



TRAFFORD COUNCIL

EQUALITY AND DIVERSITY IN SERVICE DELIVERY- Policy Statement

Our commitment

As one of the largest employers and providers of a wide range of services for local people, Trafford Council is committed to challenging inequality, discrimination and disadvantage. Equality of opportunity for all sections of the community is an integral part of this commitment. We believe and recognize that the diversity of our population is one of our greatest strengths and assets.

We are committed to achieving the highest standard of service delivery and employment practice. Trafford Council will meet its statutory obligations in the Equality Act 2010 with regard to: age, disability, sex, gender reassignment, race, religion and belief; sexual orientation and pregnancy and maternity. The Council will strive to create the best possible quality of life for the people of Trafford by delivering the highest quality service within our resources to all sections of the community. To deliver its commitment, the Council will:

- promote the development and design of services that are sensitive to the requirements of the diverse population we serve
- encourage equality of opportunity for all people and actively promote good relations with and between communities
- work to ensure that all directorates take responsibility for addressing equality in service provision
- achieve greater consistency in our approach to equality in the delivery of all our services with the help of Equality Impact Assessments which assist the identification of any current or potential inequality that may occur
- monitor the groups of people who use our services across the borough to help identify the specific needs of diverse groups and individuals in relation to Council services
- take actions to ensure inclusion of any groups not usually accessing Council services and work to remove any barriers that may be making access to services difficult for some of our customers
- ensure that employees understand what equality in service provision means
- ensure that partners, volunteers, contractors and suppliers are aware of the Council's commitment to equality in service delivery and agree to provide services that meet this commitment.
- ensure that customer complaints/queries/comments are dealt with in a fair, sensitive and consistent manner, promoting a climate where people feel comfortable in making suggestions about unfairness, exclusion or discrimination, without fear of victimization or recrimination