

EQUALITY AND DIVERSITY

Treating you fairly

We want to make sure that you are being treated fairly and with respect when accessing our services or seeking employment with us.

When you contact us we will:

- Not discriminate on the grounds of: age, disability, gender, gender reassignment, marriage and civil partnership, maternity, race and ethnicity, religion or belief, and sexual orientation.
- Accept that all people have a right to their distinctive identities and value their uniqueness.
- Ask you about your personal needs so that we can provide the right service for you.

When you access our services we will:

- Provide translation facilities in different formats on request.
- Provide Browse Aloud with community languages on our websites.
- Use the Text Relay Service where required.
- Ensure equality and diversity is central to our values when reviewing or developing strategies, policies and procedures.
- Actively consult with you and the community where you live to make sure that the services we provide reflect the needs of your community.

- Ensure any reported incidents of harassment, including hate crime, are investigated promptly and sensitively.
- Consult, listen and involve you in the development of services that recognise and value diversity.

When you work on our behalf we will:

- Encourage a diverse membership on our Board, committees, working groups and consultative bodies.
- Make sure that Board members, staff and involved tenants, who have been trained in equality and the diverse needs of our customers use this information when planning and delivering our services.
- Recruit and promote staff based on their ability who are generally reflective of the communities in which we work.
- Only work with contractors who share our commitment to equality and diversity.

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Service Standards

- Implement and monitor the Together Housing Group's Equality and Diversity Strategy and Action Plan.
- Assess the impact of all our policies and procedures on the different sectors of our communities.
- Promote equality and diversity through our Equality and Diversity Groups and Disability Focus Groups, as well as attendance at local and regional partnership networks.

How can you be sure that the Together Housing Group is meeting these standards of service?

We will:

- Share the outcomes of our impact assessments with customers via our websites.
- Update Board annually on progress relating to our Equality and Diversity work.

- Report on the Equality and Diversity Service Standard's progress in the Annual Reports to customers and stakeholders.
- Continue to retain the Positive about Disabled Two Tick accolade.
- Continue to support the Chartered Institute of Housing's Equality and Diversity Charter.

0300 555 5561	WAKEFIELD
0300 555 5556	ROSSENDALE
0300 555 5559	COLNE
0300 555 5557	CALDERDALE
0300 555 5558	SHEFFIELD
0300 555 5560	BLACKBURN
Office hours are 9am until 5pm Monday to Friday.	

TH E&DV1.1 JUN17, review Jan 2018

