

Equalities and Diversity Strategy 2008-2011

Our policy will be implemented through our 3 year action plan. Copies are available on our website www.nshomes.co.uk and is available in print on request.

Related Policies

Equal Opportunities Policy

Access and Customer Care Strategy

Customer Insight Strategy

Harassment Policy

Domestic Violence Policy

Code of Conduct for Board and Employees

Choice Based Lettings Policy

Procurement Strategy

Literacy Policy (draft)

Resident Involvement Strategy

Governance Guide

Newark and Sherwood District Council
Generic Equality Strategy

NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Notts NG23 5QX

Email: housing@nshomes.co.uk

GENERAL ENQUIRIES

LOCAL CALL RATE:
0845 258 5550

EMERGENCIES OUT OF HOURS FREEPHONE:

0800 561 0010

FAX:
01636 655514

HAWTONVILLE OFFICE
77c Eton Avenue,
Newark on Trent, NG24 4JH
Tel: (01636) 655503
Fax: (01636) 655504

REPAIRS FREEPHONE:

0800 561 0010

MINICOM:
01636 655960

OLLERTON OFFICE
Sycamore Road,
Ollerton NG22 9PS
Tel: (01623) 860740
Fax: (01623) 860729

www.nshomes.co.uk



Equality and Diversity

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing

The Big Word
Translation Services

Audio Tape

"to deliver excellent Housing Services"

Equality and Diversity

Newark and Sherwood Homes is committed to eliminating discrimination and valuing diversity in the communities in which we work and within our own workforce. We aim to ensure that residents, leaseholders, partners, stakeholders and other customers receive effective, responsive services which are appropriate to their needs.



Discrimination and Harassment

We treat all complaints of discrimination and harassment very seriously. Please do not hesitate to contact us should you experience or witness any incident.

Access to Housing

When providing housing services, Newark and Sherwood Homes will ensure that we treat people according to their needs. We will not treat you less favourably because of your age, disability, gender, race, religion or faith, or sexual orientation. We will ask customers for information to help us monitor our progress in equalities and diversity.

Service Delivery and Consultation

We will monitor and review our services in line with our Equalities and Diversity Strategy 2008-2011 to make sure they meet the diverse needs of our community.

We will listen to people's views and encourage participation within the community. We are committed to working in partnership with diverse groups of the community to provide an environment free from harassment, discrimination and with respect for different cultures and lifestyles. We are particularly committed to involving less able residents in our consultation process and would like to hear from you if you think you can help us improve this area of our service.

Employment

Newark and Sherwood Homes will advertise job vacancies appropriately and encourages applications from a wide and diverse range of people from the community. We will regularly review and monitor our recruitment process to ensure that all applicants for employment are treated fairly and in accordance with our aims and principles to encourage diversity. Newark and Sherwood Homes values its employees. All employees will receive appropriate training to ensure that their conduct within the organisation shows understanding and respect for equality and diversity issues. Staff are expected and encouraged to develop awareness of diversity and we will ensure suitable guidance is provided.

Partners and Suppliers

All of our working partners, contractors and suppliers must have an equality and diversity policy and procedure which is comparable with that of Newark and Sherwood Homes.

We will work with our partners to ensure equality of opportunity for all our customers.

Resident Involvement

Newark and Sherwood Homes are committed to resident consultation and participation. We will consult and encourage participation from all tenants and residents regardless of age, disability, gender, race, religion or faith, or sexual orientation. We are keen to hear from 'seldom heard' groups and we welcome any support to improve our work in this area.