

## 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

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### 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.**

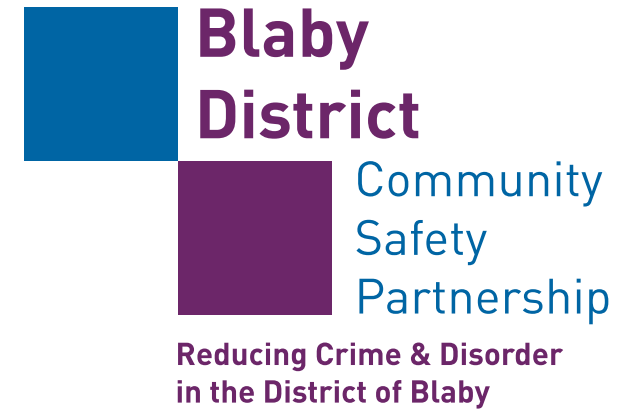
This information is available in other formats including Braille, large print, on audio tape and in other languages. If you need another format please contact us.

**Blaby District Council  
Community Safety Team**

**Telephone: 0116 272 7677**

**Email: [community.safety@blaby.gov.uk](mailto:community.safety@blaby.gov.uk)**

**Website: [www.blaby.gov.uk](http://www.blaby.gov.uk)**



# Tell Us How We're Doing

## How did we handle your Anti-Social Behaviour complaint?

[www.blaby.gov.uk](http://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.....