



Cohesion and Diversity



**west
north
west**
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski
Português • Soomaali • ཀུན་སྐྱོད་ • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

العربية / Arabic

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل، قم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

中文 / Cantonese

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

فارسی / Farsi

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاؤسنگ اوفس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

Français / French

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

کوردی / Kurdish

ئه‌گه‌ر ده‌ته‌وێت ئەم نووسراوەت به زمانی خۆت یان به چاپی پیتی گه‌وره یاخود به بریل (شینوازی نووسینی نابینا) بۆ دابین بکریت، ئەوا تکایه په‌یوه‌ندی به ئۆفیسێ خانووبه‌ره‌ی ناوچه‌که‌ته‌وه (نییبه‌ره‌وود هاوژین ئۆفیس) بکه و ئەوان به خۆپرابی ئەو کاره‌ت بۆ ده‌که‌ن.

Polski / Polish

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

Português / Portuguese

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far Indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

ትግርኛ / Tigrinya

ነዚ ጽሑፍዚ ብቋንቋኻ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ራን ጽሑፍ) እንተደለኻ፣ ነቲ ናይ ኣካባቢኻ ናይ ኣባይቲ ቤት-ጽሕፈት ደውለሎም፣ ነዚ ብነጻ ክገብሩልኻ ኢዮም።

اردو / Urdu

اگر آپ کو تحریر آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکار ہو تو براہ کرم اپنے نمبر بڈ ہاؤسنگ آفسر سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کر سکتا ہے۔

The promotion of equality and diversity is central to delivering our service. We have put in place a Cohesion and Diversity Strategy to make sure that our customers and staff are not disadvantaged or discriminated against because of their:

- race
- ethnicity
- gender
- marital status
- age
- religion or belief
- nationality or origin
- sexuality
- disability



We seek the support and co-operation of our customers, staff and all agencies with whom we work, to achieve equality of opportunity and fair treatment for all.

Providing the service

Our aim is to deliver high quality services which meet the needs and aspirations of our customers. We recognise the importance of providing a relevant and accessible service which reflects the communities we work within.

Cohesion and diversity means understanding and appreciating each others' differences; working together to enhance community relations; and recognising that customers and staff are unique and have individual needs and talents.

We respect and celebrate the fact that we are all different and have different needs. Valuing difference brings us many benefits. It helps us to understand our customers better and allows us to ensure we employ people who share the same values.

What you can expect from us

Our staff are trained to recognise and respond to the needs of our customers by:

- responding sensitively to, and investigating promptly, all reports of harassment or discrimination;
- dealing with customers who have individual needs or requirements in a sensitive and supportive way.



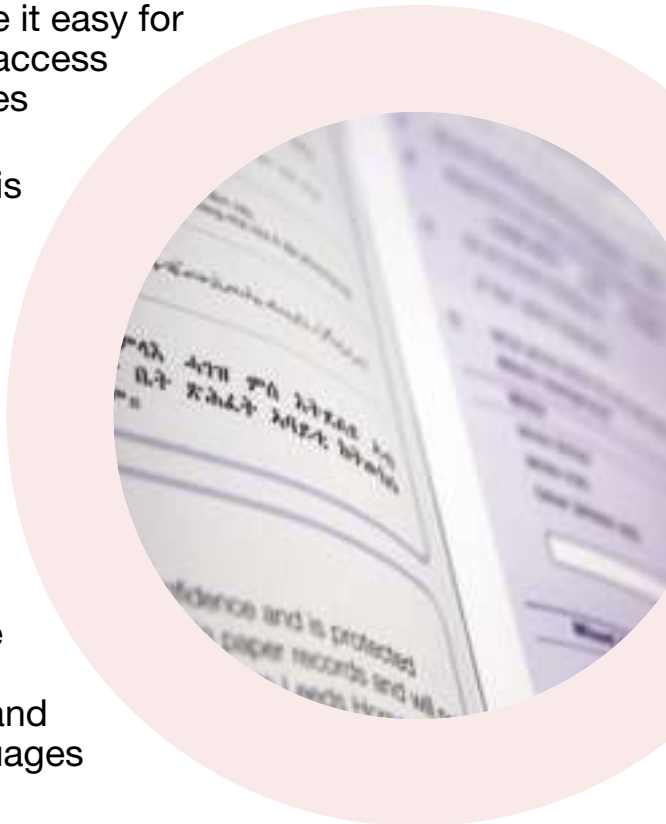
Access to services

Our aim is to make it easy for our customers to access our services, offices and activities:

- Our information is written in plain English and is jargon free. It is checked by our customers to make sure it is easy to understand.
- Our leaflets and publications are available in large print, Braille, on audio-cassette and in different languages on request.
- Our customers can choose their preferred method of communication to make sure documents are sent in the most appropriate format.
- If you are unable to visit us then we can arrange to visit you in your home.

All our neighbourhood housing offices have:

- an induction loop and are wheelchair accessible;
- translation & interpretation, including British Sign Language, facilities.



Customer involvement and satisfaction

We have developed a range of interesting opportunities and activities should you wish to become involved in influencing and shaping our services. More details about these opportunities can be found in our 'How to get involved' leaflet. You can also contact us by email at wnwhl.involvement@wnwhl.org.uk.

We encourage and welcome customers from all diverse communities at our involvement events. We will ensure that all events are held at venues that are accessible to all. Travel expenses, translations upon request and childcare or carer costs can also be provided.





Anti-harassment

We are proactive and professional when we respond to incidents of anti-social behaviour, hate crime and domestic violence.

We want potential victims and the local community to have confidence that our organisation will respond to their needs and expectations, regarding security, safe and quiet enjoyment, as individuals and as a whole.

So that we can meet your needs and expectations we have implemented a Community Safety Strategy. This strategy has been developed in consultation with our customers and deals with all forms of harassment and anti-social behaviour.

All our offices are Hate Incident Reporting Centres and staff are trained to record hate incidents. We have staff who are specifically trained to work with victims of domestic violence and we are an active participant in the Leeds Community Safety Housing Partnership.

Staffing and employment

We promote a culture that values cohesion and diversity throughout the organisation:

- Our Cohesion and Diversity Champions include our Board of Directors, Area Panel Representatives and staff.
- The Cohesion and Diversity Team report bi-monthly to our Diversity KLOE Board on all aspects of Cohesion and Diversity.
- Our staff, new recruits, board directors and area panel members receive appropriate and regular training on cohesion and diversity.
- Our recruitment process makes sure that neither direct nor indirect discrimination occurs and staff involved in recruitment are trained to carry it out fairly.



Partnership working

In addition to our commitment, and as part of the Community Cohesion agenda, we are involved in:

- developing partnerships with religious and faith organisations in the west and north west Leeds area;
- developing partnerships with specific community groups to enhance community relations and involve groups who may not be able to access our services;
- working with other stakeholders e.g. Leeds City Council and the voluntary sector.

When working with other organisations and groups we work in accordance with our cohesion and diversity principles and expect our partners to do the same.

All contractors, consultants and suppliers employed by us must demonstrate:

- a commitment to cohesion and diversity;
- success in achieving cohesion and diversity;
- active participation with the Safer Leeds Partnership.



Implementation and actions

Our progress on cohesion and diversity will be reported to the Board of Directors on a regular basis.

A number of targets have been set across the business for cohesion and diversity and these will be reported through our Diversity Performance Management Framework to the Diversity KLOE Board on a bi-monthly basis.

We have a Cohesion and Diversity Strategy to drive forward the cohesion and diversity agenda throughout the organisation.

Want to know more?

If you have any views, questions or would be interested in getting involved in any of the work that we do on Cohesion and Diversity then please contact the Cohesion and Diversity Team on 0113 247 7153. You and your views are important to us.



If you wish to contact us, please do so by visiting us at:

Aireborough One Stop Centre

Micklefield House, New Road Side, Rawdon LS19 6DF

Armley One Stop Centre, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Bramley Neighbourhood Housing Office, 202 Town Street,
Bramley, Leeds LS13 2EP

Horsforth Neighbourhood Housing Office, The Green,
Town Street, Leeds LS18 5JB

Kirkstall Neighbourhood Housing Office, 45 Kirkstall Lane,
Kirkstall, Leeds LS5 3BE

Little London Neighbourhood Housing Office, Oatland Drive,
Little London, Leeds LS7 1SH

Otley One Stop Centre, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey One Stop Centre, Town Hall, Robin Lane, Leeds LS28 7BL

Wortley Neighbourhood Housing Office, 36 Heights Drive,
Armley, Leeds LS12 3SU



Call us on: 0800 915 1113*
or Minicom: 0845 127 1113

*standard charges apply when calling from a mobile



Email us on:

wnwhl.enquiries@wnwhl.org.uk

www.wnwhl.org.uk



Visit us at:

Neighbourhood Housing
Offices or One Stop Centres



Write to us at:

Westfield Chambers, Lower
Wortley Road, Leeds LS12 4PX



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