

Equality and Diversity

Service Standard

Introduction

We are committed to considering the needs of all individuals in our day-to-day work and “Putting People” first. We will ensure all aspects of our work eliminates discrimination, foster good relations and promote equal opportunities for all people who use our services, live in the local community or are employed by us.

Our aim

To treat customers fairly, regardless of their individual needs and circumstances.

We will:

- Put people first, be fair and supportive of individual needs
- Treat customers as individuals
- Offer choice where possible
- Listen to the customer and maintain respect and courtesy at all times
- Take account of the customers' needs.

Our staff

- Our staff will be trained in equality and diversity and customer services
- We will make sure that people who work with us, such as contractors, are aware of our commitment to equality and diversity

- We will take firm action against any member of staff or contractor who does not meet our high standards in relation to equality and diversity and customer service
- We will deal promptly and appropriately with allegations of discrimination, harassment or victimisation
- We will provide an open and supportive environment where all employees have the opportunity to reach their full potential
- Have a fair and transparent recruitment processes that ensures equality of opportunity for all employees and prospective employees.
- As part of our recruitment, we will take account of any protected characteristics under the Equalities Act 2010
- Ensure the opportunity for discrimination during the recruitment process is minimised and complies with relevant legislation, government guidance and best practice.

Customer Services

When you contact us or visit us.

We will:

- Ensure our offices are accessible to everyone, including people with a disability
- Ensure our website will be accessible to everyone
- We will use interpreters to assist people with specific needs and preferences, for example, using other languages and British Sign Language
- where this is your preference we will communicate with you via textphone (minicom) operators
- We will take into account your individual needs when booking appointments, including visits to carry out repairs or improve your home.

Letting and managing homes

We will:

- Ensure everyone has fair and equal access to our homes
- Offer extra help if needed in running a home, paying rent or in any other tenancy-related matter
- Gain the customers permission before referring them to an appropriate support agency
- Offer help to people who need it in understanding the terms and conditions of their tenancy
- Work in local neighbourhoods to promote good relations between different groups of people
- Support people who report incidents of harassment and discrimination and work with victims to bring about a satisfactory outcome.

Repairs and maintenance

We will:

- Assist people who have specific needs during planned maintenance work
- Ensure contractors working on our behalf show respect at all times and deliver a service which is appropriate to the needs and preferences of all our customers
- We check to make sure our contractors have a suitable Equality and Diversity Policy in place, and that they provide training to their staff
- Provide advice and assistance to people who request aids and disabled adaptations to their home. This may include carrying out certain types of work or advising people how to apply for assistance from the Home Improvement Agency.

Dealing with Anti-Social Behaviour

We have set timescales for dealing with racist incidents and other types of anti-social behaviour, including the removal of racist and offensive graffiti.

We aim to respond to customers who have been subject to racist incidents and/or remove racist and offensive graffiti within 24 hours.

We aim for 88% satisfaction with the way issues have been dealt with.

Resident involvement

- We will encourage all our customers to get involved and have their say in the types of services we provide, or should provide
- We will provide many different opportunities and methods for getting involved.

How to contact us

In writing:

Customer Service Centre
Chorus Homes Group
Brook House
Ouse Walk
Huntingdon
PE29 3QW

Call us:

0345 2669 760

Email:

customerenquiry@chorushomesgroup.co.uk

Website:

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