

Awarded for excellence  
Tenant Participation  
Housing Service  
Housing Repairs  
Council Information Services



**HOUSING &  
CUSTOMER SERVICES**  
Your Questions Answered

# Equal Opportunities



West Lothian Council Housing & Customer Services

## Equal Opportunities

### What exactly does equal opportunities mean?

Equal opportunities means being fair, reasonable and just in all service activities, taking positive steps to eliminate disadvantage, discrimination and deprivation and ensuring that individuals and communities have meaningful involvement in developing services.

### What are Housing Services doing to achieve equal opportunities?

Housing Services has an equal opportunities policy for service delivery. This policy explains the action we are taking to make sure our services are accessible to all our customers. The policy is also designed to make sure there is no discrimination in the provision of services.

### What does the equal opportunities policy include?

These are some of the main points:

#### Improving Access to Housing Services

- Providing information in a variety of formats such as in large print, on tape, in braille and in community languages, when required.
- Providing access to textphone and loop system facilities for the hearing impaired.
- Making our offices more accessible for disabled people.
- Offering weekend appointments for repairs and an out of hours services for anti-social behaviour complaints.
- Using a mobile advice unit to visit the more remote parts of the district and holding local housing surgeries.
- Developing a bank of interpreters and providing access to translation services.

#### Monitoring Housing Allocations

- We are monitoring statistics on the ethnic origin of applicants and allocations to make sure we do not discriminate in the way we allocate houses.

#### Working with the Community

- We will work with Tenants' and Residents' Groups and other community groups in the planning and delivery of services.
- We will consult with other bodies, e.g. disability forums where appropriate.
- We are trying to encourage more participation in Tenants' and Residents' Groups from under-represented sections of the community.
- We are providing more resources to Tenants and Residents' Groups e.g. Tenant Resource Centres and a minibus, to help increase participation.



### **Working in Partnership with Other Agencies**

- We work in partnership with other bodies such as the Health Board, Social Work and Communities Scotland and specialist forums to make sure we meet the housing needs of all our customers.
- We expect all our partners to work to our equal opportunities policy.

### **Tackling discrimination and harassment**

- Our staff are trained to recognise discrimination and harassment.
- We will treat all forms of racial harassment seriously and take action against the perpetrators.

These are just some of the ways we are developing equal opportunities in housing service delivery. If there is any other way we can improve, please let us know. With your help we can improve our services.

### **How do we know if we are achieving equal opportunities?**

All our policies are reviewed regularly. We will examine our policies to make sure they are not operating in a way that may discriminate or disadvantage any particular group.

If the monitoring information we collect shows any inequalities we will take action to put this right.

### **How can I find out more?**

The full equal opportunities policy is available on request from local offices.

## HOUSING & CUSTOMER SERVICES (01506) 776301

**Armadale CIS Office**  
1/3 East Main Street  
Armadale EH48 2QA  
Email: Armadaleaho@westlothian.gov.uk

**Bathgate CIS Office**  
Lindsay House  
Bathgate EH48 1TS  
Email: Bathgateaho@westlothian.gov.uk

**Blackburn CIS Office**  
The Mill Centre  
Blackburn EH47 7LG  
Email: Blackburnaho@westlothian.gov.uk

**Broxburn CIS Office**  
Strathbrock Partnership Centre  
189a West Main Street  
Broxburn EH52 5LH  
Email: Broxburnaho@westlothian.gov.uk

**Fauldhouse CIS Office**  
10 Main Street  
Fauldhouse EH47 9HX  
Email: Fauldhouseaho@westlothian.gov.uk

**Linlithgow CIS Office**  
County Buildings  
Linlithgow EH49 7EZ  
Email: Linlithgowaho@westlothian.gov.uk

**Livingston CIS Office**  
The Ability Centre  
Carmondean  
Livingston EH54 8PT  
Email: Livingstonaho@westlothian.gov.uk

**West Calder CIS Office**  
24-26 Main Street  
West Calder EH55 8DR  
Email: Westcalderaho@westlothian.gov.uk

**Whitburn CIS Office**  
5 East Main Street  
Whitburn EH47 0RA  
Email: Whitburnaho@westlothian.gov.uk

**West Lothian Connected**  
CIS Office  
Almondvale Centre  
Livingston EH54 6NB

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### Customers with Special Requirements:



West Lothian  
Council

Text phones offer the opportunity for people with a hearing impairment to access the council.  
**The Text Phone number is 18001 01506 651115**

A loop system is also available in all offices.

Information is available in Braille, tape, large print and community languages. Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.  
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায় পড়তে পারবেন। অনুগ্রহ করে ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部。電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਹਿੱਕ) ਟੈਪੂਸਟਿਕ ਟੇਪ ਤੇ ਵੱਡੇ ਅੱਖੀ ਟਿੱਪੀ, ਟੇਪ, ਅਤੇ ਹਿੱਕ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਹਿੱਕ ਅਤੇ ਟਿੱਪੂਸਟਿਕ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸੇਵਾਵਾਂ ਨੂੰ ਹਿੱਕ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ 0131 242 8181

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برسر ہوائی اطلاع ونگ ایڈز اسٹیبلشمنٹ سروس سے ٹیلیفون کرنا 0131 242 8181 پر رابطہ قائم کریں۔

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If you have used the Council's complaints procedure and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 23 Walker Street, Edinburgh, EH3 7HX Tel: 0870 011 5378 Email: enquiries@scottishombudsman.org.uk

[www.westlothian.gov.uk/housing](http://www.westlothian.gov.uk/housing)

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