

# 'Statement of Service'

## Who We Are.

**Equality North East** is an independent, not-for-profit company that works throughout the north-east with the overriding aim of ***"making equality a reality."***

The organisation has been established for over ten years and during that time it has become the leading organisation in the region for information, advice, guidance, training and support pertaining to equality in the workplace.

The non executive board is made up of members from the public private and voluntary sectors including organisations representing disadvantaged groups. As a partnership organisation we have access to a wide range of expertise on equality and diversity issues.

## What We Do.

We provide employers and employees across the North East region with a range of services to help remove the barriers to employment and entry to employment. These include:

- Information, advice and guidance on issues pertaining to equality in employment and entry to employment,
- Equality and diversity training and consultancy,
- **'NEtWorking for Change'** which provides cross strand and sector network building and facilitation, focusing on removing the barriers facing minority and disadvantaged groups in employment and entry to employment,
- **The North East Equality Awards** which recognises those employers carrying out good equality practices thereby promoting and sharing good practice.



- ***'If I Can, You Can'***, providing tailored training delivered in schools, colleges and with disadvantaged groups, to raise aspirations and challenge stereotyping.

Key to our services is our website [www.equality-ne.co.uk](http://www.equality-ne.co.uk); a comprehensive source of equality and diversity information and in addition to specific project details it includes sections on the *'The Law'*, *'Best Practice'*, *'Business Benefits'*, *'Policies & Procedures'* and a *'Recruitment'* section.

To access and receive further information on our projects or any aspects of equality and diversity in the workplace please do not hesitate to contact us.

### **Contact Details**

#### **Equality North East**

Metropolitan House  
Longrigg  
Swalwell  
Gateshead  
NE16 3AS

T: 0191 495 6262

F: 0191 495 6263

E: [iag@equality-ne.co.uk](mailto:iag@equality-ne.co.uk)

Our offices are staffed:

Monday – Thursday: 08:30 – 16:30

Friday: 08:30 – 16:00

An answer phone service is available outside these hours. Should you leave a message your call will be returned during the next working day.

### **Our Service Objectives**

We have identified seven key objectives for the delivery of our successful **Equality North East** service strategy. These are to:

1. Ensure that excellent information and advice on equal opportunities in the workplace is an integral part of all of **ENE's** activities.
2. Develop a flexible service infrastructure that contributes towards the achievement of **ENE's Corporate Objectives** and it's broader quality assurance commitments.
3. Achieve an integrated service structure to ensure 'joined up' provision from our Clients' perspective.
4. Ensure that all information is up to date, accurate, comprehensive and quality assured and is pro-actively communicated to our service users.
5. Constantly improve advice services that help the service users interpret and use the information they have been given beneficially.
6. Constantly and continuously raise the quality and effectiveness of the services we provide to our users.
7. Embed and use mechanisms that measure, evaluate and adjust the impact of our services in line with our Users' needs.

### **User Expectations**

**Equality North East** adheres to the National Information, Advice and Guidance Board's *Principles for Coherent Information, Advice and Guidance Delivery*. These principles can be viewed [here](#).

When you are accessing and using our services you have the right to expect:

- Polite and helpful staff.
- A prompt response to your queries.
- Unbiased, accurate and impartial information. This will be provided immediately or within an agreed timescale which is mutually acceptable.
- Effective 'sign-posting' to **ENE** specialist partners when necessary.



In order to obtain the most benefit from our services please spend time considering exactly what you want from us and be as accurate as possible in describing your needs. If we cannot provide you with the required information we will provide you with support and sign-posting that best suits your needs.

### **Our Policies and Procedures**

All of our Policies and Procedures including *Equal Opportunities Policy*, *Diversity at Work Policy* and *Reasonable Adjustment Policy* can be obtained by contacting us by any of the routes detailed in **Contact Details**.

### **Your Views**

We need your views to help us constantly improve our services. Your feedback is essential. To help us achieve this we have a system in place in order to receive your feedback and opinions. To access the system online please click on this [hyperlink](#). Alternatively please contact us by any of the routes detailed in **Contact Details** and we will either email, post or fax you a feedback form to complete depending on your requirements.

### **Third Party Involvement**

Where information regarding a Client is shared with a third party this information is only released with the Client's full agreement. **Equality North East** is registered under the *Data Protection Act*. Our registration number is Z5619213.

### **Staff Competencies**

The staff team at **Equality North East** is continuously monitored for suitability for the provision of its services.

The team is qualified to the following levels:

- Degree and Post Graduate Qualifications
- HNC
- NVQ
- Relevant Numeracy and Literacy Qualifications



- Relevant IT Qualifications
- NOCN Level 2 in Equality and Diversity
- CIPD Qualifications