation until you are satisfied that it is operating fairly.

**Outreach and positive action**

If the problem is that some ethnic groups, or disabled older people, or older men, are under-represented among service users or job applicants, the most effective solution could be an outreach programme. You could:

- review your publicity material and make sure that the way it is written and illustrated shows that you welcome people from all ethnic groups, people with disabilities, lesbians and gay men;
- improve your contact with all sections of the community, through community groups, places of worship and other local organisations;
- use the ethnic minority or the gay media;
- translate your information and publicity material into the main languages used in the community you service; and
- arrange for interpreters, when needed.

You can use lawful positive action to remedy past discrimination and disadvantage in a number of fields. However, some organisations report that, particularly in employment, positive action schemes are disliked both by groups not included in the scheme and by those who are meant to benefit from it. One group is unhappy that it is not getting the opportunities that some of its members might also need and the other group feels that it is being given back-door access, which may be seen as second class.

Often, the main problem is one of communication, and you should make clear why you are taking positive action. You should explain clearly the difference between lawful positive action and unlawful positive discrimination.
Definitions

Positive action

In terms of action on the basis of race and ethnicity, positive action is action permitted by the Race Relations Act (1976) that allows a person to:

- provide facilities to meet the special needs of people from particular racial groups in relation to their training, education, or welfare; and

- target job training at people from racial groups that are under-represented in a particular area of work, or encourage them to apply for such work.

Positive action on the basis of sex is also permitted. The law says that you can encourage applications for a job from people of a particular racial group, or of either sex, who have been under-represented in certain occupations or grades during the previous 12 months.

Race discrimination

It is illegal to discriminate on grounds of race, colour, nationality or ethnic or national origins.

Direct discrimination (race)

Means treating one person less favourably than another on racial grounds. Direct discrimination is unlawful under the Race Relations Act.

Indirect racial discrimination

Occurs when a rule or condition which is applied equally to everyone:

- can be met by a considerably smaller proportion of people from a particular racial group;
- is to the disadvantage of that group; and
- cannot be justified on non-racial grounds.

All three conditions must apply.
Sex discrimination

It is illegal to discriminate on the grounds of sex, marital status or gender reassignment.

Positive (or ‘reverse’) discrimination

On the grounds of either sex or race is illegal. However, positive discrimination on the grounds of disability is lawful, i.e. you may select someone for a post because they are disabled.

In December 2003, UK law was extended to implement a new EC directive on equal treatment that extends unlawful discrimination to include the grounds of sexual orientation and religion or belief. Legislation on age is due to reach the statute books in 2006.

For further information, please refer to ‘A Guide on Law on Equalities & Diversity’, Age Concern Organisation Development (OD) Department Age Concern England Tel: 020 8765 7292

Another option is to have wider projects, aimed at disadvantaged people from minority ethnic groups, or disabled older people, or older lesbians and gay men. At the same time, you need to make sure that you target people from under-represented groups through your publicity and outreach schemes and encourage them to take advantage of available opportunities. If you take positive action, make sure that you monitor it, so that you know that under-represented groups are benefiting.
Example  Developing outreach/services for older lesbians and gay men

Age Concern Gloucestershire

Age Concern Gloucestershire started developing its own awareness of the issues facing older lesbians, gay men and bisexuals after a fringe meeting held at an Age Concern national Staff Conference 8 years ago.

The tone of the meeting was cautious, as there was considerable uncertainty among participants about how other colleagues might react to the suggestion that Age Concern should start acknowledging the specific issues and needs of older lesbians, gay men and bisexuals.

The fringe meeting was the beginning of a process of awareness-raising within Age Concern Gloucestershire. One staff member in particular, a gay woman herself, became increasingly aware that there was a cohort of lesbians and gay men across the county in Gloucestershire who were, together with the rest of their generation, growing older. She also started noticing that other staff in Age Concern Gloucestershire were relatively unaware that this was the case, and noticed several instances in which references to older lesbians, gay men and bisexuals were ignored, seemingly in the hope that if the issues weren’t acknowledged they would somehow ‘go away’. There was also the feeling among some staff that as ‘we treat everyone the same’, there was no need to take any special notice of the needs of older gay people.

There were, at the same time, several small ways in which the existence of older lesbians and gay men was becoming more evident to Age Concern Gloucestershire. One moving example was of an elderly man who was dying in a local cottage hospital who asked to speak to someone from Age Concern. He wanted to tell someone that he was gay, and had been all his life, although he had never been able to tell anyone. Something made him trust in Age Concern Gloucestershire sufficiently to know that it would be safe to tell his lifelong secret to one of their staff.

Age Concern Gloucestershire staff, particularly those working in Information & Advice services, were aware that occasionally older lesbians and gay men would approach Age Concern Gloucestershire – although often the ‘presenting problem’ was not necessarily the issue that was the real concern. Periodically the issues were discussed
with Age Concern England staff, and Age Concern England started putting the issue of older lesbians, gay men and bisexuals into the public arena, through the ‘Opening Doors’ programme, led by Liz Barker (Regional Fieldwork Officer, London). The lead taken by Age Concern England was critical in providing local Age Concerns who had been concerned about these issues for some time with a ‘lever’ to encourage more active discussion within their own organisations.

Age Concern Gloucestershire has continued to raise awareness among staff and Trustees within their own organisation, for example through a 2 day training session held several years ago. The training session was very effective in beginning to break down some of the barriers and resistance which had previously existed to the idea that the issues facing older lesbians, gay men and bisexuals were something that should be on Age Concern Gloucestershire’s agenda.

Initially Age Concern Gloucestershire tried to develop a ‘partnership’ approach to this area of work, starting with a very successful seminar held for middle managers from local government departments, such as Housing, Social Services and the police. The Director of Social Services endorsed the seminar and the proposal to establish a partnership of interested agencies. Since then, the partnership has been dissolved, due to the differing agendas, and the difficulty of moving the work forward at this very early stage in its development.

Age Concern Gloucestershire is now focussing on getting ‘its own house in order’ - continuing to raise awareness among staff and trustees, and developing outreach to older lesbians, gay men and bisexuals across the county. Notices are displayed in reception areas stating that older people from all sections of the community are welcome, including black and minority ethnic older people, older people with disabilities and older lesbians, gay men and bisexuals. There is a deliberate approach to use the words lesbians, gay men and bisexuals, rather than just leaving the language of ‘diversity’ rather vague and all-encompassing. Experience has shown that the most effective way of developing ‘outreach’ to older lesbians, gay men and bisexuals is through word of mouth and personal contacts. There is no such thing as ‘the gay community’ for older people in Gloucestershire, so individuals can be very isolated, particularly in smaller rural communities.
Age Concern Gloucestershire is also re-issuing a leaflet about the ‘Opening Doors’ programme, to let people know that Age Concern is interested in and responsive to the issues affecting older lesbians, gay men and bisexuals. The organisation also displays the rainbow triangle, a recognized symbol among the gay and lesbian ‘community’ to make more visible Age Concern Gloucestershire’s commitment in this area.

A press release has also been issued to back up this message. Information is also posted on the web-site, which has prompted a few direct enquiries and requests for further information. Age Concern Gloucestershire are also now on the point of recruiting a part-time ‘OLGB’ Development Officer.

Age Concern Gloucestershire has also joined forces with Age Concern Oxford City & County to raise awareness of the issues facing older lesbians, gay men and bisexuals among Age Concerns across the Southern region. An ‘awareness-raising’ conference is being planned for November 2004, building on the responses to a survey which has been carried out by Age Concerns across the Southern regions.

For further information about Age Concern Gloucestershire’s work on issues affecting older lesbians, gay men and bisexuals, please contact:

Linda Shepherd, Senior Manager
Central Services
Tel: 01452 422 660   Email: lindshepherd@ageconcernglos.org.uk

Working with others

If some older people from particular minority groups are not using a service, it may mean that they are going elsewhere to meet their needs. Sometimes, for example, a community-based voluntary or religious organisation may have a better understanding of black and minority ethnic elders’ needs than you do. You should think about building links with some of these services, to:

- share information and advice;
- provide financial or other support; and
- consider how you might refer clients to each other, if this seems to be in the clients’ best interests.
**Working in partnership with others**

**Age Concern Brighton, Hove and Portslade**

Dorothy Engmann, Chief Officer of Age Concern Brighton, Hove and Portslade believes that, when monitoring data reveals unmet needs among specific groups of older people, the key question that should be asked is ‘How can the needs identified best be met, and by which organisations?’, rather than the question which is often asked ‘How can we/Age Concern provide services to meet the needs identified?’

Age Concern Brighton, Hove and Portslade works in close partnership with both the Older Lesbian & Gay Men’s Forum and the Federation for Disabled People in Brighton, supporting these organisations through providing information and advice, capacity-building and other inputs, so that they can themselves provide direct services to older lesbians and gay men, and to older people with disabilities. In the case of the Older Lesbians & Gay Men’s Forum, Age Concern Brighton, Hove and Portslade was instrumental in the establishment of the organisation, the need for which was identified from some research commissioned by Age Concern eight years ago. The Forum is now a thriving and independent self-help group for older lesbians, gay men and bisexuals.

Age Concern Brighton, Hove and Portslade is very clear that, as one organisation, they cannot be ‘all things to all older people’, and that they are likely to make more efficient use of resources, and be more effective, working in partnership with other organisations which are better placed to deliver services to a particular client group.

The same partnership approach has also been adopted to working with black and minority ethnic communities in Brighton, Hove and Portslade. The black and minority ethnic ‘community’ is numerically very small, but nevertheless includes a very diverse range of ethnic groups with different languages, cultures and faiths. Age Concern Brighton, Hove and Portslade has pragmatically come to terms with the fact that, as a single organisation, they will never be able to meet all the needs of older people from the diverse black and minority ethnic communities.
The approach is therefore to try and develop effective working relationships with the BME Communities Partnership, to support BME community groups in their efforts to meet the needs of older people within the different communities.

For further information about Age Concern Brighton, Hove and Portslade’s work, please contact:

Dorothy Engmann, Director
Age Concern Brighton, Hove and Portslade
Tel: 01273 720 603  Email: info@ageconcern-bhp.org.uk

Why are targets important?

Setting targets is closely connected with taking action. Targets are a focus around which you can plan your action. At the same time, your targets need to be realistic, both about what you can do and about how long it will take before you see results.

This does not mean that your targets should not be challenging enough to create imaginative and new approaches to the question of how you achieve them – but without using unlawful ‘positive discrimination’. Your targets need to take account of relevant benchmark data and or social and economic realities. For example, if you live in an area where demographically a high proportion of the population are of Pakistani and Bangladeshi origin, but the majority of people in these communities are under the age of 50, your targets for the uptake of services by older people may need to be adjusted accordingly to reflect the age structure of the local minority ethnic population.

However, target-setting should also encourage you to challenge your thinking about some of these limits. For example, the fact that, in some minority ethnic communities, life expectancy rates are lower than for the majority population, and that people may be considered, and consider themselves, ‘older’ at a younger age, relative to the majority population, may cause you to adjust your age-threshold and targets for the uptake of services by ‘older’ people from these groups.
You need to set targets that are challenging enough to bring about imaginative and creative thinking about how they can be achieved, without running the risk that they simply could not be achieved, or could be achieved only by useful unlawful ‘positive discrimination’.

The risks of aiming too high or too low may vary with each situation, so you need to carefully consider how the risks could affect:

- the views of community and staff;
- your wider public image; and
- morale among different minority groups in the local community, service users and staff;

Given the difficulty of getting it right first time, you will probably find that you need to revise your targets in the light of experience.

The main points are to:

- set targets that are challenging but achievable, and that are based on relevant internal and external benchmark data;
- set stage-by-stage and final achievement dates;
- develop an action programme that will deliver the target;
- review your progress towards the target;
- identify and deal with any obstacles to your progress; and
- revise your targets downwards or upwards, if the evidence suggests that they were originally set unrealistically high or were not challenging enough.

**What kind of targets can you set?**

Equality targets are usually framed as outcomes for different groups. (However, targets are best set, and progress towards them checked, when monitoring data is comprehensive and accurate. So you may want to start by setting targets for your data collection rate.)

Outcome targets take two main forms:

- representation (of different groups); and
- equality of treatment.
Representation targets

Representation targets are about:

- the numbers or percentages of different groups using your Age Concern’s services;
- the numbers of percentages of different groups applying for employment or services.

The following are possible examples:

- ‘To increase the representation of people from ethnic minorities in management positions from 2% to 5% in five years’.
- ‘That the distribution of different ethnic groups using your services should match their distribution within the local population within 5 years, and with evidence of satisfactory progress from year to year.’
- ‘To have at least two directors of ethnic minority origin in post within 2-3 years’.
- ‘To increase the proportion of disabled applicants for jobs in XYZ department from 0-5% by the year 2006.’

It is recognized that many Age Concerns are relatively small organisations, so that achieving significant numbers of, for example, ethnic minority staff at senior management level, may be difficult to achieve in practice. Conversely, with small numbers of staff, percentages can easily become slightly misleading. For example, having one black senior manager out of a total management team of only 4 people achieves a 25% representation although it’s actually only one person. Age Concerns will need to exercise judgement in setting representation and/or parity targets which make sense given the size of their organisation, and numbers of staff, volunteers and service users.

Parity (equality) targets

Parity targets are about how organisational procedures and decisions affect different groups.

The following are possible examples:

- ‘Next year, the proportion of ethnic minority applicants for housing-improvement grants who are successful should be at least 90% of the proportion of white applicants who are successful’.
• ‘The rate at which ethnic minority staff leave Age Concern should be the same as (i.e. not higher than) that for white staff of similar age and equivalent length of service’.

• ‘The proportion of staff with disabilities receiving an appraisal marking of ‘outstanding’ should increase from 50% of the equivalent proportion for all other staff to 100% of that figure over a period of five years’.

• ‘Overall levels of satisfaction with your service should be the same for all ethnic groups’.

Representation targets are likely to be more affected by internal or external constraints than equality targets. For example, you could achieve equality in appraisal marks immediately, but you could not possibly achieve equal representation within the workforce until a whole range of other conditions (for example, relating to staff turnover and availability of suitably qualified applicants), had been met. However, you should set targets for your Age Concern which challenge constraints as well as take account of them.

Although they are not as restricted, parity targets also need to take account of external realities. For example, a local education authority might recognize that it would take time to deal with the complex issues leading to unequal exclusion rates among pupils from different ethnic groups, so it phased in its equality target over several years.
Section F

Conclusion

Monitoring is an important means through which Age Concern can systematically measure the extent to which staff, volunteers and trustees are representative of the wider society from which they are drawn, and the extent to which Age Concerns’ services are reaching all older people who need them in the communities in which Age Concerns operate. Monitoring is therefore a critically important tool which can help Age Concerns to measure how far you are achieving your equalities and diversity aims in practice, and fulfilling your mission on behalf of all older people.

Monitoring is a continuous process, and as such, there is always scope for learning, improvement and development of our approaches and systems for monitoring. No-one is pretending that monitoring is easy, or that it isn’t without its challenges and difficulties – but these are not valid reasons for not doing it.

It is now widely accepted that monitoring is no longer an ‘optional extra’, but should instead be integral to Age Concerns’ practice, whether in relation to provision of services for older people, or our staffing and employment practice. The important thing is to get started! Some diversity monitoring is better than nothing. Your monitoring systems, once you’ve made a start, can then be refined and developed to provide a progressively clearer picture.

It is important to remember that monitoring is only one tool at Age Concerns’ disposal – and should be used as one of a range of approaches in increasing the diversity of staff, volunteers, trustees and service users. Complementary approaches to be used together with monitoring include developing equalities and diversity policy and strategies in relation to staffing and employment practice, continual awareness-raising, training and learning on equalities and diversity issues, outreach work with ‘under-represented’ groups of older people, developing relationships of mutual trust, confidence and partnership, identifying service needs and developing appropriate services responsive to the needs of specific groups of older people.
This guidance has tried to make the case for ‘diversity monitoring’ of all areas of Age Concerns’ work, and to link it to the Quality Counts framework and statements of expectation, particularly in relation to Equalities and Diversity, but also in relation to several other key areas as well – Services Provision, Information & Advice, Volunteering and Good Governance.

Drawing together some examples of current practice of monitoring among Age Concerns it is clear that there is a lot of experience and good practice already being developed across the federation. What is needed is perhaps greater consistency of definitions and approaches to monitoring across Age Concerns, and clarity and persistence in practice – to explore how Age Concern can make better use of monitoring as an important tool, among a range of approaches, to achieve the outcomes that Age Concern seeks for all older people, and for staff, volunteers and trustees.

Your comments and feedback on this guidance would be very much appreciated, together with any suggestions you may have for future guidance, training or other inputs to improve Age Concern’s overall practice and performance in relation to diversity monitoring.

Claire Ball
Research & Development Unit
Age Concern England
January 2005
Appendices

Appendix 1
Ethnic Categories for Monitoring (CRE)

Appendix 2
Examples of monitoring/audit questionnaires from Age Concerns featured in this guidance

2.1 Equal Opportunities Recruitment Monitoring form – AC Nottingham & Nottinghamshire

2.2 Service User Feedback form – sample

2.3 Equal Opportunities Monitoring form for recruitment – Age Concern Enterprises

2.4 Equalities & Diversity Staffing Audit Questionnaire – Age Concern Tower Hamlets

Appendix 3
Useful Publications/Resources referred to in this guidance.
APPENDIX 1

Ethnic Categories for Monitoring

It is strongly recommended that all monitoring questions about ethnicity or ethnic origin used by Age Concerns, as part of their ‘diversity monitoring’ should use the ethnic categories recommended by the Commission for Racial Equality and used in the 2001 census for England & Wales.

The categories used in the 2001 Census for the purposes of ethnic monitoring were as follows.

<table>
<thead>
<tr>
<th>Census Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is your ethnic group?</td>
</tr>
</tbody>
</table>

Choose ONE section from A to E, and then tick the appropriate box to indicate your cultural background:

<table>
<thead>
<tr>
<th>A. White</th>
</tr>
</thead>
<tbody>
<tr>
<td>British</td>
</tr>
<tr>
<td>Irish</td>
</tr>
<tr>
<td>Any other White background, please write in</td>
</tr>
<tr>
<td>……………………………………………………………………………</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B. Mixed</th>
</tr>
</thead>
<tbody>
<tr>
<td>White &amp; Black Caribbean</td>
</tr>
<tr>
<td>White &amp; Black African</td>
</tr>
<tr>
<td>White &amp; Asian</td>
</tr>
<tr>
<td>Any other Mixed background, please write in</td>
</tr>
<tr>
<td>……………………………………………………………………………</td>
</tr>
</tbody>
</table>
C. Asian or Asian British
- Indian
- Pakistani
- Bangladeshi
- Any other Asian background, please write in

D. Black or Black British
- Caribbean
- African
- Any other Black background, please write in

E. Chinese or other ethnic group
- Chinese
- Any other, please write in

There is also an alternative, expanded question applicable for England and Wales, which includes a distinction between English, Scottish and Welsh within the ‘British’ categories. The alternative, expanded questions are as follows:

What is your ethnic group?
Choose ONE section from A to E, then tick the appropriate box to indicate your cultural background.

A. White
- British
  - English
  - Scottish
  - Welsh
  - Other – please write in
- Irish
- Any other White background, please write in
### B. Mixed
- [ ] White and Black Caribbean
- [ ] White and Black African
- [ ] White and Asian
- [ ] Any other Mixed background, please write in

### C. Asian, Asian British, Asian English, Asian Scottish or Asian Welsh
- [ ] Indian
- [ ] Pakistani
- [ ] Bangladeshi
- [ ] Any other Asian background, please write in

### D. Black, Black British, Black English, Black Scottish or Black Welsh
- [ ] Caribbean
- [ ] African
- [ ] Any other Black background, please write in

### E. Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh or other ethnic group
- [ ] Chinese
- [ ] Any other background, please write in

APPENDIX 2.1

Equal Opportunities Recruitment Monitoring form
Age Concern Nottingham & Nottinghamshire (ACNN)

ACNN’s Equal Opportunity Policy

Our Equal Opportunity Policy is stated overleaf and in order that it is effective we need to obtain certain information, which will allow us to evaluate how successful our effectiveness as an equal opportunities employer has been. It is for this reason that we would like you to fill in this monitoring form, which is confidential and will be kept separately from your application.

You are under no obligation to complete this form but if you do you are agreeing under the Data Protection Act 1998, that ACNN may hold and use personal information about you for monitoring purposes only. If you are not offered employment with ACNN your application will be kept for up to twelve months and then destroyed.

Reference No: ………………….

Position Applied for: ……………………………………………………………………….

Date of Birth: …………………….. Age: ……………………

Gender: Female ☐ Male ☐

How did you find out about this post? If it was an advertisement please state where you saw this post advertised: ……………………………………………………………………….
<table>
<thead>
<tr>
<th>Asian, Asian British, Asian English, Asian Scottish or Asian Welsh</th>
<th>Black, Black British, Black English, Black Scottish or Black Welsh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indian</td>
<td>Caribbean</td>
</tr>
<tr>
<td>Pakistani</td>
<td>African</td>
</tr>
<tr>
<td>Bangladeshi</td>
<td>Any other Black background</td>
</tr>
<tr>
<td>Any other Asian background</td>
<td>Please specify</td>
</tr>
<tr>
<td>Please specify</td>
<td></td>
</tr>
</tbody>
</table>

**White**

<table>
<thead>
<tr>
<th>British</th>
<th>Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh, or other ethnic group</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>Chinese</td>
</tr>
<tr>
<td>Scottish</td>
<td>Any Other Group</td>
</tr>
<tr>
<td>Welsh</td>
<td>Please specify</td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Irish</th>
<th>Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh, or other ethnic group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any other white background</td>
<td>Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh, or other ethnic group</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mixed</th>
<th>Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh, or other ethnic group</th>
</tr>
</thead>
<tbody>
<tr>
<td>White and Black Caribbean</td>
<td>Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh, or other ethnic group</td>
</tr>
<tr>
<td>White and Black African</td>
<td>Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh, or other ethnic group</td>
</tr>
<tr>
<td>White and Asian</td>
<td>Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh, or other ethnic group</td>
</tr>
<tr>
<td>Any other mixed background</td>
<td>Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh, or other ethnic group</td>
</tr>
</tbody>
</table>

Do you consider yourself to have a disability?  Yes ☐ No ☐

If yes, what is the nature of your disability? …………………………………………………………………

How would you describe yourself?

Lesbian ☐  Gay ☐  Bisexual ☐  Heterosexual ☐

Other ☐  Please specify: …………………………………………………………………

Prefer not to say ☐
What is your area of residence:

- Ashfield  □  Mansfield  □
- Bassetlaw  □  Newark & Sherwood  □
- Broxtowe  □  Nottingham City  □
- Gedling  □  Rushcliffe  □
- Other  □  Please specify: ................................

The replies provided on this form will not be used for any purpose other than monitoring; they are not part of the selection process

B) Please return this form in the separate envelope provided

THANK YOU
EQUAL OPPORTUNITIES

Age Concern Nottingham and Nottinghamshire (ACNN) is fully committed to the active promotion of Equal Opportunities.

In line with current legislation, as an employer of staff, and as a deployer of volunteers, we aim to ensure that all job applicants, staff and volunteers do not experience unfair discrimination. Recruitment, selection and other procedures try to ensure that individuals are given equal opportunity in recruitment, training and promotion, and are treated on the basis of their relevant abilities and merits according to the requirements of the job. Where appropriate particular attention will be paid to the recruitment of people with disabilities and continuing the employment of, and/or arranging appropriate training for employees who become disabled whilst working for ACNN.

We aim to ensure that all people with whom we work are valued for their contributions and are given the opportunity to realise their full potential within the organisation.

Policy Statement

- ACNN recognises that, in society certain groups and individuals are subject to prejudice and discrimination.

- ACNN recognises that, in society certain groups and individuals are not fairly represented, either quantitatively or qualitatively, throughout a wide range of employment opportunities, activities and service benefits.

- ACNN believes that prejudice, ignorance, apathy and fear have led and continue to lead to either direct or indirect discrimination.
People experience discrimination for a number of reasons which can include, for example, their race; colour; ethnic origin, religious and political belief; social class or caste; age; disability; sexual orientation; marital status or family situation; health or drug related problems (including HIV status); criminal record; place of residence; or gender.

ACNN believes that such discrimination is wrong and should be actively opposed.

Discrimination denies human dignity, a freedom for people to be themselves, and a place in a free society. When even one person is deprived of these basic human rights we are all diminished.

ACNN is primarily committed to the welfare of older people and to maintaining their dignity and their value in society. The organisation is committed to policies of equal opportunity in service delivery and in employment practices and will not accept discrimination in its work with and for older people.

The organisation will seek therefore, to eliminate discrimination in its management and employment practices, and through its relationships with contractors and suppliers, by taking account of the effects of discrimination, and by actively encouraging others to do the same.

ACNN demonstrates its commitment to these statements by adopting a programme of action to make the policy effective and constantly reviews the procedures, practices and guidelines which underpin the policy and monitors the results as appropriate.
Appendix 2.2

Age Concern XXXX – Service User Feedback Form

Please help us to improve our services. The information you give will be treated confidentially, and will help us ensure that we are meeting the needs of you and all older people.

What service did you come to Age Concern for?

...........................................................................................................................................................................................................

How satisfied are you with our service?

☐ Very satisfied      ☐ Quite satisfied      ☐ Not satisfied

Would you recommend us to other people?  Yes ☐ No ☐

Which area do you live in? .................................................................

Which age group are you in:

☐ Under 50          ☐ 61 – 69          ☐ 80 – 89
☐ 51 – 60           ☐ 70 – 79          ☐ 90+

What is your ethnic group? (tick one box):

White                            Asian or Asian British                          Chinese or other ethnic group
☐ British                         ☐ Indian                                   ☐ Chinese
☐ Irish                           ☐ Pakistani                                ☐ Any other*
☐ Other White*                   ☐ Bangladeshi                             ☐ Other Asian background*

Black                            Mixed
☐ Caribbean                      ☐ White/Black Caribbean
☐ African                        ☐ White/Black African
☐ Other Black*                   ☐ White/Asian
CHANNEL no. Other Mixed background*

Do you have a disability?

☐ Yes – registered disabled      ☐ Yes – not registered       ☐ No

Thank you very much for your help
Appendix 2.3

Age Concern Enterprises (ACEnt)’s Recruitment Monitoring form

Ref: ................................................

AGE CONCERN ENGLAND
EQUALITY AND DIVERSITY MONITORING QUESTIONNAIRE
CONFIDENTIAL

Age Concern England’s Equal Opportunities policy states:

Age Concern England is committed to the principle of equal opportunity in employment for all its employees, volunteers and applicants for employment, regardless of their age, race, gender, marital status, sexual orientation, religious belief, ethnic origin, nationality, national origin or disability.

The organisation is committed to developing positive policies to promote equal opportunities in employment and prohibiting unlawful or unfair discrimination in the workplace. In order to develop these policies and to ensure that they are being carried out, could you please fill in this monitoring form and return it to the HR Department alongside your completed application form.

1. Date of birth ...........................................................................................................................

2. Gender : Male □ or Female □

The following question will help us identify a picture of the ethnic diversity of those applying for vacancies within the organisation. Recommended by the Commission for Racial Equality, these classifications are those used in the 2001 census.

3. Ethnicity - please tick the most appropriate box below to describe your ethnic group or origin.

**WHITE:**

British □
Irish □
Other White □

**MIXED:**

White and Black Caribbean □
White and Black African □
White and Asian □
Other Mixed □

**ASIAN or ASIAN BRITISH:**

Indian □
Pakistani □
Bangladeshi □
Other Asian □

**BLACK or BLACK BRITISH:**

Black Caribbean □
Black African □
Other Black □
4. Do you consider yourself to have a disability?

Yes ☐ No ☐

If you wish to provide any additional details please do so below:

........................................................................................................................
........................................................................................................................

The following question is recommended by the Equal Opportunities Commission and would help us review our flexible working policies.

5. Is there anyone who relies on you for day to day care and attention?

Yes ☐ No ☐

If Yes, are they

a) Children - aged 0-5 ☐ Date(s) of Birth ................................................

    6-11 ☐ Date(s) of Birth ................................................

    12-18 ☐ Date(s) of Birth ................................................

and / or

b) A family member / partner

please specify ................................................................................................

This information will be used solely by the HR Department for monitoring purposes and will be treated as confidential.

THANK YOU FOR YOUR CO-OPERATION
APPENDIX 2.4

Equalities & Diversity Staffing Audit
SAMPLE Questionnaire –
Age Concern Tower Hamlets (ACTH)

To all Staff, Volunteers and Trustees
Age Concern Tower Hamlets

January 2004

Re: Diversity Audit

In December 2003, employment legislation changed and specific regulations were brought in to combat discrimination on the grounds of faith or belief and sexuality.

In response to this and other good practice surrounding diversity and equal opportunities, the management team had decided to have a diversity audit to look at whether the effect of our policies is that the make up of our staff, volunteers and trustees reflects the diversity of the wider community.

Consequently, I enclose a questionnaire, which needs to be completed by all of us. The idea of the audit is not to identify individuals or make judgements, but as I described earlier to check that our policies do result in a diverse workforce and are not merely a nice set of words.

You will note that the form has an identifying reference number. This is allows XXXX and XXXX who are administering the audit to ensure that they have returns from everyone. You have my personal assurance that data or statistics produced as a result of the audit will not identify you individually.

We have also included a section in the audit for you to make suggestions about what you believe are diversity issues which Age Concern Tower Hamlets needs to address, in service delivery, social advocacy, or governance as well as human resource issues.

Thank you for your assistance in this important process, but if you do have any questions or concerns then please do not hesitate to speak to your line manager or me.

Yours sincerely

Gary Jones
(former) Chief Executive
Age Concern Tower Hamlets (ACTH) – Staff & Volunteer diversity Audit

This survey is strictly confidential

Please return to ………………………..……….. when completed.
Please return by 31 January 2004 at the latest.

Data protection act 1998

The processing of personal data used in this survey will be retained on computer in an anonymised format. It will be used strictly for the purpose of diversity monitoring and no other reason.

Reports compiled using this data will not identify individuals.

Staff member/Volunteer/Trustee ID number ………………………..

Gender (please circle the appropriate gender)

Male  Female  Prefer not to say

Work Pattern (please circle the appropriate pattern)

Full Time (35+ hours per week)  Part Time (Under 35 hours per week)

Ethnic background (please circle the appropriate ethnic background)

White English
White Scottish
White Welsh
White Irish
White Other (please specify)

Black Caribbean
Black African (Somali)
Black African (other African)
Black Other (please specify)
Appendix 2.4

Asian Bengali
Asian Chinese
Asian Indian
Asian Pakistani
Asian Vietnamese
Asian Other (please specify)

Mixed/ Dual Heritage
White & Black Caribbean
White & Black African
White & Asian
Other mixed background (please specify)

Other ethnic background (please specify)

Prefer not to say

**Faith or other belief system** (please circle the appropriate faith or belief)

Christian
Buddhist
Hindu
Jewish
Muslim
Sikh
Rastafarian
Spiritualist

Other (please state)
None

Prefer not to say
Sexuality (please circle the appropriate sexuality)

Heterosexual
Gay or Lesbian
Other
Prefer not to say

Age (please circle the appropriate age band)

16–24  25-34  35–44  45–54  55–64  65–74  75–84  85+
Prefer not to say

Disability

Do you consider yourself a person with a disability? Please circle.

Yes  No  Prefer not to say

If yes do you wish to give further details ..................................................

Home responsibilities

Dependent Children (please circle the appropriate number of dependent children)

1  2  3  4  5  6  7  8  9+

Ages (please indicate the number of dependent children in the age bands indicated)

0–1  2-5  5–10  11–16  16–18  18+

Other Carer responsibilities  Yes/No

Prefer not to say
Diversity issues for Age Concern Tower Hamlets

What do you think are the challenges facing ACTH around diversity? Please consider what you think we do well as well as areas for improvement.
APPENDIX 3

Useful publications/resources

The following is a list of the publications and resources referred to in this Good Practice Guidance. It does not pretend to be a comprehensive list of publications and resources available on topics related to ‘Diversity Monitoring’, but it is hoped that it is nevertheless a useful start.

Legislation

‘A Guide to Law on Equalities and Diversity’
Age Concern. Available from Organisation Development (OD) Department, Age Concern England, tel: 020 8765 7292


‘Code of Practice on the Duty to Promote Race Equality – Statutory’

Monitoring, Evaluation & Research Methods

For further information, resources and useful definitions of monitoring, evaluation and outcomes - Charities Evaluation Services (CES) website http://www.ces-vol.org.uk

For further information and guidance on research methods –
‘Community Research – Getting Started: A Resource Pack for community groups’
ARVAC, 2d Aberdeen Studios, 22-24 Highbury Grove, London N5 2EA
Tel: 020 7704 2315 Email: arvac@arvac.freeserve.co.uk

Older Lesbians, Gay Men & Bisexuals

Age Concern England’s ‘Opening Doors’ programme provides guidance, ideas and support for Age Concerns on working with older lesbians, gay men and bisexuals. Details on Age Concern England’s website at www.ace.org.uk/openingdoors.
Race Equality & Ethnic Monitoring

‘Ethnic Monitoring – A guide for public authorities’

Religion, Culture & Health services

‘Culture, Religion and Patient Care in a Multi-Ethnic Society – A Handbook for Professionals’
Alix Henley & Judith Schott, 1999 (Age Concern England)

Volunteering

Volunteering England Information Service
Freephone: 0800 028 3304 or
http://www.volunteering.org.uk/missions.php?id=325

The National Council for Voluntary Organisations
Helpdesk 0800 2 798 798 or  http://www.ncvo-vol.org.uk

For further information about the work of the Volunteering Partnership, please contact:

Nikki Squelch, National Volunteer Development Officer
Active Age Unit, Age Concern England
Tel: 020 8765 7205  Email: squelcn@ace.org.uk