

Equal Access to Services

KHT understand that our customers include individuals or households who, for some reason be it financial, physical or social, may need services to be provided differently or in addition to those provided as standard to help them live independently

Equality and diversity standards

As well as our individual service commitments, we have agreed the following equality and diversity standards:

- We will ensure that customers and colleagues have equal access to services.
- We will tackle unlawful discrimination and promote equality of opportunity.
- We will train all staff about equality and diversity and ensure they are equipped to deal with customers' individual circumstances.
- We will provide all information in a variety of formats so that we can meet the needs of all our customers.
- We will carry out equality impact assessments on all policy and major service reviews.