



Equality and Equity of Access Statement

CHAI is committed to delivering its vision and mission to all in need of its services:

- CHAI works to ensure no one in our communities has to endure hardship.

Our mission is clear:

- CHAI will provide free, independent, and impartial information, and high-quality advice on welfare rights, employability, debt, and housing matters to our communities, focusing on homelessness prevention, inadequate housing and supporting people out of poverty.

Therefore, we need to ensure that our information, advice and advocacy are accessible to all and in language, format and content.

CHAI will be responsive to the different needs of all of our clients and service users, enabling us to provide the best possible level of service.

We will:

- Treat all our clients with the same respect, not discriminate against anyone and comply with the Equality Act 2010.
- Consult with stakeholders and clients (including disadvantaged groups and those experiencing discrimination) to ensure that our services are provided in a language and format that suit their needs.
- Ensure that our building and any outreach premises we use for delivering advice or support are accessible to all (including those with reduced mobility, impaired vision and impaired hearing).
- Use Edinburgh City Council's ITS Interpretation and Translation Services to book interpreters to meet the needs of our clients.
- Provide an interpreter for the spoken word or a qualified British Sign Language specialist in conjunction with our provider.
- Review and translate our promotional leaflet in our client groups' seven main languages on an annual basis. Analysis of case records show that the majority of past clients with

interpretation needs spoke Polish, Romanian, Spanish, Turkish, Arabic, Urdu and Latvian, so these languages will be prioritised.

- Make available upon request information in languages other than the aforementioned seven languages, as well as alternative formats, such as large print.

How we will deliver this:

- We will run statistical reports on our AdvicePro database on a yearly basis to make sure we are not discriminating against anyone with protected characteristics as defined by the Equality Act 2010, and to identify our clients' spoken languages, interpretation requirements, and disabilities.
- We will check with clients at the first point of contact whether they have any specialist communication needs.
- We will adapt our service provision, wherever possible and feasible to meet those needs (for example through home visits) to ensure we deliver a person-centred service. If unable to do so, we will explain why and explore options.
- We will consult from time to time with our clients and representative bodies to ensure we continue to evolve our accessibility to CHAI's services in line with clients' needs.

Our documents which are to be made available to the public will follow Government guidelines:

- They will be written in plain language.
- They will be as concise as possible.
- The design will be as legible as possible, for example using a minimum 12-point text size.
- background noise is kept to a minimum when speaking to clients over the phone.
- Advisers and support workers speak to clients clearly and at a pace which suits the individual.

What we will do on a regular basis to ensure we deliver:

- Communicate with staff about the need to provide our services in a diverse and equitable manner.
- Provide training to all staff on providing services in a diverse and equitable manner.
- Consult with stakeholder and client groups as to our service levels in terms of those who may have differing needs in terms of language, content and format.
- Measure our service delivery against our criteria.
- Review this policy on a regular (3-yearly) basis.