

A YEAR IN THE MAKING



Making progress

The Trust is working hard to make sure equality and diversity is at the heart of everything we do. This means turning our strong commitment to equal opportunities into real actions and concrete results. Our Action Plan is monitored regularly by Trustees.

One important measure shows that black and minority ethnic staff now make up 15% of the total. This represents a steady rise over recent years. The Trustees have set a series of targets for staffing levels, which the Trust will work towards over the next few years.

Other highlights of our work in this area include:

- Disabled access has been provided at two of our Area Offices, as part of a refurbishment programme.
- We provide translation and interpretation services, when they're needed, through our 'Language Line'.
- "Best Value" reviews are carried out in Housing Services, which focus on equality and diversity issues.

There is always room for improvement. But, in 2003 as in previous years, the Trust has continued to make good progress.

EQUALITY AND DIVERSITY

Decisions we make today affect all our futures. Our commitment to equality and diversity will make sure that the Trust offers real social justice and opportunities for all.