

A Guide to Equality and Diversity in your role as a volunteer in Tenant Involvement

Cantonese

如果您覺得用自己的語言和我們交談比較容易，請找一個會說英語的朋友或親戚致電我們，電話是：0800 183 0454。我們可以安排翻譯人員與您聯繫，討論您需要的翻譯服務。

Greek

Αν προτιμάτε να μιλήσετε στη γλώσσα σας ζητήστε από έναν φίλο ή συγγενή σας να επικοινωνήσει στο 0800 183 0454. Μπορούμε να σας κανονίσουμε έναν διερμηνέα.

Gujarati

જો તમને અમારી સાથે તમારી પોતાની ભાષામાં વાતચીત કરવી સરળ લાગતી હોય તો અંગ્રેજી બોલી શકતા એક મિત્ર અથવા સગાને કહો કે તેઓ 0800 183 0454 ઉપર અમારો સંપર્ક સાધે. અમે એક ઉ-ટર-ટ્રાન્સલેટરની વ્યવસ્થા કરી શકીશું કે જેથી તમને જરૂરી ભાષાંતર વિષે સહાય કરી શકાય.

Mandarin

如果您认为以自己的母语与我们交谈更容的话，请让一位讲英语的朋友或亲属与 0800 183 0454 联系。我们可以安排一个翻译人员与您联系，讨论所需的翻译事宜。

Polish

Jeśli łatwiej Ci będzie rozmawiać z nami we własnym języku, poproś tego z krewnych lub przyjaciół, który włada językiem angielskim, by skontaktował się z nami pod numerem 0800 183 0454. Możemy skierować do Ciebie tłumacza, który omówi z Tobą, jakiego rodzaju tłumaczeń będziesz potrzebować.

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਗੱਲ ਕਰਨਾ ਅਸਾਨ ਲੱਗਦਾ ਹੈ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਮਿਤਰ ਜਾਂ ਹਿਲਾਏਦਾਰ ਨੂੰ 0800 183 0454 'ਤੇ ਸੰਪਰਕ ਕਰਨ ਲਈ ਆਖੋ। ਅਸੀਂ ਦੁਬਾਰੀਏ ਦੀ ਵਿਚਾਰਥਾ ਕਰ ਸਕਾਂਗੇ ਜੇ ਤੁਹਾਡੇ ਲੜੀਏ ਤਰਜਮੇ ਦੇ ਬਾਰੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੇਗਾ।

Urdu

اگر آپ ہم سے اپنی زبان میں بات کرنے میں آسانی محسوس کرتے ہیں تو براہ کرم اپنے والدین یا کسی دوست یا رشتہ دار سے فون نمبر 0800 183 0454 پر رابطہ کرنے کے لئے کہیں۔ ہم آپ کے لئے ایک مترجم کا بندوبست کر سکتے ہیں جو آپ کی ضرورت پر بات چیت کرنے کے لئے آپ سے رابطہ کرے۔

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Tenants leading the way to improve Housing Services



Tamworth Borough Council aims to encourage the involvement of tenants and leaseholders to enable them to have an impact on the delivery of housing services.

The Tenant Participation team is committed to ensure that by 2012 the majority of tenants and leaseholders are aware of tenant involvement and opportunities to get involved by undertaking a range of effective communication, promotional and information activities. We will continue to monitor ethnicity, gender, disability and age of members of all customers involved in tenant involvement. All tenants and leaseholders will receive a fair and equal service.

Tamworth Borough Council understands the difficulties that individual's may face when trying to get involved and for this reason we can assist you with the following:-

- Childcare costs
- Transportation to and from meetings
- Mileage allowance for using your own vehicle
- Carer costs
- Translation services
- Various times and venues for meetings
- Out of pocket expenses (please refer to the 'expenses policy')

We are committed to providing information and services equally and without discrimination to meet the needs of the community we serve. Tamworth Borough Council believe it is important to recognise, understand and respect the diverse range of qualities which characterise our customers, which include, race, gender, disability, sexual orientation, religion or age.

This does not mean treating everyone the same as different groups and individuals have differing needs. This highlights the recognition that we encourage positive action and aim to eliminate past barriers of discrimination. We are aiming to create an environment where people from different backgrounds can work together harmoniously for the benefit of the wider community.

Definitions of Equality and Diversity

Equality is about creating a fairer society where everyone can participate and has the opportunity to fulfil their potential. It is mostly backed by legislation designed to address unfair discrimination based on membership of a particular group.

Diversity is about recognising and valuing difference in its broadest sense. It is about creating a culture and practices that recognise, respect, value and harness difference for the benefit of members of the public and members of staff. We may need to change our existing processes and systems to accommodate diversity. *Equality Impact Assessment: Ioda (2009)*

Everything that we do will undergo an Equality Impact Assessment to ensure it captures all diverse groups in relation to all service areas and policies to promote equality for all residents. At Tamworth Borough Council we will look at policies and procedures to promote race, gender and disability equality in our Equality Scheme. We welcome feedback through questionnaires, responses, surveys, working groups and events held across the Borough and are always seeking ways to involve tenants and residents from all diverse groups and without discrimination.