

CONTACT US

If you would like to comment on our services, or if you would like more information about the Scheme, please contact us:



LHT - Please phone us on 01928 796 000
or email csc@lht.co.uk



Cobalt - Please phone us on 0151 633 8000
or email info@cobalthousing.org.uk



Beechwood Ballantyne - Please phone us
on 0151 606 6262 or email info@bbcha.org.uk

Or you can write to us at:
Vicinity House, 12 Hanover Street, Liverpool L1 4AA.

www.vicinity.org.uk

If you would like this information in another format such as audio tape, large print or Braille, or translated into another language, please contact us.

ARABIC

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن تقوم بالاتصال بنا.

MANDARIN

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

HINDI

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

SOMALI

Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.

URDU

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

POLISH

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

KURDISH

ئەگەر دەتەوی ئەم بەلگەییەت بە زمانیکی که یا بە فۆرمیکی که هەبێ، یا پێویستت بە مۆتەرجم هەبێ، تکایە پەیوەندیمان پێوه بکە

FRENCH

Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.



Making our
services better
for disabled
people

VICINITY GROUP DISABILITY EQUALITY SCHEME

We believe that all our tenants should be able to live in communities where they can participate fully and equally.

It is also important that all our staff have equal access to the opportunities that working for Vicinity offers.

Our Disability Equality Scheme sets out what we will do to make sure that disabled tenants and staff are treated equally and receive the same level of service as non-disabled people, or an enhanced service where appropriate. Each December we will publish a progress report on how we are doing

If you or a household member has a disability we may be able to change our service, or provide extra services, to better meet your needs.

A disability can be almost any medical condition that substantially affects your daily activities, and that is likely to last longer than a year.

SERVICES TO TENANTS

We will:

- Train all staff and Board members so they are aware of different disabilities.
- Review all our policies and procedures to make sure they do not unfairly disadvantage disabled people.
- Find out our existing and potential customers needs, to help us provide suitable services.
- Collect information about how disabled tenants are using services, to make sure we are not treating them unfairly.
- Involve disabled tenants in developing and improving services.
- Tell our customers what support we can offer.
- Work with our contractors and other organisations to make sure their services meet disabled tenants' needs.
- Provide an aids and adaptations service to help people live in their homes.
- Work with other organisations to reduce hate crime and anti-social behaviour.

- Explore how we can use 'Lifetime Homes' standards for new build housing.
- Explore how we might use inclusive design and improve disabled persons' access in our homes and neighbourhoods.
- Look at how new technologies could help disabled customers, and help staff to provide a better service.

EMPLOYMENT AND STAFFING

We will:

- Ensure that all our employment policies and procedures, terms and conditions do not discriminate unlawfully.
- Ensure that all staff are briefed about our policies and procedures.
- Encourage positive attitudes towards disabled staff.
- Encourage disabled staff to give their views.
- Support disabled staff members' needs even if this requires favourable treatment.