



## **Equality Diversity and inclusion Service Standard**

**We recognise and respect the diverse needs of our tenants and leaseholders and will provide services that meet those needs.**

**To achieve this, we will:**

- **Monitor the diversity of tenants and leaseholders by:**
  - Keeping a record of the diverse makeup of our tenants and leaseholders to help us target and tailor our services to meet their needs
  - Regularly updating our records to reflect changes in demographics and ensure our services remain relevant
- **Ensure our services are accessible to all tenants and leaseholders by:**
  - Making sure our officers are accessible to you at a range of locations throughout the district and that our offices are accessible
  - Using language that is easily understood in your preferred choice of language in our letters and leaflets, and providing written information in Braille, on CD, or in large print as required
  - Providing digital accessibility options, including online services and virtual consultations
- **Ensure our services treat all tenants and leaseholders fairly by:**
  - Making sure that we don't discriminate against anybody because of their age, disability, gender, religion or belief, ethnicity or race, sexuality or sexual identity
  - Making sure our staff are aware of equality and diversity issues and work towards creating a workforce representative of the local population
  - Monitoring our services, policies, and procedures to see whether we are treating all tenants and leaseholders fairly and adjusting them if we find they are not
  - Implementing regular training programs on diversity, equity, and inclusion for all staff members
- **To keep you informed about how well we're doing we will publish the following performance measures each year:**

- % of tenants we hold profile data on
- % of tenants who agree that we treat tenants fairly and with respect
- % of tenants satisfied that we listen to tenant views and act upon them
- % of staff who have completed equality, diversity, equity, and inclusion training