

Equality and diversity

service standard 2008-09



We aim to understand the diverse needs of our customers and provide services that meet those needs.

To achieve this we will:

- Not discriminate against anyone because of their age, disability, sex, religion or belief, race, sexuality or any other reason which cannot be justified
- Make sure our staff are aware of equality and diversity issues and work towards creating a workforce representative of the local population
- Promote support services such as Age Concern, Women's Aid, ChildLine, and English courses for speakers of other languages
- Make sure our offices are accessible and meet the requirements of the Disability Discrimination Act
- Provide induction loops, arrange sign language facilities, interpreters or translation services if you require them. These may not be available immediately, so we may have to make an appointment at a later date.
- Use plain English in our letters and leaflets, and provide written information in Braille, on audio tape, in large print or other languages where necessary
- Keep a record of the diverse make up of our customers to help us target and tailor our services to meet your needs
- Take action against hate crime including racial, religious or homophobic harassment and domestic violence (see other service standards)
- Monitor and assess the impact of our policies, practices and services and make adjustments if they are found to be treating any group or community unfairly, or if they fail to meet your needs
- Meet with our Black, minority and ethnic forum and Homes 4 Us (disabled) forum every month to discuss our services.