

Urban Vision's position on Equal Opportunities

Urban Vision is committed to equality of opportunity in the provision of services. In line with Salford City Council's Integrated Equal Opportunities policy, we aim to deliver the highest quality service to all sections of the community without discrimination.

Urban Vision provides many important services that have been developed over the years to meet a variety of needs. We seek to ensure that in delivering these services they are provided in a fair and equitable manner. We want our services to be accessible and useful to everyone, regardless of age, disability, gender, race, national origin, sexuality, or any other factors that may cause disadvantage. We will not tolerate any practices that result in the provision of a lower standard of service to any group or individual because of unfair or unlawful discrimination.

Aims and Objectives of the Policy

The primary aim of this policy is to ensure that Urban Vision provides services in a fair and equitable manner. To ensure this aim is achieved, the specific objectives of the policy are to:

- achieve greater consistency in Urban Vision's approach to equality in the delivery of all its services;
- promote the development and design of services that are sensitive to the requirement of the diverse population served;
- to ensure that actions are taken to identify groups within the community who have specific needs in relation to Urban Vision services;
- ensure that all employees understand what equality in service provision means;
- ensure that customer complaints/queries/comments are dealt with in a fair sensitive and consistent manner, promoting a climate where they feel comfortable in making suggestions about unfairness, exclusion or discrimination without fear of victimisation or recrimination;
- ensure that equality considerations become a mainstream issue that will be addressed within all fundamental performance reviews and service audits;
- ensure the provision of services for minority groups will be monitored against justified performance indicators and included in reporting procedures;
- promote the Service Delivery Equality Standard and Checklist to ensure that Directorates determine responsibility for equality and are able to determine equality objectives, performance indicators and priorities for action.

- Ensure that volunteers, partners, contractors and suppliers are clear about Urban Vision's position on equality and aware of their obligations in providing services that are in keeping with that position.
- Meet the recommendations contained in the Stephen Lawrence Inquiry Report, which have been incorporated into the Corporate "Equality Action Plan".