

Our service standard

Equality and diversity



Cross Keys Homes is committed to delivering excellence in customer service at all times.

This leaflet explains our equality and diversity service standard which has been developed with the help of our customers so that you know what to expect from us.

If you feel our service has ever fallen short of this standard, please let us know using our customer feedback form available on our website or from any of our offices.

Cross Keys Homes will:

- Actively work to promote equality, diversity and community cohesion to prevent discrimination of any form
- Treat all people fairly, professionally and with respect
- Provide services that everyone can use
- Make sure that our reception areas, neighbourhood offices and community hubs are easy for you to get into and move about in
- Provide the information you need, in ways that you find easy to understand
- Provide translations and use interpreters, alternative communications such as braille, audio and large print where requested.
- Take into account any particular needs you have, when we let you one of our properties
- Take prompt and effective action if you face hate crime where you live (for further details refer to the anti-social behaviour service standard)
- Aim to ensure that our staff are representative of the communities in which we work
- Only work with contractors and other agencies that share our commitment to be fair to all

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Employment

If you apply for a job or are already a member of staff we will:

- Recruit and promote staff fairly and with due consideration to their ability
- Provide training and other opportunities to help you develop your skills
- Make sure you have the necessary equipment to do your job effectively
- Take prompt and effective action if you face harassment and/or discrimination at work

Mutual respect and acceptable behaviour

Treating everyone fairly is a two-way process. We will do all we can as an organisation. We also expect that our board members, staff, contractors, residents and leaseholders will do all they can to treat people fairly and with respect.

Monitoring and review

Cross Keys Homes will:

- Regularly monitor our services to make sure they comply with our 'One' equality scheme
- Involve and consult residents in reviewing our services
- Report on progress (via residents' newsletters and our website) made against our equality and diversity commitments and set new targets in consultation with residents

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SERVICE
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 **TSA** **TENANT
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