

EQUALITY AND DIVERSITY STATEMENT



Equality and diversity reflect core values of our organisation that inform and shape our business approach and actions. We are committed to promoting an inclusive and diverse culture that treats every individual with dignity and respect. We will actively challenge discrimination and advance equality of opportunity.

Enshrining Equality, Diversity and Inclusion

LHA recognise that the individuals who provide and use our services comprise a variety of individuals with diverse backgrounds, experiences, attributes and needs. Therefore, it is essential that equality and diversity are embedded throughout all aspects of our work.

Primary Aim and Overarching Objectives

Our primary aim is to promote an inclusive culture that enshrines equality and diversity. In order to achieve this aim, we have the following objectives:

- to treat every individual with dignity and respect;
- to actively challenge and eliminate any unfair forms of discrimination;
- to support a diverse and inclusive workforce; and
- to advance equality of opportunity.

Adapting to Your Needs

We are committed to ensuring that all customers are treated with dignity and respect.

In order to provide an equal service for our customers, where necessary we will:

1. Arrange interpretation and translation services;
2. Arrange a community language interpreter or British Sign Language Interpreter;
3. Translate written material into Braille, Large Print and Audio tape/CD; and
4. Respond positively to any other reasonable requests to facilitate equality of access to our services.