



Frequently Asked Questions

Why Cumbria County Council - Children's Services will ask for certain information about you.

In order to deliver the most appropriate services you require, Children's Services need to understand some facts about you. This may appear intrusive and you may question why we ask for these details; rest assured it will allow us to direct services to where they are most needed.

1. So what information do we need from you?

To help us with our service delivery we may ask you for your Age, Gender, Ethnicity, Sexuality, Marital Status, Maternity, Transgender, Disability, Religion and Belief.

2. Why is my information important to Children's Services?

If we understand your diversity profile (characteristics as above) of service we can adapt our services to meet your needs. Certain groups face particular issues and if we do not know your need then maybe the service is not what you want.

For example: What if the Complaints Team reviewed the diversity profile of all the people who used a service and realised all the complaints about that service were from young women and those under 25 with disabilities? Straight away we would see that there are issues with these two groups and this would allow us to explore why that was, to make sure this group does not face an inequality, and that they got the service they required. If we do not have the data we presume everything is ok. This example highlights why we may need to look at your diversity profile to improve service delivery.

3. Will the information I give be kept on my file?

Your name will not appear on the Equality and Diversity monitoring form so it will be anonymous, therefore will not be recorded on your file.

4. People worry about giving information over in case it falls into the wrong hands?

Rest assured, as a public organisation we adhere to strict legislation about your data to ensure it is looked after responsibly.

5. Do I have to fill out the form?

No, it is not compulsory to fill out the form but as you can see the answers above highlight why it is important to give your details. The next time you are asked to fill out a form, perhaps you will do so in the confidence. It will help you get the services you need and allow us to direct services to some of the most vulnerable groups in our communities.