

Equality Statement

We want to deliver fair services to all and make sure no one is disadvantaged. The information in this leaflet shows what we do to make services fair and easily accessible to all regardless of age, religion, gender, disability or sexuality.

We want to make sure that we include all our communities, that everyone benefits from excellent services, and that everyone is equally satisfied with what we do. To do this, we must understand, recognise and respect the diversity of communities and employees and make sure that residents who are involved in decision-making, members of the board of management, and employees represent a diverse range of people.

We will:

- Promote commitment to equality and welcome diversity;
- Get to know our customers and the needs of local communities;
- Show a fair approach when dealing with customers, employees and partners and deal with people as individuals; respecting their rights and responsibilities;
- Eliminate discrimination and deal promptly and effectively with any incident of discrimination;

- Identify and remove any difficulties community groups may come across which prevent them from having equality of opportunity;
- Encourage stable and mixed communities by working with other agencies, residents and staff to promote community cohesion;
- Ensure equality of opportunity for both customers and staff by improving communication with communities;
- Work with organisations who share our values and help make a difference to communities;
- Support resident and community involvement by working with our business partners on equality issues;
- Explain to our residents that we expect them to treat people with fairness and respect so that all have an equal chance to live their lives peacefully and securely;
- Try to employ staff that reflect our communities;
- Provide equality and diversity training to all staff, resident representatives, board directors and other people who work in our homes.

If you want to raise any issues about how you, or someone you know, has been treated please contact our Quality of Life team on 0845 155 3000.

If you would like to help us improve our approach to equality and diversity, please contact us on 0845 155 3000.

Please contact us if you would like a copy of this document in large print, British Sign Language DVD, on CD or in another language.

Przewodnik: Równość i Różnorodność

Proszę się z nami skontaktować jeśli pragnęliby Państwo kopię tego dokumentu dużym drukiem, na DVD w Brytyjskim Języku Migowym, w innym języku albo na płycie audio (CD). (Polish)

平等與多樣性

平等與多樣性指引。倘若您需要本檔以大字體、英式手語DVD、另外一種語言或音頻 (CD) 格式提供，請聯絡我們。(Cantonese)

Eşitlik ve Çeşitlilik Kılavuzu

Lütfen bu belgenin büyük baskılı hali, İngilizce DVD veya farklı dillerde ya da ses (CD) ortamı gibi talepleriniz olması durumunda bizimle irtibata geçin. (Turkish)

সাম্য ও বৈচিত্র্য সংক্রান্ত একটি নির্দেশনা

আপনি যদি এই নথিটির একটি কপি বড় প্রিন্টে, ব্রিটিশ সাইন ল্যাঙ্গুয়েজ ডিভিডিতে বা অডিও (সিডি) ফরম্যাটে পেতে চান, অনুগ্রহ করে, আমাদের সাথে যোগাযোগ করুন। (Bengali)

If you have any queries please contact CHP:

Tel: 0845 155 3000

Minicom: 01245 613188

Email: enquiries@chp.org.uk

Fax: 01245 613001

Visit: Atholl House, 65a Duke Street,
Chelmsford, CM1 1LW

Write to: Myriad House,
23 Springfield Lyons Approach,
Chelmsford, CM2 5LB

chp.org.uk

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Equality Statement

A guide to making sure CHP's services are fair and accessible to all

COMMUNITIES • HOMES • PEOPLE