



equality north east

‘Statement of Service’

Who are we?

Equality North East is an independent, not-for-profit company that works throughout the north-east with the overriding aim of *‘leading the way to a fairer future for all by celebrating the value of Equality and Diversity through innovative training, support and networking opportunities’*.

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 Equality North East has access to a wide range of expertise on equality and diversity issues.

Mission Statement

Leading the way to a fairer future for all by celebrating the value of Equality and Diversity through innovative training, support and networking opportunities.

What Equality North East Does

Equality North East provides 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**, boasts a wide portfolio of solutions available to meet all equality training and human resources needs. They can be tailored to suit the needs of the organisation. Equality North East is one of the region’s leading providers of accredited and bespoke equality and diversity training.



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- ***The Equality Standard & Equality Standard 'Gold'***, nationally acknowledged standards for employers to help them embed equality and evidence their good practice thereby being better placed to win public sector contracts.
- ***ConNEcting for Change*** an equality network with over 700 members covering all equality strands and sectors, providing a platform for those who face disadvantage to engage with those who can influence and make change. This is done by conferences, seminars, training sessions and virtual networking.
- ***The North East Equality Awards*** which recognises those employers carrying out good equality practices thereby promoting and sharing good practice and has become a prestigious annual event.
- ***If I Can, You Can***, providing tailored training delivered in schools, colleges and with disadvantaged groups, to raise aspirations and challenge stereotyping.

Key to Equality North East's services is the website 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. It also holds further information about each service.

Our Aim

"We strive to remove the barriers to and in employment, providing comprehensive equality information, training and networking support for employers and individuals and celebrate the value of Equality & Diversity."

Contact Details

Equality North East

Room 1-107, Hub Building, Gateshead College, Construction Centre, 8th Avenue, Kingsway South, Team Valley, Gateshead, NE11 0JL

T: 0191 426 4399

E: info@equality-ne.co.uk

Our offices are staffed:

Monday – Thursday: 08:30 – 16:30
Friday: 08:30 – 16:00



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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 its 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.



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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
- NVQ & HNC
- Relevant Numeracy and Literacy Qualifications
- Relevant IT Qualifications
- NOCN Level 2 in Equality and Diversity
- CIPD Qualifications