



Westward Housing Group



**Preventing Discrimination,
Valuing Diversity and
Achieving Equal Opportunities**

■ RESPECT ■ DIGNITY ■ COMMITMENT ■ COMMUNICATION

Our Aim

“ *Westward Housing Group values diversity and is committed to providing equality of opportunity for all employment and housing applicants, employees, residents and users of its services.* ”



We are committed to:

- Trying to ensure that everyone is treated with respect and no groups or individuals are disadvantaged or discriminated against as a result of their age, gender, race, religion and belief, ability and lifestyle.

- Ensuring that the Group has access to the widest possible labour market to secure the best employees for its needs.

- Only working with other service providers, agencies and contractors who share our commitment to be fair to all.

The Equality and Diversity Group

Westward's equality strategy is developed and monitored by our Equality and Diversity Group which is made up of staff from different levels and departments across the Group. Regular progress reports and monitoring statistics on our equality action plans are submitted to the group which make recommendations to the senior management team and the boards.

Annual performance targets have been agreed covering a range of equality issues including satisfaction levels on the way in which we deal with racial harassment cases and lettings targets. Each year we review these targets and update them.

The Group puts its commitments into practice and will:

- Select clients for housing services based only on their need for the service, within the limits of the agreed selection criteria.

- Take into account any particular needs housing applicants, residents and service users may have.

- Take prompt and corrective action to address harassment, disadvantage or discrimination on the basis of individual or local need.

- Consult and involve residents, service users and staff who need specialist help or are from minority groups when planning services and developing policy.

- Ensure that all office areas and communal areas are easy to get into and move around in.

- Provide appropriate training and guidance to all staff and board members and make the training available to active residents and service users.

- Recruit and promote staff solely on their ability.

- Invoke disciplinary procedures against employees whose actions breach the Group's equality policies.





Communication

All applicants, employees, residents, service users and contractors are made aware of the Group's policy and their responsibility for ensuring its effectiveness.

Our commitment to valuing diversity and promoting equality will be communicated to staff at their induction, through specific training events, the staff and resident newsletters, the Equality and Diversity Group, Staff Consultative Council and through staff meetings.

Translations of our documents on audio tape, in large print, in Braille or in other languages will be made available on request.

We also have hearing loops in our offices and a portable system for visits.



Harassment and Discrimination

Harassment or bullying by staff, residents, service users or contractors will not be tolerated. Any complaints will be treated confidentially, sympathetically and fairly. Prompt corrective action will be taken if bullying or harassment has taken place.

No one will be treated less favourably for making a complaint or for acting as a witness. Any form of retaliation against a member of staff for complaining is a disciplinary offence.

Complaints

If you think you have not been treated fairly we will investigate your complaint carefully. You should follow our complaints policy. A leaflet entitled *Compliments and complaints* is available from our offices or under Complaints in 'About Us' on our website

www.westcountryha.org.uk



If you or someone you know would like to have *Preventing Discrimination, Valuing Diversity and Achieving Equal Opportunities* on audio tape, in large print, in Braille or translated into another language, please contact our Communications Manager on 01803 200300 or email info@westcountryha.org.uk

إن كنت تريد أنت أو أي شخص آخر الحصول على هذه الكراسة بالعنوان "منع التمييز و تقدير قيمة التعددية وتحقيق تكافؤ الفرص" (*Preventing Discrimination, Valuing Diversity, and Achieving Equal Opportunities*) على شريط كاسيت صوتي أو بالأحرف الطباعية الكبيرة أو بطريقة برايل للمكفوفين أو ترجمتها إلى لغة أخرى، يرجى الاتصال بمدير الاتصالات على الرقم 01803 200300 أو بالبريد الإلكتروني على العنوان info@westcountryha.org.uk

اگر آپ یا آپ کے کسی واقف کار کو امتیاز رکھنے، تنوع کی قدر کرنے اور برابر مواقع کے حصول سے متعلق لیفلٹ 'Preventing Discrimination, Valuing Diversity, and Achieving Equal Opportunities' (پریوینٹنگ ڈسکریمینیشن، ویلینگ ڈائورسٹی، اینڈ ایچیونگ ایکول پورچونٹینز) آڈیو ٹیپ، بڑے حروف کی چھپائی، بریل میں یا اس کا ترجمہ کسی دوسری زبان میں تو براہ کرم 01803 200300 پر ہمارے کمیونیکیشن مینیجر سے رابطہ کریں یا info@westcountryha.org.uk پر ای میل کریں۔

Si vous, ou une personne que vous connaissez, souhaitez obtenir cette documentation « Prévention de la discrimination, promotion de la diversité et réalisation de l'égalité des chances » (*Preventing Discrimination, Valuing Diversity, and Achieving Equal Opportunities*) sur cassette audio, en gros caractères, en braille ou traduite dans une autre langue, contactez notre directeur des communications au 01803 200300 ou par e-mail à info@westcountryha.org.uk

如果你或你所認識的人想索取《防止歧視發生、重視多元化和達成平等機會》(*Preventing Discrimination, Valuing Diversity, and Achieving Equal Opportunities*)單張的錄音帶、特大字體、盲人點字或其他語文的翻譯版本，請致電 01803 200300 或發送電郵至 info@westcountryha.org.uk 聯絡我們的通訊經理 (Communications Manager)。

Westward Housing Group

Incorporating Westcountry Housing and Tarka Housing
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Telephone: 01803 217500

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Tarka Housing

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Telephone: 01237 428080

Repairs Freephone: 0800 107 8191

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business to support people



business for neighbourhoods



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An exempt charity, registered under Industrial & Provident Soc. Act 1965 No. 30308R

A member of the National Housing Federation.