

Care Direct
0845 1551 007

factsheet

Devon
County Council 

Ethnic Monitoring

Factsheet 103 - 26 November 2007 (3 Pages)

Why do we collect information about your ethnic group?

When Adult & Community Services arranges services on your behalf we must take into account your social, cultural and religious needs.

To do this we must ask about your ethnic group. This is called 'ethnic monitoring'.

What is ethnic monitoring?

Ethnic monitoring means that we record the ethnic group of all our service users and their carers.

What is an ethnic group?

Your ethnic group is a mixture of culture, skin colour, nationality/national origin and the origins of your family.

Who decides which ethnic group you belong to?

You decide. The groups are the same groups which were used in the

2001 census. Chinese, Indian, White British, Irish Travellers and Gypsies are all ethnic groups – and there are many more groups.

If you feel that your group does not fit into one of these categories, you can put information under ‘other’.

You do not have to tell us which ethnic group you belong to, but providing this information is very important to us. It will help us to assess your needs, and to plan and improve our services.

Why is it necessary?

To provide effective services we must make sure we meet your needs. Ethnic monitoring provides us with better information to allow us to meet those needs and can help us to identify if a particular ethnic group is not using a service or is being treated less favourably. We can then take steps to make that service more accessible.

How do I benefit from providing this information?

The information you provide will ensure that professionals are more aware of, and can meet, your social, cultural and religious needs.

Is this information confidential?

Yes. This information is kept on your file, which is a confidential document. Personal information about you will not be given to any other organisation without your consent.

How will Adult & Community Services use the information?

We will use the information to monitor how different ethnic groups use its services and to find out what their needs are. It will help us to plan and deliver services that meet the real needs of users and carers.

How do I know that the information is correct?

You are able to see the records that we keep about you. Normally, other people, even members of your family, cannot see your records without your consent. Our Factsheet 4 – Seeing you records explains how to go about seeing your records. If you disagree with any of the information on your record, please tell the member of staff who is dealing with your request.

Further factsheets can be found online at

www.devon.gov.uk/factsheets

**If you have any further questions please contact Care Direct
0845 1551 007**

If you would like this factsheet in a different format such as Braille or tape, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk.

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