



## **Customer excellence and diversity policy – LIBERTY CHURCH SWANSEA**

For the purpose of this policy, staff, refers to both employees and volunteers.

LIBERTY CHURCH SWANSEA is committed to reflecting, embracing and promoting the diversity and inclusion of individuals and groups of people as far as is practicable and giving every individual regardless of race, age, gender, religion, belief and sexual orientation the chance to achieve their potential, free from discrimination and prejudice.

LIBERTY CHURCH SWANSEA recognises that by understanding the differences between people we are enabled to provide services that are more tailored to our customer's needs.

LIBERTY CHURCH SWANSEA also recognises the advantages of a diverse workforce and values that this enables LIBERTY CHURCH SWANSEA to deliver an excellent service to its customers.

LIBERTY CHURCH SWANSEA will ensure that all staff are trained to recognise and understand individual's needs to ensure that our services are accessible to all.

In line with our Mission Statement we will: -

- Value the input of people from across the communities in which we work and treat people on an individual basis.
- Ask our customers what their support needs are to enable us to build a profile of who our customers are.
- Monitor our services to ensure that they are accessible to all of the community and as far as is practicable address inequalities.
- Pro-actively tackle all forms of harassment and work with other organisations to do this.



- Meet our obligations under relevant legislation.
- Aim to have a staff team that reflects all sectors of the communities in which we work.
- Provide training and facilities to enable staff to provide better services to our customers in line with our Code of Ethics.

LIBERTY CHURCH SWANSEA provides a service to a diverse range of customers. We are aware of the need to ensure that services meet current and future customer needs, such as by providing additional support or changing the way we provide and deliver information and services.

#### WORKING WITH OTHERS.

All services that LIBERTY CHURCH SWANSEA work with are required to have non-discriminatory policies when providing services to our staff and customers.

#### FEEDBACK

We will actively seek feedback from customers and the community to ensure that we continue to deliver excellence to our customers.

This policy has been created in April 2021 and agreed for use at LIBERTY CHURCH SWANSEA Services staff by:

By the Trustee Team 30/05/2021

It should be reviewed every two years or before if necessary  
Next Review Date: 30/05/2021