

## Who is responsible for diversity and equality?

All residents, employees, board members and partners doing work with or on behalf of BGRMO have a general duty to work together to promote equality and fairness in the way they treat others through the services provided.

### Please contact us if you:

- would like to know more about our diversity and equalities policies or activities
- want to tell us about an equalities issue, or if you would like to work with us in developing equality

### Ways to contact us:

W: [www.bgrmo.org.uk](http://www.bgrmo.org.uk)

T: 020 7926 0158

E: [blenheimgardens@lambeth.gov.uk](mailto:blenheimgardens@lambeth.gov.uk)

**RESPECT  
STANDARD  
FOR HOUSING  
MANAGEMENT**

*If you would like this information in large print, Braille, another format or another language, please contact us on 020 7926 0158.*

**Español:** *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

**Français:** *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

**Português:** *Se desejar esta informação noutro idioma é favor telefonar para 020 7926 0158*

**Twi:** *Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.*

**Yoruba:** *Tí ẹ ba fẹ imoràn yií, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*



## Blenheim Gardens RMO Guidance Leaflet

# Diversity service standards

in partnership with



Blenheim Gardens RMO and its partners are constantly striving to make life better for all of our residents. We serve a diverse set of communities and recognise that different people will have different needs. We aim to provide services in a way that responds to those needs. One of our basic principles is that everyone should have fair and equal access to our services.

Under the Race Relations Act as amended, Blenheim Gardens RMO as a general duty to promote race equality. We work to eliminate unlawful racial discrimination and promote equality of opportunity and good race relations.

Over 130 languages are spoken in the borough. The main languages spoken by students in Lambeth other than English are Yoruba and Portuguese. Over 67% of the population in the borough have some form of stated religious affiliation. After Christianity (59%), Islam has the second largest proportion of followers in the borough (5.4%), followed by the Hindu faith (1.3%).

Blenheim Gardens RMO has no political or religious affiliations and staff are expected to reflect this by not trying to promote their personal beliefs with residents. By the same token, BGRMO will not tolerate harassment of any kind against its staff.

On Blenheim Gardens Estate our community consists of the following ethnic composition as at April 2006 as reported by Lambeth Council:

- 49.8% of residents are from black or ethnic minority groups
- 39.1% of residents are white or white other

To demonstrate our commitment to diversity and equality, we have developed some service standards that our customers can hold us to. These include the following:

- Collecting up-to-date details about at least 95% of our customers. We will hold information in the strictest confidence and only use it for improving services
- Carrying out annual checks to see if any tenants are experiencing problems accessing services or are receiving a poor standard of

service. This will include surveys of tenants and leaseholders, so that you can let us know how satisfied you are with our services. You will also be able to get involved in developing or managing those services

- Assessing all new policies, schemes and service changes to make sure that they promote equality
- Consulting you about, and then publishing, a diversity and equality action plan. This plan will include our plans for making sure that we meet or do better than the requirements of the various laws on equality
- Complete an annual review of all our services to ensure they are easily accessible. Where barriers to our services are noted, these will be removed
- Provide information in various languages and/or formats
- Review all our Policies and Procedures to ensure they are promoting equality and are not discriminative to any individual or group
- Develop a Diversity and Equality strategy, which is reviewed periodically
- Promote good Diversity and Equality practices within our services and those provided by our contractors
- Ensure all employees receive Diversity and Equality training
- Encourage Residents that are under represented at board level to become involved in the Governance of the RMO by making the Governance process more transparent
- Ensure we continue to listen to your views and adapt our services to reflect the needs and priorities of our diverse community

**Please contact us** if you would like to know more about our diversity and equality policies or activities