

Let's talk about...

Equality And Diversity

This leaflet is about equality and diversity
and what these mean to the Trust



This leaflet is about equality and diversity and what these mean to the Trust. It also outlines our equality and diversity strategy and explains what the strategy aims to achieve.

Equality and diversity - what does it mean for the Trust?

The Trust's vision is to "Create Opportunity" not just for some of our customers but for all of them, irrespective of their background or circumstances. We recognise that everyone is unique and we respect and celebrate



their differences. This is what equality and diversity are really all about - valuing every member of society and making sure that they can access our services irrespective of those differences whether they be based on race, sex, religion, disability or for any other reason.

To this end we will:

- Treat every individual fairly, with respect and decency.
- Recognise that individual and community differences are a natural part of society.
- Set high standards for our services and ensure that everyone has equal access to those services.
- Make adjustments (e.g. Braille, access to offices, translations, mentoring schemes) to ensure that everyone is able to use our services and has equality of opportunity.

- Take a strong stand against discrimination, bullying, harassment and other forms of unfair treatment.
- Understand that we have a responsibility to act if we see another person being treated unfairly.
- Value the contribution each individual and group can make.

The Trust's equality and diversity strategy

The strategy has 3 main aims:

- To tell our customers what we will do to make sure they all have an equal opportunity to access our services.
- To show how those services will be constantly improved and adapted to meet the needs of a diverse and ever-changing community.
- To put in place measures to enable our customers to judge us on how well we

are doing in improving our services and making them accessible to everyone.

Improving services to all our customers

The Trust believes that the way to improve services for all our customers is to:

- Have a clear understanding of the diverse range of needs and expectations of the people and communities that we serve.
- Understand that diversity is much wider than differences based on race, religion, disability, gender, sexuality, age and includes broader issues such as poverty, education and cultural differences. The Trust aims to engage with any groups who may have difficulty in accessing our services and to ask them how we can best focus our services for their benefit.



customers and find out more about their needs.

- Regularly look at our policies, procedures, and culture to make sure that when decisions are made they have a positive effect on our customers and do not lead to any discrimination or unfairness.

Customers who have a disability - promoting disability equality and improving services

The Trust is committed to meeting, and in many areas exceeding, its legal obligations in relation to diversity and equality. This includes its obligations under the Disability Discrimination Act and the “disability equality duty” under which the Trust must improve services and promote equality of opportunity for customers who are disabled.

- Establish a customer focused action plan for the improvement of all services, based on what our customers have told us are the most important things for them. The Trust’s equality and diversity strategy includes such a plan and this will be regularly reviewed as we continue to talk to our

To enable it to meet this duty, the Trust has made a number of changes to its equality and diversity strategy. We will also be putting in place a set of actions to show how we will promote disability equality and improve services for our customers and employees who are disabled.

Unfair treatment - what can you do

If you or any member of your family feels that they have been treated unfairly by the Trust or subjected to discrimination or harassment we need to hear from you. You can either speak to your Community Housing Officer, or contact the Trust directly by email, letter or telephone.

Further information

This leaflet is only designed to give you a brief

introduction to equality and diversity. We would strongly encourage you to take some time to read through the Trust’s equality and diversity strategy and the related policies on equal opportunities, bullying & harassment and anti-social behaviour, which are available on our website or in hard copy on request.



Notes

If you want to know more,
please contact us:

Online: 

Web: www.cdht.org
Email: info@cdht.org

By phone: 

Freephone: 0808 100 7701
Monday to Thursday
8.00am - 6.00pm
Friday 8.00am - 5.00pm
Fax: 01244 305690
Minicom: 01244 305500
Text: 07800 000 177



By visiting us at:

Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ
Monday to Friday
9.00am - 4.45pm

**Neighbourhood Office,
Lache**
89a Cliveden Road
Lache, CH4 8DT
Mon, Tues, Thurs & Fri
9.00am - 12.00pm

**Neighbourhood Office,
Blacon**
17-18 The Parade,
Blacon, CH1 5HW
Monday to Friday
1.30pm - 4.30pm

Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also Available in:

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