

United Residents Housing

YOUR URH

**Equality and Diversity Strategy
August 2010**

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1 Introduction

United Residents Housing is committed to promoting equality and diversity among our customers and staff. Our Equality and Diversity policy statement links directly into our Equality and Diversity Strategy and Action Plan, which sets out our current priorities to improve the living and working environment for all of our residents, staff and partner organisations.

What equality means to URH is ensuring that all of our services meet the needs and aspirations of all of our customers and that we provide our services in a fair way that is accessible to all. To do this, we will ensure that our policies and practices are not discriminatory and actively encourage people to access our services or take up and remain in employment with us.

What diversity means to URH is recognition and appreciation of the different life experiences, skills and perspectives that all individuals bring to our communities and workplaces. We believe that diversity benefits and adds real value to our organisation and the work that we do.

URH will promote and celebrate the diversity of our community and staff. This means that we will actively consult and work with all our customers and partners to recognise their different needs and preferences and we will aim to make our services fit for purpose with these requirements in mind. As an employer, we will actively empower all of our staff to develop their potential and take pride in their abilities and resources, and confidently provide services for our residents irrespective of their background.

URH strives for high standards and recognises the need for promoting its commitment to equality and diversity publically and confidentially. URH is also committed to promoting cultural change to address practices which negatively impact residents, leading the way in combating social exclusion and discrimination which may currently fall outside of legislation.

2. Definitions

Our commitment to **equality** ensures that policies, procedures and practices within URH do not discriminate against staff, residents or other people we come into contact with. Equality is about treating people fairly and without discrimination regardless of who they are. It is about recognising that inequality is often caused by circumstances not of an individual's own making and taking positive action to address this.

Respecting **diversity** ensures that all people are valued as individuals and are able to maximise their potential and contribution to URH and to their community. This means that we recognise that different people have different needs. It recognises that people from different backgrounds can bring fresh ideas and a different approach, which can make the way we work more effective, more efficient and more innovative.

Direct Discrimination occurs when an individual is dealt with less favourably *explicitly* on the grounds of their race, skin colour, nationality, ethnic or national origin, gender, gender reassignment status, relationship status, caring responsibility, sexual orientation, age, physical, sensory or learning disability, mental health, religion and belief, medical status (e.g. HIV), employment status, physical appearance, unrelated criminal convictions, union activities or for any other reason regarded as unjustifiable.

Indirect Discrimination occurs when a requirement or condition, which although applying equally to people of all groups, is applied in a such a way that at least a significant minority of a particular group are considerably disadvantaged on this basis. For example, dress codes have sometimes been held to discriminate indirectly against people on the basis of their gender or religious belief.

Victimisation in the context of equality and diversity occurs when an individual is treated less favourably because that person has asserted their rights under legislation, for example the Sex Discrimination Act, Race Relations Act or the Disability Discrimination Act, or acted as a whistleblower on such activity.

Harassment relates to repeated, unreciprocated and unwelcome comments, looks, actions, suggestions or physical contact which is found objectionable and offensive and which might threaten an employee or resident or create an intimidating or uncomfortable environment. Harassment does not need to be based on the characteristics of an individual, but can be sexual, racial, directed against people with disabilities or indeed related to any characteristic exhibited by an individual or group of people.

Positive Action refers to measures taken to assist participants and groups who have been under-represented in specific areas, to reach a level of confidence, knowledge and achievement that is comparable with their peers. These measures would normally take the form of additional training, positive recruitment amongst certain groups and making public a commitment to redressing any imbalance in participation and challenge historical barriers. An example might be explicitly welcoming applications from a particular group which are currently underrepresented in a particular area of work.

3 Operational Context

United Residents Housing is one of two Arms Length Management Organisations (ALMOs) which manages properties through its partners on behalf of Lambeth Council.

Understanding the needs of our residents is particularly important in Lambeth as we are one of the most diverse places in the country. We are the fifth most deprived borough in London and the 19th most deprived in England (IMD 2007). Lambeth is also home to a large number of residents who do not speak English as a first language (DfES Oct 2003), with 142 languages spoken across the borough (2010 Lambeth annual pupil survey). Around two in five Lambeth residents (38%) are from ethnic minority groups, and the borough has the second highest proportion of black Caribbean residents of any local authority (GLA ethnic projections). In line with inner London, around six in ten residents have a white ethnic background, but this masks a great diversity with significant Portuguese and eastern European communities concentrated in particular parts of the borough.

The majority of URH's stock is located in the Coldharbour ward of Lambeth. Coldharbour is by far the most deprived part of the borough; 60% of the areas are in the 10% most deprived in the country (State of the Borough Report 2010), unemployment is high, income is lower than the borough average and the proportion of households in deprived areas is more than double the Lambeth average. There are high proportions of single parent families, and crime indicators are above average.

URH's remaining stock is located in Brixton Hill and Ferndale Wards of Lambeth, where needs are similarly acute, relative to Borough, regional and national averages.

Ferndale has a population of some 12,898 residents representing 4.8% of the borough population. Between 1991 and 2001, there has been an increase in White people and a decrease in Black people, which goes against borough trends. Ferndale has high numbers of people between 16-24 and had the largest decrease of under 16s between 1991 and 2001.

Services provided by URH include:

- Tenancy and Estate Management
- Repairs Service
- Customer Care
- Parking Enforcement
- Estate Cleaning
- Caretaking
- Ground Maintenance
- Revenue Management
- Leasehold Services
- Capital / Decent Homes Standard improvements

4 Aims and Objectives

The aims and objectives of this Equality and Diversity Strategy are:

- To encourage, promote and celebrate diversity in all our activities and services.
- To ensure equal access and opportunities to participate in our services and activities.
- To ensure compliance with legislation on discrimination and equality including Disabled Persons Employment Acts of 1944 and 1958, Equal Pay Act 1970, Sex Discrimination Act 1975, Race Relations Act 1976, the Human Rights Act 1998, Disability Discrimination Act 1995, Race Relations (Amendment) Act 2000, Employment Equality (Religion or Belief) Regulations 2003, Gender Recognition Act 2004, Disability Discrimination Act 2005, Employment Equality (Sex Discrimination) Regulations 2005, Employment Equality (Age) Regulations 2006, Equality Act 2006, Equality Act (Sexual Orientation) Regulations 2007 and all other current and impending equalities legislation including Equality Act 2010.
- To lead the field in promoting equality in areas not currently covered by legislation, for example socio-economic inequality and physical appearance.
- To create residential, social and working environments free from harassment and discrimination for residents and staff.
- To confront and challenge discrimination where and whenever it arises whether it involves staff, residents and partners or in any other area relating to URH services.
- For a willingness to accept and implement this policy to be a necessary qualification for any employed position within or working with in URH.
- To ensure, through positive action and so far as is practicable, that URH addresses inequality which may have arisen through historic direct or indirect discrimination, such as occupational segregation which means that people from, for example, certain ethnic backgrounds or gender identities have often been excluded from working in certain disciplines.

5 Our commitment to equality and diversity

URH is committed to the principles of equality and diversity. No resident, employee, board member, visitor or applicant should receive less favourable treatment on the grounds of their race, skin colour, nationality, ethnic or national origin, gender, gender reassignment status, relationship status, caring responsibility, sexual orientation, age, physical, sensory or learning disability, mental health, religion and belief, medical status (e.g. HIV), employment status, physical appearance, unrelated criminal convictions or union activities. Nor should people be disadvantaged by other conditions or requirements which cannot be shown to be justifiable. This commitment applies to our service provision, communications, recruitment and selection, training, and all terms and conditions of employment and customer relations.

URH will actively encourage and support diversity to meet the needs of all stakeholders, and maximise achievement, creativity and good practice and bring benefit to individuals and communities. URH recognises that discrimination can take a number of forms including direct and indirect discrimination that can often be subtle. URH also accepts the definition of institutionalised racism as defined by the MacPherson Report following the Stephen Lawrence Inquiry and will extend it to apply beyond racism to discrimination against disabled people and all other forms of discrimination.

We encourage all people – including staff and residents - to contribute to an environment in which people feel comfortable expressing who they are, how they feel and what they need, knowing they will be treated with respect and that their contribution will be valued. The way we work, train and learn within URH should reflect both the vision and objectives of URH and the spirit and intentions of legislation that outlaws discrimination and promotes equality and diversity.

URH will make reasonable adjustments to working practices, equipment and premises and offer, where appropriate, additional support to staff and residents in accordance with its Disability Two Ticks accreditation. More details can be found in URH's Recruitment and Selection policy.

We will endeavour to deliver services in a way that genuinely recognises the importance of an inclusive society that brings opportunities and access to individuals and hard to reach groups. This will include vulnerable residents, new migrant groups, those leaving looked after care or custody and those at risk of becoming involved in criminal activity.

URH urges staff, residents and partners to be aware of the less obvious types of discrimination which result from general assumptions and pre-conceptions about the capabilities, interests and characteristics of individuals. This can often include references in parts of the media which are commonly held to be acceptable, but in fact are exclusionary or derogatory to particularly groups in the community.

We are committed to fulfilling our legal duties under the following Acts and Statutory Guidance to combat discrimination and promote equality, namely the Disabled Persons Employment Acts of 1944 and 1958, Equal Pay Act 1970, Sex Discrimination Act 1975, Race Relations Act 1976, the Human Rights Act 1998, Disability Discrimination Act 1995, Race Relations (Amendment) Act 2000, Employment Equality (Religion or Belief) Regulations 2003, Gender Recognition Act 2004, Disability

Discrimination Act 2005, Employment Equality (Sex Discrimination) Regulations 2005, Employment Equality (Age) Regulations 2006, Equality Act 2006, Equality Act (Sexual Orientation) Regulations 2007 and Equality Act 2010.

However, our overall strategic objective is to go beyond legislative and statutory compliance and make innovative and positive progress in terms of equality and diversity, and being in a position to share best practice with our local partners.

Going beyond statutory and legal obligations

URH welcomes and is committed to fulfilling its legal duties under the following Acts and Statutory Guidance to combat discrimination and promote equality, namely the Disabled Persons Employment Acts of 1944 and 1958, Equal Pay Act 1970, Sex Discrimination Act 1975, Race Relations Act 1976, the Human Rights Act 1998, Disability Discrimination Act 1995, Race Relations (Amendment) Act 2000, Employment Equality (Religion or Belief) Regulations 2003, Gender Recognition Act 2004, Disability Discrimination Act 2005, Employment Equality (Sex Discrimination) Regulations 2005, Employment Equality (Age) Regulations 2006, Equality Act 2006, Equality Act (Sexual Orientation) Regulations 2007 and Equality Act 2010.

As well as meeting legal and statutory requirements as set out in the faith, age, sexual orientation, disability, race and sex discrimination and gender acts URH will meet the CRE code of practices and good practice as set out by the Chartered Institute of Housing and the Equality and Human Rights Commission.

As a public organisation, URH has general duties to promote equality and diversity relating to race, disability, gender, religion and belief, age and sexual orientation and to remove discrimination. URH has legal obligations in relation to the race duty, the gender duty and the disability duty and to other duties highlighted in legislation and regulations and that the Equalities Bill may soon become law. We are working to and with the Audit Commission's Key Line of Inquiry 31 (KLOE 31) for Diversity, URH has a duty to positively promote equality and diversity in all aspects of URH's work.

Under KLOE 31, URH must cover six key areas:

- Corporate Culture and Governance
- Access and Customer Care
- Service User Involvement
- Partnerships
- Harassment and Domestic Violence
- Legislation

URH will use the Equality Framework for Local Government, as a framework to help ensure equality and diversity are embedded into URH's everyday work. The Equality Framework has three levels of performance achievement:

- Level 1 Developing
- Level 2 Achieving
- Level 3 Excellent

URH is developing a programme of EIAs for all functions, services, policies and practices in relation to disability, race, religion and belief, age, gender, gender reassignment and sexual orientation.

This commitment will ensure that URH not only complies with current and future legislation but also that it fully understands the impact of its service delivery across its customer base.

Our strategy provides a framework, setting out our obligations and responsibilities towards meeting some of the challenges we face, ensuring our approach champions equality in all aspects of our service:

- URH will seek to fulfil all the duties laid down by all present and future legislation.
- Provide equality of access to URH's services for all that take advantage of them, including access to information in a variety of formats on request
- Recognise the need to provide a supportive environment so that all customers and employees have the opportunity to participate and contribute to providing better services
- To consult and work with our diverse community to ensure all services reflect different needs.
- To work with our communities to encourage a diverse membership of the Board and Committees of URH.
- To provide excellent employment policies, procedures and practices to ensure that staff are selected on the basis of their merits and abilities.
- Ensure all job applicants will be treated equally regardless of their gender, faith, marital status, ethnic origin, sexual orientation, age or disability
- Once in post, to be supported and developed to reach full potential and work to full and rewarding capacity including solid induction processes, career development, training and promotion opportunities
- To ensure that whenever possible, staff who become disabled or ill during their employment, are retained, identifying and providing all necessary support, and will ensure the workplace is accessible for people with disabilities.
- Ensure our workforce meet generally reflects the population we serve
- To improve the housing management and repair services for all residents.
- Ensure that we build up our knowledge of our customers via an information gathering project and that we build in a mechanisms to update this information on a regular basis
- Ensure our contractors, consultants and suppliers meet the ethos of this Policy
- Ensure that URH complies with all human rights and equal opportunities legal obligations, and European directives.

- To seek to be an inclusive and diverse organisation so that all URH's present and future residents, staff (paid and unpaid) and contractors, consultants and agents are treated fairly and equally and receive equal services and opportunities regardless of:
 - Age
 - Appearance
 - Asylum Status
 - Disability
 - Caring Responsibility
 - Class (social or economic)
 - Colour
 - Ethnicity
 - Gender
 - Gender Reassignment
 - Gypsy or Traveller
 - Medical status, including HIV/ Aids Status
 - Impoverishment
 - Marital and relationship status
 - Mental Abilities
 - National Origin
 - Parental Responsibility
 - Physical Abilities
 - Physical appearance
 - Political Affiliation
 - Race
 - Refugee status
 - Religion or belief
 - Sexual orientation
 - Social and employment status
 - Trade union membership and activities

Your URH – working in partnership with residents

URH has and will continue to develop and implement the Equality & Diversity Strategy and Action Plan in partnership with our residents, tenants and residents associations, representatives and advocacy groups within the community, staff and contractors.

The Equality and Diversity Strategy is a public document and as such URH will be answerable to the public and residents in particular for delivering the programme and agenda set out in the strategy. URH will:

- Consult widely with our residents, staff and partners on each review of this strategy.
- Be pro-active in reaching out to all the groups in our community to seek their input and advice on the continued development and implementation of this strategy and related action plan.
- Use a variety of inclusive consultation techniques including community events, surveys, written documents, focus groups as well as face-to-face meetings to consult and involve our residents and their representatives, staff and contractors.
- Communicate this strategy widely to our community and workforce.
- Ensure the strategy is available on request in our main community languages and in accessible formats and that it is accessible to disabled people from a wide range of impairment groups.
- With the help of feedback from our residents and staff we will monitor, review and evaluate the effectiveness of our service delivery and employment practices, and if there are any areas of weakness we will take action to address this.

Your URH - Providing excellent services accessible to all

We aim to ensure that our services are available to everyone, including how we provide information. Information is available in a variety of formats, audio tape, large print, or alternative languages. We know that some our customers prefer face to face visits, we do our utmost to meet this need. We can access an interpreter service for those customers who are non English speakers

We work closely with other agencies such as Lambeth Council to adapt properties for new and existing tenants to try to meet the needs of tenants with physical disabilities, mental health or learning difficulties. We will also ensure that reasonable communal adaptations are prioritised where necessary.

We recognise that poor quality housing and living in overcrowded conditions has significant impacts on health, educational attainment and wellbeing and that black and minority ethnic communities are often disproportionately affected by these circumstances. We want to deliver improvements to our residents' homes that will substantially improve the quality of their environment and help to make the area they live in safe and secure for many years to come.

URH accepts the findings of the Hills Report 2007 that social landlords should have a greater involvement in taking steps to tackle poverty as this is an essential factor in promoting the equality for those living in social housing. As such we are committed to the provision of Lambeth' Single Equality Scheme and the Equality Act in addressing socio-economic inequality.

Lambeth is a very diverse and vibrant area but this at times has been manifested through tensions and divisions within the community. URH is committed to supporting and building community cohesion and equality for all. We will work with partners to help build links within the community particularly with younger people to help breakdown barriers between different groups and increase life opportunities. We will also work towards eradicating all types of harassment on our estates and will support people facing harassment by taking the strongest action against perpetrators of hate crime.

We will actively seek to engage all our customers, including those who have been marginalised or previously considered "hard to reach" and involve them by providing accessible and convenient consultation opportunities. We will involve people throughout our community in the way we deliver our services to them. We will ensure that the information we provide to our customers is available in the main community languages and is accessible to all. We will actively encourage and welcome feedback from our customers on the way we provide services and build that feedback into improving our services.

URH remains committed to providing high-quality services that meet the needs of all our diverse community. We will act to:

- Ensure all our customers are treated with dignity and respect.
- Remove any barriers preventing our customers from accessing our services or participating in our decision-making structures.

- Provide information on our services which is accessible and available in appropriate formats and advertise the availability of our translation & interpreting services.
- Carry out a program of equality impact assessments on current and on all proposed policies & functions to identify any adverse impact on any particular group and to take action to address or alleviate this.
- We will use the diversity information we have collected about from our customers to analyse the provision of our core services to check if they have any unfair adverse affects on any particular group and take appropriate action to alleviate this.
- Consult and involve our customers in the development of our services.
- We will act promptly to investigate any complaints we receive about the way we provide services.
- Work with others to promote a community in which all our residents can live free from prejudice and discrimination and in ways which promote vibrant and cohesive neighbourhoods.

Your URH - Combating discrimination and embracing diversity in our workforce

URH aims to have a workforce that reflects our community. We will continue to develop, promote and seek ways to improve our employment related policies and procedures to ensure they continue to give equal access to employment and development opportunities to all our potential and existing staff directors. We will make sure that our employment practices are accessible to everyone and we will put into place in our equality & diversity action plan a range of initiatives to:

- Have a workforce which is representative of our community at all levels and grades throughout our organisation.
- Continue to develop our policies to give all our staff equal access to employment and career development opportunities.
- Make sure all our staff know of their right to be protected from discrimination, harassment and bullying.
- Seek innovative ways to help staff from under represented groups develop their careers and progress within the organisation.
- Train all our staff and Board members on their responsibilities to implement this strategy.
- Set ambitious performance targets so that we can measure our progress.

URH wants to be an employer of choice and aims to attract and retain a talented and diverse workforce that reflects the community we serve.

We have been recognised for our success to date in achieving this objective by being awarded a “Two Ticks – Positive about Disabled People Employer” by Job Centre Plus. We have also been accredited by Stonewall as a positive employer for lesbian, gay and bisexual people.

URH will also:

- Strive to make sure our workplace is free of discrimination and harassment and take robust action, where appropriate, to combat it.
- Ensure that everyone has equal access to training and promotion opportunities and that we operate work-life balance policies that maximise employment and career development opportunities for all.
- Provide a safe environment that is accessible to disabled people and seek to retain in employment any of our staff who are or become disabled.
- Conduct periodic equality impact assessments of all our major employment policies and procedures in order to ensure our employment practices are fair and to promote equality and diversity across the six diversity strands.
- Continue to seek new methods of employment to meet the work life balance needs of both our staff and the organisation.
- Continue to use the staff attitude survey as a way to measure the impact of our Equality & Diversity Strategy and Action Plan within the organisation and take appropriate action where necessary.

Your URH - Working with our partners

URH has a number of ways in which it seeks the views of its customers on its standards of service delivery and to identify improvements. It also has a number of formal structures by which residents can become more involved in the monitoring of URH's performance and direction including tenant and residents associations, consultative panels and Board membership.

URH also works in partnership with other key stakeholders within the borough including the council, the local police authority and primary care trust and others to ensure that we seek better ways of working together to meet the needs and aspirations of the whole community we all serve.

URH is also a significant purchaser of services within the local area. We will use our influence and purchasing power to promote this strategy amongst our contractors and partners. URH will:

- Continue to seek creative methods for reaching our different resident and community groups to ensure that information about URH and how to become involved is presented in ways which are as relevant to all residents, as widely distributed and as easily understood as possible.
- Actively go out into the community and make contact with bodies that represent minority groups within URH's wider customer profile and work with them to identify the needs of the groups they represent and find ways to breakdown barriers they may face to accessing our services..
- Our resident consultation panels reflect the make up of the communities they represent.
- Ensure that our communication is accessible to all through our Communications Strategy and Interpretation and Translation Policy. We will ensure that our communications and literature meets the requirements set out in these documents and that there is the widest possible access for people who do not speak and/or read much English and for disabled and D/deaf or deafened residents and staff.
- Aim to make our Boards truly representative of our local community and will encourage people from under-represented groups to seek Board membership.
- Work with contractors and partners and those we buy services from to ensure they do not operate discriminatory practices in employment or service delivery.
- Promote adherence to good equalities practice amongst our contractors and partners in the employment of their staff and in the delivery of their services, in respect to disability, gender, ethnicity, colour, nationality, language, age, religion, belief and sexuality.

Procurement is an important function, which URH will use to actively promote our Equality & Diversity Policy and Strategy. Equality in procurement is about more than ensuring contractors are appointed fairly but also that contractors practice equality in service delivery and in employment. We will constantly seek to ensure that our contracts are set up and delivered in a way which is non-discriminatory and promotes equality of opportunity for all our residents, staff and local businesses. To this end URH will:

- Ensure all contracts will be tendered in strict accordance with URH's procurement policy and will comply fully with all relevant legislation within UK and EC law.
- Ensure it reacts to changes in procurement practices introduced by the Equalities Act 2010.

- Ensure a common procurement practice for all contracts and provider agreements, whereby all contractors and service providers wishing to deliver services do so in accordance with our Equality and Diversity Strategy and action plan.
- When planning a service to go out to tender ensure, along with the business case, value for money and affordability requirements, equality issues are considered, as a minimum to ensure the contract meets our legal obligations relating to disability, gender and race and where appropriate through the completion of a full equality impact assessment.
- Take steps when planning a contract and measuring the success of a contractor to encourage active participation from customers and service users, including people from marginalised and disadvantaged communities.
- Encourage greater interest in our contracts opportunities from voluntary organisations, small businesses and local and black and minority ethnic businesses through our contract specifications and advertising of contracts.
- Make potential contractors aware of URH's Equality and Diversity Policy and, where deemed appropriate, ensure that they take steps to implement it in full.
- In line with those used by London Borough of Lambeth, ensure clauses relating to equalities are include as appropriate within our specification documents, pre-qualification questionnaire and contract conditions.
- At pre-tender stage and where relevant and appropriate to the selection process, formally request from potential suppliers evidence of their equalities policies and training programs and evidence of effective implementation within their organisation; this information will be used to ensure they have the ability to meet the equalities requirements of the contract.
- Make sure our contractors and external service providers meet the Commission for Racial Equality's Code of Practice on Procurement.
- Expect suppliers to take all appropriate steps to ensure their employment practices are compliant with statutory equalities legislation and encourage them to promote equality of opportunity beyond the scope of the contract.
- Set up and use monitoring systems for contracts which measure contractor performance against equalities targets set out within the contract specification and conditions.
- Towards the end of a contract period and before re-tendering review the success of the equality objectives set as part of the contract and whether they were achieved.
- Provide training for all staff involved in procurement work so that they understand the provisions of equality legislation and their relevance to their area of work.
- Support efforts made by our contractors to develop their recruitment and employment practices in ways which help to promote diversity within their own workforce and amongst their sub-contractors.

Your URH - Knowing our community – equality mapping

We know that Lambeth has many diverse communities and there are often many differences within each community. In order for URH to more effectively understand and meet the differing needs of all its customers and residents we are committed to collecting information about our customers which we will use to help us learn more about our customers, how our services affect them and help to identify ways we can make improvements to these services.

The collection and analysis of this information used in conjunction with information from other national and local sources is a requirement of the Equality Framework for Local Government to enable URH and its partners to demonstrate the impact of their services of local communities and help identify any equality gaps in service provision. The results of this analysis will then be used to set local priorities and targets to improve services and bridge any identified equality gaps.

URH has made significant progress increasing the amount of customer information it has collected from its tenants. This information has been used as part of equality impact assessments and also equality audits have been undertaken of key service areas including repairs and maintenance, rent collection and complaints.

- URH will continue to collect information from customers and seek new and innovate ways to use this information to help identify areas of poor performance and identify service improvements.
- We will continue to work closely with partners to ensure that information collected can be shared as appropriate to increase understanding of customers multiple needs and identify opportunities for more effective joint working.
- We will develop better ways of using the information to help staff identify and react more effectively to individual customer needs.

Your URH - Learning from complaints and when things go wrong

One of the key activities we look at is our complaints handling process to ensure that we respond effectively to our customers and to determine whether there are any areas of discrimination we need to address.

We will ensure that our complaints process remains transparent and accessible to all. Our residents can complain in writing, at our receptions, by email or by telephone. We will provide translation and interpretation services to assist complainants and support effective resolution.

- We will continue to use our complaints process to identify cases where the service provided has not met our customers' needs or expectations, including due to equality related issues.
- URH will use this valuable feedback from our customers to tackle inequalities and to improve our services to meet diverse customer needs more effectively.

How we will deliver our commitments

The Audit Commission has published a guidance document Key Lines of Inquiry, which sets out the standards required of an excellent organisation. One of the key themes within this guidance is diversity and URH will use this checklist to evaluate our progress towards becoming an excellent organisation in terms of equality and diversity.

URH will also work in partnership with London Borough of Lambeth and other key organisations within the borough to ensure Lambeth achieves requirements relating to tackling inequality, disadvantage and discrimination and improving the lives of vulnerable people.

URH will adhere to the Single Equality Scheme agreed by London Borough of Lambeth once this has been implemented.

Spanish

Si desea esta información en otro idioma,
rogamos nos llame al

Portuguese

Se desejar esta informação noutra idioma
é favor telefonar para

French

Si vous souhaitez ces informations dans une
autre langue veuillez nous contacter au

Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন
হলে অনুগ্রহ করে ফোন করুন

Twi

Se wope saa nkaeboy yi wo kasa foforo
mu a fre

Yoruba

Tí ẹ ba fẹ imoràn yií, ní èdè Òmíràn, ẹjǫ,
ẹ kàn wà l'ágogo

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