

Equality and diversity

Friendship helps people live fuller lives. Our homes and support meet individual needs and create better neighbourhoods to live in.

We were set up to help people from different backgrounds live and work together, and promoting equality and diversity is just as important today as it was more than fifty years ago. We want everyone who deals with us to feel they have been treated fairly.

These are our promises to promote fairness and equality.

We will ALWAYS

- ✓ show respect, sensitivity and understanding to you and your personal needs and choices
- ✓ offer you an excellent service wherever you live and whatever your background
- ✓ adjust our services to meet different needs and choices
- ✓ offer you a variety of ways to get involved and help us make decisions about our services that may affect you.
- ✓ provide an interpreter free of charge if you ask us
- ✓ give you information in another language or format if you ask us

We will NEVER

- ✗ use contractors or partners who do not share our commitment to promoting equality and diversity
- ✗ change our policies or procedures without first assessing the impact on equality and diversity
- ✗ disregard or ignore any complaint of harassment or unfair behaviour

Our promises to you

