

CYNGOR SIR POWYS COUNTY COUNCIL

Housing Services

Equality and Diversity Service Standard

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Agreed by	Cabinet Tenant Liaison Forum

This document is available on request in alternative formats (e.g. Large print type / Braille / on tape).

**Powys County Council – Housing Services
Equality and Diversity Service Standard**

**We recognise and respect the diverse needs of our tenants and leaseholders.
We will provide services to meet these needs.**

To achieve this we will:

- 1. monitor the diversity of tenants and leaseholders by:**
 - keeping a record of the diverse make up of our tenants and leaseholders to help us to target and tailor our services to meet their needs

- 2. ensure our services are accessible to all tenants and leaseholders by:**
 - a) making sure our Officers are accessible to you at a number of locations throughout the County
 - b) using language that is easily understood. Using your preferred choice of language in our letters and leaflets and providing written information in Braille, on CD or in large print

- 3. ensure our services treat all tenants and leaseholders fairly by:**
 - a) making sure that we do not discriminate against anybody because of their age, disability, gender, religion or belief, ethnicity or race, sexual orientation or sexual identity
 - b) making sure our staff are aware of equality and diversity issues
 - c) working towards creating a workforce representative of the local population
 - d) monitoring our services, policies and procedures to see whether we are treating all tenants and leaseholders fairly, and adjusting them if we find that they are not.

To keep you informed about how well we're doing we will publish the following performance measure each year:

% collected equalities data from our tenants.

The performance will be discussed with the Tenant Liaison Forum.