

Equality and diversity

We all have the right to be treated fairly and equally. Solon works hard to make sure that all residents have equal access to our service and that we take account of all needs when we make changes and improvements to the way we work.

→ When providing our service we will:

- treat everyone fairly regardless of age, race, sex, marital status, disability, religion/belief, sexual orientation, pregnancy/maternity or gender reassignment
- make sure that we are flexible enough to provide services that meet the diverse needs of all our residents
- make sure that our office and reception are easy for you to get into and move around in, and that they are family-friendly
- give you the information you need in ways you find easy to understand (e.g. supply translations of documents, Braille, audio or large print) and provide an interpreter (including sign language) if you need one
- make sure that all our communications, including our website, are accessible.

→ We aim to ensure equality and will:

- take into account any particular needs you have before you move into one of our properties and while you are living there
- work to include those who find it difficult to access our service
- only work with contractors and suppliers who share our commitment to equality and diversity
- collect and keep up-to-date information about our residents' language, physical, religious and cultural needs
- treat all your personal details with complete confidentiality, as the Data Protection Act requires.

→ To improve our service we will:

- monitor satisfaction with our service according to diversity, to make sure that everyone is getting the same level of service
- when we change or add a policy, procedure or document, check whether it has any impact on anyone's ability to access our service
- give training on equality and diversity to all staff, Board Members and involved residents.

→ To help ensure equality for all you will:

- treat Solon staff, contractors and other residents fairly
- tell us if you feel we are not treating people fairly for any reason.