

The Equality & Diversity Service Standard

We at Newydd are committed to treating everyone with whom we come into contact fairly. This applies to everyone who applies to us for housing, everyone who applies to us for any service, every existing tenant and service user, every applicant for a job or contract and every staff and Board member.

We have a detailed Equal Opportunities Policy and put our commitment to equality and diversity into practice in a number of ways.

If you apply to live in one of our properties or you are already one of our residents or you apply to our support services we will:

- Make sure that our reception areas and offices are easy for you to get into and to move about in
- Provide the information you need, in ways that you find easy to understand
- Take into account any particular needs you have, when we let you one of our properties and once you have become one of our tenants
- We will monitor our services to ensure that they are not unintentionally disadvantaging certain groups of people and to identify ways in which we can promote equality and diversity more effectively
- Take prompt and effective action if you face harassment where you live
- Only work with contractors and other agencies that share our commitment to be fair to all

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If you apply to us for a job or are already a member of staff we will:

- Recruit and promote staff based on their ability and suitability to do the work
- Provide training and other opportunities to help you develop your skills
- Make sure you have the necessary equipment to do your job effectively
- Take prompt and effective action if you face harassment at work
- We will monitor our recruitment practices to ensure that we are not unintentionally disadvantaging certain groups of people and to identify ways in which we can promote equality and diversity more effectively

Working With Others

- We will consult with our staff, customer and stakeholders to find ways to promote equality and diversity
- We will work with external agencies and partners to improve our approach to equality and diversity issues

What we expect of others

Treating everyone fairly is a two-way process. We will do all we can as an organisation. We also expect that our individual Board members, staff, contractors, tenants, service users and leaseholders will do all they can to treat people fairly as well.

Making progress

We will monitor the progress we are making in meeting our commitments to promote equality and diversity. We will also set ourselves goals to achieve and review these on a regular and planned basis.