



Single Equality Scheme

2009 to 2012

Single Equality Scheme

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Introduction

We have a **vision** is to create **confident communities** throughout the district and beyond. People in confident communities feel safe where they live, trust the services they receive and are confident about their future prosperity and opportunities.

Our values are to be **creative, inclusive and work with integrity**. Working to these **values** will help us deliver excellence and become an employer of choice.

Our **strategic objectives** are to:

- be a landlord of choice by putting the customer first;
- adopt best practice in good governance to be a well-managed business;
- be a positive force through leadership and influence to develop the potential of our people; and
- be a partner of choice to create better places to live.

We believe that diversity and inclusion are at the heart of everything we do and underpin our vision and values.

We have adopted a Diversity and Inclusion Strategy that includes the following areas:

- age;
- disability;
- gender;
- religion or belief;
- race; and
- sexual orientation.

The strategy allows us to consider discrimination, disadvantage and unfairness in the broadest sense and, in doing so, helps us in delivering more effective services for individuals and more inclusive policies, procedures and processes.

The Single Equality Scheme (SES) will be supported by a Single Equality Action Plan, which will detail how the scheme will be delivered. It will include specified actions and identify responsibilities for achievement of objectives. Objectives will be SMART (specific, measurable, agreed, realistic and time-based) and will be assigned by service area. The action plan has incorporated all of the outstanding commitments from our original Black and Minority Ethnic (BME) Strategy, Disability Equality Scheme and Gender Equality Scheme.

The SES complements our Diversity and Inclusion Policy (DIP).

Strategic Aims and Objectives

We have identified the following aims for delivering truly inclusive and accessible services, processes and procedures and for working towards a workforce that reflects the communities we serve.

- Understanding and responding to the needs of our diverse customer base.
- Adopting good governance on diversity and inclusion to support us as a well-managed business.
- Simplifying governance to ensure roles and responsibilities on diversity and inclusion are clearly understood by all.
- Influencing the embedding of diversity and inclusion best practice into all policies, processes and procedures to ensure we maximise the potential of all our employees and customers.
- Influencing the Board and the Executive Management Team (EMT) to continue to actively support diversity and to role model inclusive behaviours.
- Learning from best practice and delivering inclusive services.

Commitment and leadership

We will seek to provide clear and consistent leadership on diversity and inclusion, with the Board and the EMT actively supporting diversity and role modelling inclusive behaviours.

A corporate standard

Our SES and DIP reflect best practice developments. They set a corporate standard and clear expectation across the organisation on managing our performance on diversity and inclusion.

Communication and promotion

Our SES and DIP will be clearly communicated throughout the organisation. We will make information available in an accessible format for all customers, employees and suppliers.

Research and consultation

We will continue to build our knowledge base and understanding of the needs of our diverse communities. This will continue to aid our service planning and employment attraction strategies for a diverse customer and employee base.

Monitoring and evaluation

We will continually monitor and evaluate targets and actions within our action plan and report annually on the outcomes

Hate crime

We will work in partnership with Wakefield Council and the Police to make the Wakefield district a safer place to live and work for everyone.

Community cohesion

Cohesion is about relationships between different groups. Differences such as age, income, place of residence or even lifestyle may cause divides in some areas. We will use local knowledge of where divides and tensions lie to promote cohesion.

Our Equality Duties

We believe in exceeding our legislative requirements on equality and is striving to achieve a culture of inclusivity.

At present there are three equality duties covering race, disability and gender equality. They are:

- the Race Equality Duty – implemented in April 2001;
- the Disability Equality Duty – implemented in December 2006; and
- the Gender Equality Duty – implemented in April 2007.

All of these duties have been instrumental in driving an improvement in public services and have provided a framework for enabling the public sector to meet the needs of disabled people, black, minority and ethnic communities and men and women.

The structure of the equality duties

The equality duties are made up of two elements: the general duties and the specific duties. The general duties apply to all public authorities and concern the elimination of unlawful discrimination and the promotion of equality and positive relationships.

To supplement the general duties, certain named public authorities are required to go further and meet specific duties. The specific duties focus on the arrangements and processes of how public authorities implement their plans for delivery.

We have set out our intention to consolidate its three existing equality schemes into one SES in order to simplify and support our approach to diversity and inclusion. This revised approach also allows us to focus on areas not currently covered by statutory legislation in addition to extending the scheme to cover sexuality, religion and belief and age. The SES will also incorporate all of our duties, both general and specific, under the current race, disability and gender equality schemes.

The general duties

The general duties for equality, focus on broad objectives that support everything we do as an employer and an investor in social housing. In addition to the general duties, we are legally required to comply with specific duties. These focus on the arrangements and process through which a public authority will achieve equality outcomes. As outlined above, we intend to rationalise our approach to equality into a single scheme. But we also wish to ensure that subtle differences between the requirements in respect of race, disability and gender equality schemes are fully reflected in our SES.

The specific duties

Our SES builds upon factors that are common to all of the specific duty areas. The scheme clearly sets out how we will consult with the appropriate stakeholders, monitor and evaluate our performance and assess the impact of our policies and practices on equality, diversity and inclusion. We will be setting out how we intend to report our progress to both internal and external audiences.

Race

(As specified by the Race Relations Act (RRA) 1976 and Race Relations Amendment Act 2000).

Definition of race

‘A group of people defined by their race, colour, nationality (including citizenship), ethnic or national origins’.

General duties

- Eliminate unlawful racial discrimination.
- Promote equality of opportunity.
- Promote good race relations.

Specific duties

- Assessing and consulting on the likely impact of proposed policies on the promotion of race equality.
- Monitoring policies for any adverse impact on the promotion of race equality.
- Publishing the results from the above assessments, consultation and monitoring.
- Ensure public access to information and services provided by us.
- Training employees about the general and specific duties.

Disability

(As specified by the Disability Discrimination Act (DDA) 1995 and Disability Discrimination Amendment Act 2005).

Legal definition of a disability: - 'Anyone with a physical or mental impairment which has a substantial and long term adverse effect upon his or her ability to carry out normal day to day activities'.

General Duties

- Promote equality of opportunity between disabled persons and other persons.
- Eliminate discrimination that is unlawful under the act.
- Eliminate harassment that is unlawful under the act.
- Promote positive attitudes towards disabled persons.
- Encouraging participation by disabled persons.
- Taking steps that take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons.

Specific Duties

- The ways in which disabled people have been involved in the scheme's development.
- The methods for assessing the impact or likely impact, of its policies and practices/proposed policies and practices, on equality for disabled persons.
- The actions and priorities proposed to fulfil the general duty within the period of time covered by the scheme.
- Arrangements for gathering information on the effect of the scheme.

This duty is a move away from merely 'reasonable adjustments' or responding to individual complaints. It requires us to adopt a proactive approach to mainstreaming disability equality into all decisions and activities. The duty does not introduce any new rights for disabled people, but rather a framework within which we should operate.

The duty to promote disability equality covers everyone who is protected by the DDA 1995, including people who have:

- learning difficulties.
- mental health conditions.
- mobility impairments.
- visual impairments.
- hidden impairments.
- long term debilitating illness as defined within the act; and
- those who are deaf or hard of hearing.

Our approach to disability equality is primarily based on the social model of disability. The basis of the social model of disability is that the poverty, disadvantage and social exclusion experienced by many disabled people is not the inevitable result of their impairment or medical conditions, but rather, stems from attitudinal and environmental barriers. Our approach to disability equality aims to achieve the outcomes we want to see by working to dismantle the barriers that disabled people face.

Gender

(As specified by the Equality Act 2006).

Definition of unlawful sex discrimination: - 'Unlawful sex discrimination is defined as direct and indirect discrimination against women and men, in employment and education; in goods, facilities and services and in the exercise of public functions'.

General duties

- Eliminate unlawful discrimination and harassment.
- Promote equality of opportunity between men and women.

Specific duties

- Consider the need to include objectives to address the causes of any gender pay gap.
- To gather and use information on how policies and practices affect gender equality.
- To consult stakeholders (such as employees, service users and others, including trade unions) and take account of relevant information.
- Assess the impact of its current and proposed policies and practices on gender equality.
- To implement the actions set out in its scheme within three years, unless it is unreasonable or impracticable to do so.
- To report against the scheme every year and review the scheme at least every three years.

Single Equality Bill

The government confirmed in the Queens Speech on 3 December 2008 it is committed to introducing a Single Equality Bill during this Parliament. There is to be a Single Equality Act for Great Britain. The existing separate equality duties on public authorities covering race, disability and gender will be replaced by a Single Equality Duty, which will also extend to gender reassignment, age, sexual orientation and religion or belief.

As a result of the Single Equality Bill, our SES will be reviewed shortly after the new Equality Duties are announced.

Diversity and Inclusion Management Framework

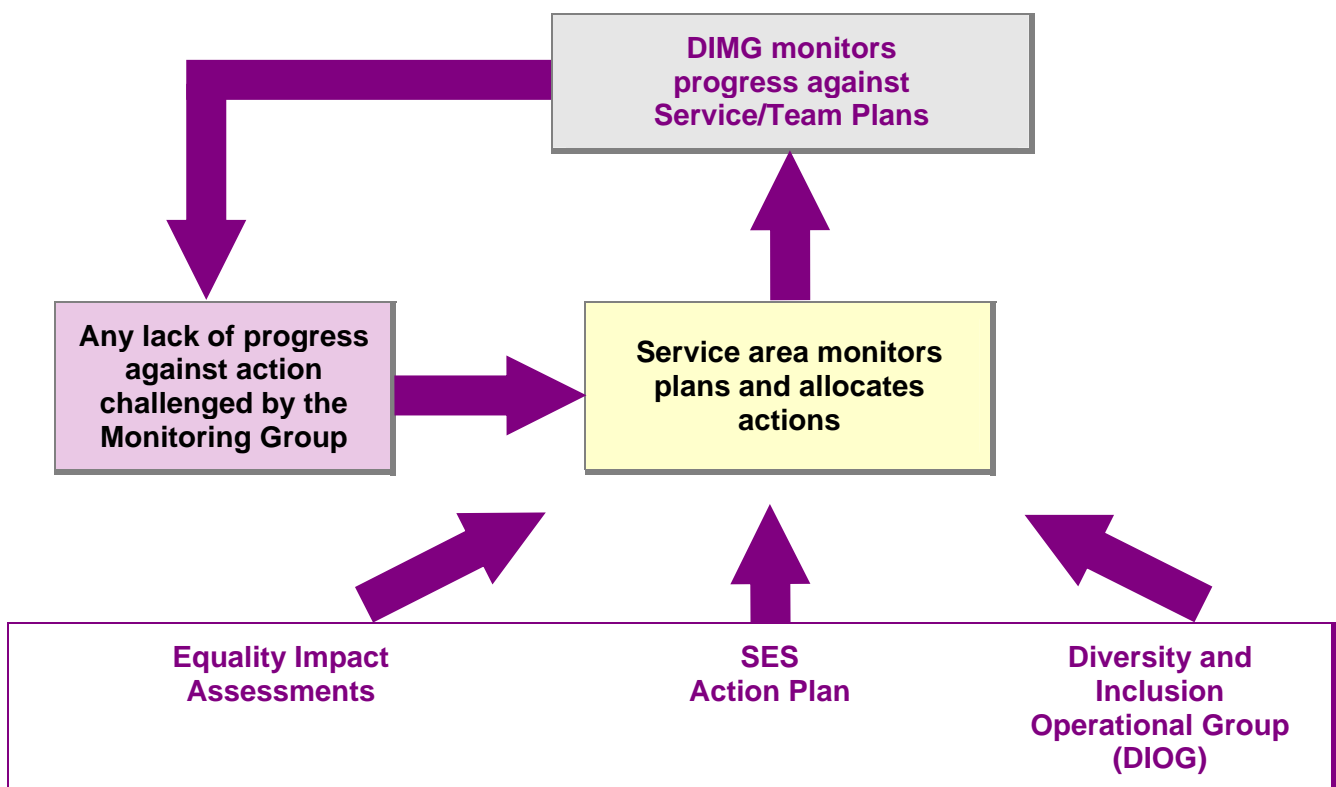
Our diversity and inclusion management framework is explained in both the Diversity and Inclusion Strategy document and the Diversity and Inclusion Strategic Infrastructure document.

Diversity and Inclusion Performance Framework

Management of diversity and inclusion actions from Equality Impact Assessments, the SES, Service Area Plans and the Operational Group is essential to ensure that all actions are implemented in relevant service areas by named individuals to pre-set timescales.

Annual Diversity and Inclusion Reports and progress on the Single Equality Action Plan will be submitted to the Board. Regular work plan meetings will be held between the Diversity and Inclusion Manager and the People Development Manager to ensure actions and targets are monitored and achieved. Performance will also be reported to the Diversity and Inclusion Monitoring Group (DIMG) at their regular scheduled meetings.

Diversity and Inclusion Performance Framework Model



Diversity and inclusion related actions within each service area are allocated to teams and then to individuals in the team as diversity and inclusion actions. This process ensures mainstreaming of delivery and monitoring of diversity and inclusion actions.

Equality Impact Assessments

At the heart of our Diversity and Inclusion Strategy is the commitment to providing services that meet the diverse needs of different groups and individuals.

We recognise our statutory obligations to assess the impact of new and amended policies, practices and procedures on the strands of race, religion or belief, disability, gender, age and sexual orientation.

We believe that the purpose of carrying out equality impact assessments is to remove inequalities in the application of policies or implementation of processes and procedures. All policies or service developments require the completion of an equality impact assessment before approval.

WDH commits to:

- carrying out equality impact assessments on all proposals for new policies, practices and procedures or changes;
- regular reviews to existing policies, practices and procedures;
- Ensuring that the views of all the communities we serve that are likely to be affected by the proposals are taken into account as part of the decision-making process;
- using the results of equality impact assessments to address any issues of differential impact that may arise from such proposals, including the identification of potentially discriminatory outcomes;
- where the potential for adverse impact is identified, action will be taken to address this and it will be reported to our DIMG;
- work with relevant groups and ensure they are consulted during the equality impact assessment process, by developing and sharing a forward plan of consultation for all policies under their bi-annual review cycle; and
- develop consultation terms of reference for all policies before the review takes place to ensure community engagement.

Monitoring and Targets

Monitoring

We take the view that it is essential that any actions relating to diversity and inclusion be monitored to ensure progress is being made towards goals.

Annual monitoring cycles set a baseline and give a clear view on how well we are achieving our goals. Without monitoring, our actions may never be more than aspirations.

Targets

It is the policy of WDH to set clear targets for service delivery and recruitment by carrying out equality impact assessments and monitoring customer satisfaction with our services. We also set targets for our service providers (contractors) and suppliers. Compliance by partners is monitored through a formal annual review.

Targets are reviewed against outcomes achieved and in the light of any new data available. Targets should be SMART wherever possible but WDH recognises that not all progress can be reduced to numbers.

Employment

WDH believes that by positively embracing diversity and having a fully inclusive attraction and recruitment policy, we will attract a more diverse pool of applicants from which to recruit. A workforce that reflects the make up of the communities we serve will greatly assist us to improve customer service by being better able to relate to the needs of our diverse customer base.

Our employment aims are:

- to develop a diverse, valued and culturally competent workforce, capable of responding to the needs of the diverse communities we serve;
- to develop a workforce that is representative of the local community, including representation at senior levels of the organisation and on the Board;
- to create inclusive policies and practices relating to attraction, recruitment, development and retention of people;
- to operate flexible working policies that aim to provide flexibility for everyone so that they can be themselves, use the flexibility we provide to maximise their individual potential and support family and caring structures; and
- to improve diversity and inclusion awareness across WDH through training and development opportunities.

Procurement

We are fully committed to promoting and influencing diversity and inclusion through its procurement process. The procurement process has been designed to be inclusive and all relevant equality legislation has been considered and included.

Our Equality in Contracts document demonstrates our commitment to ensuring the services we provide are inclusive and accessible to everyone, fit for purpose and deliver value for money.

Our procurement processes demonstrate our commitment to equality and inclusion to all of our suppliers and contractors. We demonstrate this in the questions we ask, in the advice we provide and by making sure that contractual arrangements actively promote equality, diversity and inclusion.

Training and Development

We recognise the importance of ensuring inclusive design and equal access to all to relevant training and development. We will establish a monitoring system to establish the extent to which minority groups access training and development opportunities.

We will also continue to offer diversity and inclusion training to employees, residents, local management committee members and the Board on a regular basis.

Access to Information and Services for All

Our Engagement and Partnership Team work to increase participation opportunities for all customers and to increase the numbers of customers from diverse communities who engage in participation.

However, central to our approach to diversity and inclusion is the premise that diversity and inclusion are embedded within everything we do. Services are delivered in ways that are inclusive of customers' varied needs rather than having 'add-ons' to meet the needs of minority groups. The Engagement and Partnership Team will work alongside all service delivery areas to ensure that diversity and inclusion are embedded into both their consultation with customers and also into the delivery of services.

Services will be accessible through a variety of arrangements including visits to service access points, phone and Text Relay (formerly Typetalk), text messaging, email and home visits.

Additional technological assistance in the form of induction loops are available at service access points and employees are trained to assist customers who are having difficulties accessing services at the counter due to disability or language difficulties. Alternative forms of communication such as large print, audiotapes, sign language, Text Relay, Braille and Language Line are all available to our customers.

Consultation

In developing our race, gender and disability equality schemes and action plans, we undertook several community engagement and consultation exercises.

This scheme has built upon the evidence gathered during previous consultation exercises and also incorporated actions from feedback gathered as a result of tenant surveys.

To ensure this scheme is embedded in every business area, policy, process and procedure, workshops will be held with our DIOG members and with the members of our DIMG. We will also be inviting the views of our employees through our Promoting Excellence Event, communications hour and through dialogue with trade union representatives.

In order to obtain the views of service users and members of the public to this scheme, we have published a draft on our website and also shared it with our virtual forum members. The document is also available in alternative formats on request. Feedback will also be sought through a consultation event and through completion of questionnaires during Roadshows in Summer 2009.

We will feed back the outcomes of the consultations to all stakeholders involved in the consultation process and highlight the changes made as a result of consulting.

Complaints and Compliments

We welcome any feedback or comments from customers and stakeholders on the SES.

We operate a complaints and compensation policy which can be accessed by phone, email, in person, by fax, through our website, through our OneCALL service, by completing our 'How to complain' factsheet, through a third party or through an elected representative.

We monitor the effectiveness of the complaints and compensation policy by collecting all relevant information and statistics and using this to undertake reviews of this policy and service delivery.

We hold information on complainants, number of complaints received, the speed of complaints resolution and tenant satisfaction with the resolution. This information is retained in order to:

- identify areas of dissatisfaction with the service;
- highlight areas for service improvement;
- monitor the effectiveness of service improvements;
- meet best value requirements; and
- produce a monthly statistical report.

This information is then reported to the Board on a quarterly basis.

We have a three-stage complaints procedure. All complaints will be responded to within the following timescales.

- Written complaints will be acknowledged within two working days.
- Stage 1 complaints - the Customer Services Manager will be respond within 10 working days of receipt.
- Stage 2 - the Executive Director of Service will respond within 15 working days of us receiving it.
- Stage 3 will be heard by a panel made up of three members of the Board – one of which must be a tenant board member, the Chief Executive and Service Director – Corporate Services. This will take place no more than 30 days following request for review of decision taken by the Executive Director of Service. Complainants will be advised of the panel's decision within seven working days of the case being heard.

At the end of the process, if a complainant feels that their complaint has not been dealt with adequately, they have the right to directly contact:

- the Housing Ombudsman Service if the matter is about the management of their home or access to our accommodation; and
- the Tenant Services Authority in exceptional cases where the complainant believes that employees at WDH are acting illegally or improperly, for example awarding contracts through fraud or favouritism.

Our complaints and compliments system allows us to monitor customer feedback and complaints by age, disability, ethnicity, gender, sexual orientation and religion. (Does it?) From the analysis we can act on the outcomes in order to improve service delivery and to ensure our services are fully inclusive.

Glossary of Definitions

Asylum seeker

Someone who has fled to another country in order to make an asylum claim, such as a request for refugee status.

BME people

The term refers to groups of people, who share historical, cultural, or national origins and who are numerically a minority in this society. There are several characteristics a group must fall within the meaning 'ethnic group' under the RRA. These are a long history, their own cultural tradition, a common language, a literature, religion, a common geographical origin and being a minority within a larger community. It does not matter if the size of a particular ethnic group is diminished.

Community cohesion

Community cohesion is about recognising, supporting and celebrating diversity. It is about creating an environment where there is mutual respect and appreciation of the similarities and differences that make people unique.

DDA

This act is the main anti-discrimination legislation for disabled people. It came into being in 1995. It provides rights for disabled people in the areas of employment, access to goods and services and transport. Amendments will be made under the DDA 2005.

Disabled person

A disabled person is an individual who has an impairment and whose experiences are continually affected by contemporary social, educational, environmental or economic trends. These trends take little or no account of their 'rights' as a person to reach their maximum potential. Consequently, the individual is unable to participate fully in society. This view of disabled people is known as the Social Model of Disability. In other words, society disables those people with impairment, not the condition.

Discrimination

This term is used here in the sense of unfair discrimination, such as using information, which is unfair, or irrelevant to influence a decision on the way someone is treated.

Diversity and inclusion objectives

There are specific strategic objectives in the area of diversity and inclusion that should set out what directorates and teams are seeking to achieve in each area of service

Diversity and inclusion targets

Each team must include diversity and inclusion targets in their service plans. Like all other targets, these targets should be SMART – that is specific, measurable, achievable, realistic and time-related. Targets may arise from initial equality monitoring. They are important in measuring progress towards inclusion. Without targets there is a danger that equality, diversity and inclusion policies will not be translated into practice. Diversity and inclusion targets should also be embedded in the work objectives of employees.

Domestic abuse and violence

Domestic abuse and violence is any abuse that takes place in a personal or family relationship. It can happen to anyone, and in all kinds of relationships - heterosexual, lesbian, gay, bisexual and transgender. People suffer domestic abuse and violence regardless of their social group, class, age, race, disability, sexual orientation or lifestyle. The abuse and violence can begin at any time - in new relationships or after many years spent together. The abuse and violence may be physical, sexual, emotional and psychological, financial or more likely, a combination of these. Domestic abuse and violence describes all forms of violent, controlling behaviour, and is inclusive of the experiences of children and young people living in fear of that behaviour.

Embedding

The concept of ensuring that all policies, processes, procedures and services are accessible and meet the needs of all of our customers regardless of age, disability, gender, sexual orientation, religion, race or any other factor.

Ethnicity

There are many different definitions of ethnicity. The word 'ethnicity' can be used to describe how people are defined, differentiated, organised and entitled to group membership based on shared physical or cultural characteristics. Ethnicity can also be used in reference to a consciously shared system of beliefs, values, practices and loyalties shared by members of a group who perceive themselves as a group. Ethnicity can essentially be thought of as an attachment that a person or a group feels towards a common cultural heritage.

Gay man

This term refers to a man who is sexually and emotionally attracted to other men.

Gender

Gender is a term used to identify the expected social roles attached to being a man or a woman. Taking a 'gender perspective' means looking separately at the different needs and experiences of men and boys and women and girls.

Gender dysphoria

This is where a person experiences conflict between their physical sex and their mental gender. It is a recognised medical condition that responds well to appropriate medical interventions.

Gender Reassignment

Gender reassignment is a process of medical treatment to enable transsexual people to alter their bodies to match their gender identities.

Heterosexism

This is a system of ideas, an ideology and set of practices based on a set of beliefs about heterosexuality being the 'natural' form of sexuality for both women and men, and all other sexualities, in particular, homosexuality being deviant. This ideology provides the rationale for and facilitates ongoing institutional and personal discrimination against lesbians and gay men.

Heterosexual

This term refers to a person, male or female, who is sexually and emotionally attracted to people of the opposite sex.

Harassment

Unwanted conduct which negatively affects the dignity of people. It may be related to age, sex, race, disability, religion, nationality or any personal characteristic of the individual, and may be persistent or an isolated incident. The key is that the actions or comments are viewed as demeaning and unacceptable to the recipient.

Homophobia

This is a lasting irrational fear or great abhorrence of lesbians and gay men.

Homosexual

This term refers to a person, male or female, who is sexually and emotionally attracted to people of the same sex. It is both a legalistic and medical term and so, its use is often seen to be oppressive.

Inclusion

A coordinated response to systems, policies, processes and procedures that block individuals and whole communities of people from rights, opportunities and resources that are normally available to members of society.

Institutional racism

Institutional racism is concerned with racial discrimination which has been incorporated into structures, processes and procedures of organisations, either because of racial prejudice or because of a failure to take into account the particular needs of BME people.

Institutional sexism

This refers to structures, procedures or practices that have been established on the basis of a belief that women and men can only undertake certain roles. It is concerned with sexual discrimination, which has been incorporated into structures, processes and procedures of organisations, either because of sexual prejudice or because of a failure to take into account the particular needs of women and men.

Lesbian

This term refers to a woman who is sexually and emotionally attracted to other women.

Lesbian and gay

Lesbians and gay men prefer these terms rather than 'homosexual'. Lesbians also prefer the term lesbian rather than 'gay woman' because it reflects their separate identities and experiences. The order of reference is also important: the term 'lesbians and gay men' is preferred as it seeks to challenge the false assumption that male behaviour is defining and female behaviour is diminutive.

Mainstreaming

'Mainstreaming' equality is essentially concerned with the integration of diversity and inclusion principles, strategies and practices into the every day work of Government and other public bodies from the outset. It puts people, and their diverse needs and experiences, at the heart of policy-making.

Monitoring

The term is used here to refer to the process of collecting information to use in evaluating services.

Multicultural

Of or relating to many cultures; including people who have many different customs and beliefs. For example, Britain is increasingly a multicultural society.

Nationality

Relates to the country of which the person is a citizen by birth, by naturalisation or by other legal right.

National origin

Relates to the country where someone was born, regardless of where they are now living and their current citizenship.

Positive action

This is a term used here to refer to the ways in which we will lawfully seek to overcome the effects of past discrimination against disadvantaged groups, in the provision of services and in the employment of employees.

Prejudice

Means to pre-judge someone, knowing next to nothing about them but jumping to conclusions because of some characteristics, like their appearance.

Racism

This term is used to describe a whole range of myths, ideas and attitudes that are used to justify placing (a) particular racial group(s) in an inferior position to another. The RRA states that 'a racial group' means a group of persons defined by colour, race, nationality, or ethnic or national origins. These negative attitudes often lead to discriminatory or oppressive behaviour. BME people can experience racism in all aspects of their lives. On an institutional level, racism takes many forms. Essentially it encourages the design and support of systems and procedures that exclude or limit services, jobs and opportunities to black and ethnic minority people.

Racial discrimination

The RRA makes racial discrimination unlawful in employment, training and related matters, in education, in the provision of goods, facilities and services, and in the disposal and management of premises. The act gives individuals a right of direct access to the civil courts and industrial tribunals for legal remedies for unlawful discrimination.

The RRA 1976 defines two kinds of racial discrimination: Direct and indirect.

Direct racial discrimination

Arises where a person is treated less favourably on racial grounds (such as on grounds of colour, race, nationality (including citizenship) or ethnic or national origins).

Indirect racial discrimination

Consists of treatment that may on the face of it appear equal but in fact is discriminatory.

Racial group

According to the RRA 1976 a racial group means a group of persons defined by colour, race, nationality or ethnic or national origins.

Racial harassment

Racial harassment is a harmful and distressing form of discrimination. It is used to mean all those racially motivated actions and practices by a person or group of people which are directed at one or more individuals and which are unwanted, cause humiliation, offence or distress, focus on a person's race, colour, nationality, ethnic or national origin. It may range from an extreme event such as physical assault to the more common forms of behaviour and attitudes, which create an intimidating and negative working environment for those it is directed against.

Reasonable adjustment

The duty of reasonable adjustment was introduced under the DDA. They can be adjustments to physical features of buildings (such as a ramp instead of stairs) or employment (such as change the way a job is done) that remove the disadvantage they place on a disabled person. If a disabled person requests an adjustment, the employer or service provider needs to determine if it is reasonable to provide. Every case is different and must be assessed on its merits.

Refugee

Those who have been awarded refugee status (which allows the individual to remain in the UK). Also, those asylum seekers who have been given the right to work in the UK (and claim Job Seekers Allowance) where their asylum claims were made prior to April 2000.

Resources

The term is used here to refer to money, time, people, buildings, and equipment used to provide service by the Council.

Service delivery

The term used here to refer to all the ways in which WDH provides services both directly, for example, providing housing, running homes for elderly people and so on and indirectly, for example, through human resources, legal and financial administration support.

Service user or customer

This term is used here to refer to anyone affected by or seeking a WDH Service.

Sex

Sex is determined by whether we are born male or female. In most contexts it is preferable to use the term gender as the term sex has for some people connotations of sexual acts per se. Gender roles are the expected social roles attached to being women or men. The legislation in this area is entitled the Sex Discrimination Act.

Sexism

Sexism is a term that is used to describe a whole range of myths, ideas and attitudes that are used to justify placing women in an inferior position to men. These negative attitudes often lead to discriminatory or oppressive behaviour.

Women can experience the effects of sexism in all aspects of their lives. On an institutional level sexism takes many forms. Institutionally it encourages the design and support of systems and procedures that exclude or limit services, jobs and opportunities to women.

Sexuality

This term refers to the general sexual preferences of people, such as both lesbian and gay and heterosexual. It is often a preferable term to use to that of sexual orientation.

Sexual orientation

This term is often used to define the sexual preferences of people.

Social exclusion

Where individuals or groups are not able to participate fully in society because of unemployment, low skill levels, poverty, bad health, poor housing or other factors. Social Inclusion is about removing the barriers and factors which lead to exclusion so people can participate.

Transphobia

A reaction of fear, loathing and discriminatory treatment of people whose gender identity or gender presentation (or perceived gender or gender identity) does not match, in the socially accepted way, the sex they were assigned at birth.

Transgender

Transgender is a collective term for a number of terms relating to a person's gender including Transsexualism: Transvestism: Transsexual, Intersex.

Transsexualism

Transsexualism is a desire to live and be accepted as a member of the opposite sex. This is usually accompanied by a sense of discomfort or inappropriateness of one's anatomic sex and a wish to have hormonal treatment and surgery to make the body as congruent as possible with the preferred sex.

Transsexual female

This term is used to describe a male having gender reassignment to become female.

Transsexual male

This term is used to describe a female having gender reassignment to become male.

Transvestism

Transvestism is when individuals clothe themselves in other garments usually of the opposite sex. This falls outside the scope of the legislation. Employees would be expected to adhere to standards of dress that complied with health and safety risk assessments whilst at work.

Translation

The act or process of changing the written word (text), from one language to another.

Victimisation

This term is used here to refer to a situation where a person is given less favourable treatment than others because he or she has exercised his or her rights under a policy or relevant legislation.



Vision

to create confident communities

Mission

to inspire, transform and promote excellence

Values

to be creative, inclusive and work with integrity

delivering promises, improving lives