

Race equality



providing fair services to customers & staff







One of our key values is to make sure that we deal with all of our customers, staff and board members equally - our equal opportunities policy reflects this aim.



Communication

We have a policy to help us make sure that we provide fair services to our customers who do not speak English as their first language. In line with this policy, we offer the following translation services:

-  Our staff can arrange for an interpreter to be on the telephone within minutes via the language line interpretation service
-  We can arrange for our forms, information leaflets etc. to be translated into another language
-  We can arrange for letters or documents to be translated and read in another language on request
-  We can arrange for a trained interpreter to attend at meetings or interpret by appointment



Achieving race equality

During 2006 we published our Equality and Diversity Strategy and action plan. The aims of the strategy are to:



Ensure access to housing is fair and equitable to people from all groups within our community



Provide housing services of a high quality recognising the diverse needs of the local community



Provide a responsive customer services function that seeks to ensure full accessibility for all customers, including providing information in appropriate formats to meet the communication needs of our customers



Encourage resident and service user involvement in the work of the organisation using a range of different mechanisms



Work with local agencies to promote community cohesion, encouraging positive action and respect



Ensure our contractors, consultants and suppliers demonstrate their commitment to equality and diversity before work is awarded

Racial Harassment

We take all reports of racial harassment very seriously. We have a Harassment policy for dealing with customer reports of racial harassment as well as a harassment and bullying policy for our staff.



Our approach towards customers

For us, a racist incident is:

‘An incident which is perceived to be racist by the victim or any other person’.



We aim to put victims first when we deal with reports of racist incidents and will do all we can to offer support and assistance. This may include putting victims in touch with partner agencies who can help.



Racial harassment is a crime - we will actively investigate and work with our partners to identify and deal with perpetrators.



If it is proved that one of our customers is guilty of racial harassment, we will take firm action against them for breaking their tenancy agreement.



We actively encourage and help victims to report incidents to PARINS (Partnership Against Racist Incidents in North Staffordshire).

If you are a victim of racial harassment or know someone who is, or if you have witnessed racial harassment, don't suffer in silence. Contact us or one of the agencies listed.



Our approach towards staff

Our harassment and bullying policy reinforces our commitment to securing equality of opportunity across all our activities. We do not allow or condone any form of harassment and this behaviour may result in disciplinary action being taken which could lead to dismissal. Such behaviour may also contravene the law.

Employees also have a right to complain about harassment and to expect that their complaint will be fully investigated, and to be confident that they will be protected against victimisation or retaliation for bringing a complaint. We will always support our staff if and where harassment has occurred.

Useful telephone numbers

PARINS (Partnership Against Racist Incidents in North Staffordshire)	01782 407947
North Staffordshire Race Equality Council	01782 407930
Staffordshire Crimestoppers	0800 555 111
Staffordshire Police Minorities Liaison Officer	01785 232936

This information can be made available in

- Other languages • Large print • Braille • Audio tape • Computer disc.

We can also offer a translation service.

If you would like information in another language or format, please ask us.

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفا از ما درخواست کنید - Farsi

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - Urdu

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - Polish

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - Kurdish

We really value your feedback, whether good or bad, to help us improve our services.

Please contact us if you have a comment, compliment, suggestion or complaint to make about any aspect of the service we provide.

How to contact us



By telephoning
01782 635200

By minicom
01782 854993

By fax
01782 715498

By writing to
Aspire Housing
Kingsley
The Brampton
Newcastle under Lyme
Staffordshire
ST5 0QW

By visiting our offices
By emailing us
enquiries@aspirehousing.co.uk
Via our website
www.aspirehousing.co.uk

word|for|word

APPROVED BY ASPIRE HOUSING CUSTOMERS