

Equality Monitoring Form

We try to ensure that everyone is treated fairly and that we give the best service possible from the Council. To make sure of this and because different people may have different kinds of need, we need to record information about the people using our services. We can then decide how best to make improvements to our services.

This information will not affect the service you are receiving now. Please note that you do not have to provide answers to any of the questions, however even a partial response is useful to us.

For each question please select the category which best describes you, by ticking the most appropriate box. In the case of disability, more than one category may apply.

Gender

- Male Female

Ethnicity

- Asian Black
 Chinese White
 Mixed (e.g White & Asian) (please state).....
 Other Ethnic Group (please state).....

First Language

.....

Disability / Health

- None Visual Impairment
 Hearing Impairment Learning Difficulty
 Physical Disability Mental Health Problem
 Other longstanding health problem which limits your day to day activities

Equality Monitoring Form continued

Age Group

- Under 16 16 - 19 20 - 29
 30 - 44 45 - 59 60 - 74
 75 and over

Sexual Orientation

- Heterosexual Gay or Lesbian
 Bisexual

Religion or Belief

- Christian Hindu Jewish
 Muslim Sikh Non-believer
 Other (please state).....

Place of Residence

- Aston Flamville Kirby Muxloe
 Blaby Leicester Forest East
 Braunstone Leicester Forest West
 Cosby Lubbethorpe
 Countesthorpe Narborough & Littlethorpe
 Croft Potters Marston
 Elmesthorpe Sapcote
 Enderby Stoney Stanton
 Glen Parva Thurlaston
 Glenfield Whetstone
 Huncote Wigston Parva
 Kilby Outside the District

Length of Residence in UK

- Less than 2 years 2 to 10 years
 Over 10 years Born in UK

Blaby District Council may internally record and use the details obtained in this form for the purpose of equality monitoring. **Thank you for providing this information.**

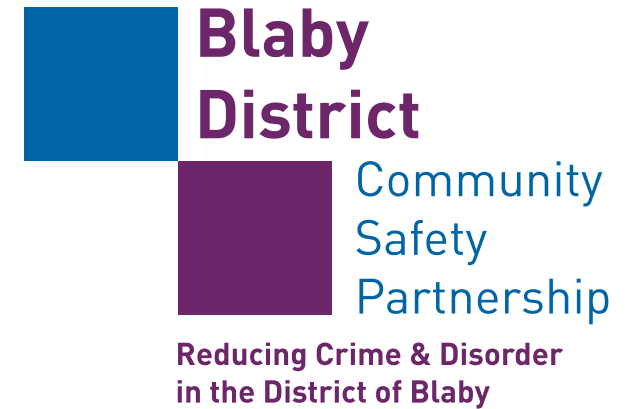
This information is available in other formats including Braille, large print, on audio tape and in other languages. If you need another format please contact us.

**Blaby District Council
Community Safety Team**

Telephone: 0116 272 7677

Email: community.safety@blaby.gov.uk

Website: www.blaby.gov.uk



Tell Us How We're Doing

How did we handle your Anti-Social Behaviour complaint?

www.blaby.gov.uk

Anti-Social Behaviour Customer Satisfaction Survey

You have recently contacted us about an incident of Anti-Social Behaviour. We would like you to tell us what you thought about the service you received and the outcome of your complaint.

Which Service dealt with your complaint?

- Council Anti-Social Behaviour Officers
- Police
- Other (please tick and write below)

Did the Staff who dealt with you...

Listen to what you had to say?

- Yes No

Deal with you sympathetically?

- Yes No

Treat you politely?

- Yes No

Make the effort to understand the issue?

- Yes No

Appear to take the matter seriously?

- Yes No

Explain what was going to happen and why?

- Yes No

Provide you with a contact number to call?

- Yes No

Keep you informed about the progress of your complaint?

- Yes No

Following the complaint you made, has the situation...

- Been completely resolved?
- To some extent improved?
- Not changed?
- Got worse?

If we have not been able to resolve the problem, did we advise you why we could not help any further?

- Yes No

Were you satisfied with the outcome of your complaint?

- Yes No

Were you satisfied with the overall service provided by us?

- Yes No

If you answered no, please explain why:

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Please complete the form and return it in the pre-paid envelope provided.

Other comments

If you would like to say anything else about the service received, do so below or on a separate sheet. If you would like a response, please include your name and contact details.

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Title (e.g. Mr, Mrs, Ms).....

Name.....

Address.....

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Postcode.....

Telephone.....

Email address.....