



## Equality and Diversity in Service Delivery Policy Statement

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Wigan & Leigh Housing is committed to delivering quality services relevant to the needs of a diverse community.

To achieve this we undertake to:

- Provide an appropriate and professional service to all our tenants, customers and stakeholders
- Listen to our tenants and customers and actively seek their views on services in order to better understand their needs and expectations
- Encourage and enable all our tenants especially those from minority to groups take part in consultation exercises and get involved in tenant and resident associations
- Review and modify our systems, processes and working practices wherever needed to ensure they are fair, transparent and free from institutional racism
- Maintain monitoring information on allocations, homelessness, dealing with anti-social behaviour, and other areas of operation, and use this information to identify potential areas of inequality
- Ensure that information about our services is available in appropriate formats which are accessible to all sections of the community
- Act promptly to tackle incidents of unfair discrimination and racial harassment on our estates
- Strive to eliminate unfair discrimination and racial harassment from our estates by promoting understanding and cultural diversity
- Provide training and guidance to our employees, managers and board members to enable them to recognise and fulfil their responsibilities under this policy
- Encourage our partners and contractors to follow best practice in race and equal opportunities in all of their activities
- Regularly review all our services and services provided by contractors to ensure that they are fair and reflect best practice
- Seek feedback from tenants, customers and other stakeholders about how well this policy is working