



How you can Help

In order to provide you with the best and most appropriate services, it is important that we understand what support you might need. Please tell us if you would like to use any of the facilities or services described in this leaflet, or if there is anything else that you need.

Sometimes we will ask you to fill in monitoring data. Any information we ask you for is used in the strictest confidentiality, and is never shared

with anyone. The answers are used to help us understand when we are getting it wrong – and how we can improve.

If you have any questions about Equality and Diversity, or would like to tell us about your support needs, please speak to the Contact Centre on 01296 732600 or minicom 01296 732640.



This item is available in large print, on tape, on CD or by email - please call the Marketing Department on 01296 732600. Please make us aware of anyone you know who may need this kind of help.

આ વતમાનપાત્રકા વધલ આફ અયલ્સબરી હાઉસિંગ ટ્રસ્ટ તરફથી છે, જ્યાં અયલ્સબરી વેઈલ ડિસ્ટ્રિક્ટ કાઉન્સિલમાંના તમારા ધરોની ભવિષ્યની માલિકી અને વહિવટ જુલાઈ 2008 માં પોતાના હાથમાં લેનાર છે. મફત અનુવાદ માટે 01296 425334 પર ફોન કરવા વિનંતી.

یہ نیوز لیٹر ویل آف ایلزبری ہاؤسنگ ٹرسٹ کی جانب سے ہے جو جولائی 2008 میں ایلزبری ویل ڈسٹرکٹ کونسل سے آپ کے گھروں کی مستقبل میں ملکیت اور انتظام کی ذمہ داری سنبھال لے گا۔ مفت ترجمے کیلئے 01296 425334 پر فون کریں۔



Customer Contact Centre **01296 732600**

Mini Com **01296 732640**

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Company Registration No. 5438914

Charity Registration No. 1114504

VAHT is a registered charity



Equality and Diversity

Informing You



What is Equality and Diversity?

Equality and Diversity does not mean treating everyone the same; it means treating everyone **fairly and according to their needs**. We are committed to treating everyone in a fair way, without prejudice or discrimination.

Why is it important to the Trust?

Our vision is: “to provide quality affordable homes and services, strengthen our communities and improve the lives of local people”.

By understanding the diverse needs of our residents, we can provide high quality services that fit their personal circumstances.

What does the Trust do to support Equality and Diversity...

For you and your family?

We provide, or can provide on request:

- ▶ Disability Discrimination Act (DDA)-compliant offices
- ▶ Wheelchair access interview booths
- ▶ Hearing loop and Minicom
- ▶ Language translation service
- ▶ British Sign Language interpreter
- ▶ Magnifiers, pen grips and other aids for elderly, disabled and sight-impaired
- ▶ Newsletters, leaflets and other written communications in large print, audio, on yellow paper, Braille, or translated into another language
- ▶ Screen-reading software on the website
- ▶ We can communicate with an advocate or carer, with your permission



We also have lots of information on Support Groups, Charities and other agencies that may be useful to you. Some of them can be found in our “Need Help?” leaflet, which is available from us. Please see the contact details on the back of this leaflet.

In your home?

The Trust will always make sure that people are offered housing on the basis of their housing needs, with

consideration given to any cultural or ethnic requirements.

If you are less able to comfortably use your home, due to age, accident, illness or disability, there are changes and adaptations we can make to help you. These are explained in more detail in the leaflet called “Aids and Adaptations”.

When we visit you at home, we can offer the same aids and services we have at our offices, including:

- ▶ Hearing Loop
- ▶ Translation
- ▶ Magnifiers, pen grips, etc

We will respect your religion or faith. If you would prefer us not to contact you during a religious festival, please let us know in advance and we can arrange another appointment.

For our staff?

The Trust operates an Equal Opportunities policy. All employees, Board Members and anyone else representing the Trust are appointed on the basis of their aptitude, skills and abilities. They all receive mandatory equality and diversity training.

Wherever possible, the Trust meets the needs of individual employees arising from disability, culture and religion.

Our policies and procedures are written to reflect this.



As a business?

To ensure equality is part of our business culture, we review policies and procedures regularly so that they are always current and relevant to our commitment to equality and diversity. If you would like to see our policies on Equality and Diversity, they are available through the Customer Contact Centre.

The Trust also carries out Resident Profiling. This helps us know who lives in our properties, what issues affect them and what sort of things we need to take into consideration. For example, it helps us to know that we need to provide large print letters or a translator when we contact an individual.

Resident profiling is normally carried out when a resident signs up for a new property. We also take the opportunity to ask you some questions when you send in a complaint or compliment. All of this information helps us understand if we are getting things right.



Meet Ed

This is Ed, our logo for Equality and Diversity. Wherever Ed appears, or his "impact assessed" stamp, you know that we have considered people with specific needs or done something extra to make our services accessible or more appropriate. The facilities in this leaflet will all be highlighted by the Ed logo, as will many more things around the Trust.

Racial Harassment and Religious Intolerance

The Trust condemns all forms of racial harassment and discrimination.

All reported incidents of discrimination and racial harassment will be investigated. However, we will treat both the complainant and the person complained about with



equal respect and everyone involved will be given an equal hearing. We will inform the Police of racially-motivated incidents, and where appropriate, we are prepared to take legal action against those who commit serious or persistent harassment.

The Trust is committed to eradicating hate crime from our communities. We work with other agencies as part of the Crime and Disorder Reduction Partnership (CDRP). We also work with and support a wide range of community groups to help eliminate racism and intolerance on our estates, or against our tenants and employees.