

## **Fair Access, Diversity and Inclusion Policy**

### **1. Our aim**

Medway Council is committed to improving the quality of life and opportunities for everyone living, working, learning, playing and visiting Medway.

We put all customers at the centre of everything we do and deliver value for money services that are appropriate, targeted and effective in meeting the diverse and changing needs of our community.

Medway Council works to eliminate unlawful discrimination, harassment and victimisation; promotes equality of opportunity; fosters good relations between different sections of the community and improves the quality of life and opportunities for everyone.

Our aim is to deliver excellent customer service through fair and equal access and service delivery.

### **2. Our policy**

Medway Council wants to be acknowledged as an organisation that promotes fair access and inclusion by meeting the diverse needs of local people, visitors and our workforce.

The Council is committed to ensuring that no service user, employee, job applicant, partner, contractor, supplier or member of the public will be unlawfully discriminated, harassed or victimised on the grounds of race; ethnicity; nationality; ethnic or national origin; colour; disability; gender identity or presentation; marital or civil partnership status; maternity or pregnancy; family and caring responsibilities; sex; sexual orientation; age; HIV status; religion or belief; political beliefs; social class; trades union activity; or irrelevant spent convictions.

### **3. Our responsibilities**

All staff, Elected Members, and contractors have responsibilities to ensure that this policy is implemented effectively in all activities of the council and the aim of the council is met.

Everyone has in their council duties a responsibility for challenging unlawful discrimination, harassment and victimisation, stereotyping and misinformation; promoting equality; fostering good relations between different sections of the community and colleagues; and ensuring that people are treated with respect and dignity.

### **4. How we will deliver this policy**

- By knowing our local community
- Through leadership and partnership
- With the participation and engagement of local people
- By providing responsive services and high quality customer care

- With a knowledgeable, skilled and representative workforce
- By learning from our mistakes and celebrating our successes
- By monitoring our practices and policies so we promote equality and diversity
- By fostering open dialogue, communicating effectively and leading by example.

#### **5. How we will know we are succeeding and making improvements**

We will collect, analyse and publish equality information; develop equality objectives in consultation and partnership with the communities of Medway and ensure effective service delivery through excellent customer care and responsive services.

We will monitor our performance against the equality objectives and publish, on an annual basis, progress reports that demonstrate our compliance with our equal access and inclusion policy and equality legislation.