



aschamhomes

[www.aschamhomes.org.uk](http://www.aschamhomes.org.uk)

Service Standard

Diversity

## We will:

- Ensure our offices are accessible by residents with disabilities
- Provide induction loop systems in our reception and interview rooms
- Provide British Sign Language services for residents with hearing impairment
- Provide and advertise our Minicom number – 020 8527 1750
- Provide information in large print and in Braille for residents with visual and hearing disabilities
- Provide an interpreter for residents if English is not their first language
- Provide a same sex housing officer for interviews if requested
- Ensure staff are aware of the cultural traditions and religious beliefs of our communities
- Work with 'Report It' to support victims of hate crimes and domestic violence
- Work with Waltham Forest's Tenancy Support Team to support vulnerable residents to keep their tenancy
- Work with a range of organisations to support residents with mental health issues
- Carry out an Equality Impact Assessment on our key policies and activities and advertise these on [www.aschamhomes.org.uk](http://www.aschamhomes.org.uk)
- Use information that you give us about yourself to improve services

- Collect data on age, disability, ethnicity, faith, gender and sexuality
- Monitor our services to ensure all residents receive a good service. Where we find inequalities, we will put systems in place to correct this

### Our contractors will:

- Work to the standards set down here and in our Diversity Policy
- Have language and Braille cards when they visit you
- Offer female workers to carry out work where possible on request
- If requested, cover shoes when entering your home
- Arrange appointments around religious and cultural events where possible
- Report to us when they identify residents who are vulnerable and need additional help