

**DRAFT: Equality & Diversity Service Standards**

**Our residents recognise equality & diversity through:**

- Respect
- Openness
- Integrity
- Fairness

**You asked us to:**

- Deliver services that are accessible to all our residents
- Recognise the need to value 'difference' when delivering our services
- Embed our core values into day to day service delivery

<b>Service standard</b>	<b>Target</b>
<p><b>How you access our services:</b> We will review our services to ensure that they are accessible to all our residents</p> <p>We will ensure that all our offices open to residents are fully compliant with the disability discrimination act (DDA)</p>	<p><b>100%</b> of all service areas to been equality impact assessed by April 2011</p> <p><b>100%</b> compliant</p>
<p><b>How we consult and involve you:</b> We will seek and use the views of our residents to develop and improve the services by providing on request:</p> <ul style="list-style-type: none"> <li>- Translation and interpretation</li> <li>- Information in alternative formats including large print, Braille and audio tapes</li> </ul>	<p><b>100%</b> within five working days</p> <p><b>100%</b> within ten working days</p>
<p><b>Our corporate culture and governance:</b> We will promote our service standards and measure satisfaction against them.</p>	<p><b>100%</b> leaflets and surveys to contain and use service standards by March 2010</p>
<p><b>How we provide services and customer care:</b> We will know who are customers are and deliver services which do not discriminate or exclude by:</p> <ul style="list-style-type: none"> <li>- Requesting information on disability, ethnicity, gender, age , faith &amp; sexual orientation of all our residents</li> <li>- Analyse this data and producing action plans to review and develop our services</li> </ul>	<p><b>90%</b> by March 2010</p> <p><b>100%</b> work plans 2010/11 delivering objectives derived from customer profiling</p>

<b>How we promote community cohesion</b> We will promote information by having translation and alternative formats on our website, news letters and leaflets	<b>100%</b> information provided
<b>Our employment and training:</b> We will deliver services free from discrimination	<b>100%</b> staff received E&D training in the last two years

*These service standards have been drawn up and agreed with residents following our best value review of equality & diversity carried out during 2008/09, which involved extensive consultation with our, residents, staff and other service users.*