

Equality and diversity –

Making our services accessible
to everyone



What does equality and diversity mean at Swan?

We will encourage equality and diversity in all our services to make sure you are not discriminated against or disadvantaged. In simple terms, equality means that everyone should receive the same opportunities and diversity means valuing people's differences. Equal opportunities are central to everything we do and we value and respect people from the whole community, whatever their age, disability, ethnic background or race, sex, sexuality or religion or belief.

We want to reduce inequality and encourage everybody to get involved in their local community. We welcome our responsibility to provide equal opportunities, prevent unlawful discrimination and promote good community relations.

Our equality and diversity service standards

To make sure we treat you fairly, whatever your needs, we will:

- do everything we can to

make sure discrimination does not take place in our neighbourhoods;

- encourage you to report any problems;
- always consider the needs of all the different groups of people we serve;
- train all our staff to create equal opportunities;
- provide translation and interpretation services, as well as information in large print, Braille or on CD, for people who need it; and
- be sensitive about religious and cultural dates when we visit you in your home.

We have separate service standards leaflets about antisocial behaviour and harassment and about how you can make a complaint. Please phone **0300 303 2500** or visit one of our office receptions to ask for a copy.

What does this mean for residents?

We will make sure everyone has equal access to our homes and services by:

- setting service standards for all of our services by consulting

Do you feel that our staff are not treating you fairly? Please contact us on 0300 303 2500.



residents and people who use our services;

- checking that the services we provide do not unlawfully discriminate against anyone;
- asking you to fill in a profiling form so that we can understand your needs;
- providing our services appropriately to meet individual needs wherever we can;
- providing information in a variety of ways;
- taking appropriate action against people responsible for harassment and hate crime;
- working with our partners to tackle domestic violence;
- offering support and referring you to professional services if you need extra help or advice;
- providing opportunities for all sections of the community to take part in our resident and customer involvement activities;
- maintaining an Equality & Diversity Committee made up of residents and board members to monitor our standards; and
- maintaining Diversity Action Forums to develop and monitor equality and diversity projects that provide direct results for residents.

Our service standards

We have agreed each of our service standards with residents. The service standards tell you what level of service you can expect from us. We will check regularly to see if we are meeting these service standards and let you know how we are doing. If you feel that we are not meeting these standards, please phone us on **0300 303 2500**.

Contact us

If you want to discuss anything in this leaflet please phone **0300 303 2500**.

Equality and diversity:
Text: **07950 961811**
(start your text with the word INVOLVE)

You can also contact us through our website at **www.swan.org.uk** or at:

Head Office

Swan Housing Association
Pilgrim House
High Street, Billericay
Essex CM12 9XY.

Or visit our London office at:

Swan Housing Association
Cygnet House South
10 Chrisp Street
London E14 6LL.

Available in other formats and languages

English

This information tells you about **equality and diversity**. If you would like to receive this in your own language, please contact us on **0300 303 2500**.

French

Ces informations traitent de **equality and diversity** (égalité et diversité). Pour les recevoir dans votre propre langue, veuillez nous contacter au **0300 303 2500**

Polish

Niniejsze informacje dotyczą tematu **equality and diversity** („Równouprawienie i różnorodność”). Aby otrzymać je we własnym języku, zgłoś się do nas pod numer **0300 303 2500**

Somali

Macluumaadkaan wuxuu kuu sheegayaa wax ku saabsan **equality and diversity** (“Sinnaanta iyo Kala-Duwanaanta”). Haddii aad jeceshahay inaad kani ku hesho luqaddaada, fadlan nagala soo xiriiir **0300 303 2500**

Bengali

এই তথ্যে আপনাকে **equality and diversity** (সাম্য এবং বিবিধতা)” র বিষয়ে জানানো হয়েছে। আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের **0300 303 2500**-এ যোগাযোগ করুন

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ **equality and diversity** (ਸਮਾਨਤਾ ਅਤੇ ਵਿਭਿੰਨਤਾ) ਬਾਰੇ ਦੱਸਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ **0300 303 2500** ਤੇ ਸੰਪਰਕ ਕਰੋ

Arabic

تشير هذه المعلومات إلى **equality and diversity** (“المساواة والتنوع”). إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم **0300 303 2500**

Urdu

یہ معلومات آپ کو **equality and diversity** (“مساوات اور تنوع”) کے بارے میں بتانے کیلئے ہیں۔ اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے **0300 303 2500** پر رابطہ کریں

If you would like a copy of this document in large print, Braille or on CD please call **0300 303 2500**.

