

PRESS RELEASE

Accreditation recognises association's drive for diversity

Lincolnshire based housing association Acis Group has been reaccredited with the highly acclaimed Investors in Diversity standard.

Acis, who provides over 5,000 homes in Lincolnshire, South Yorkshire and Nottinghamshire, was awarded the highly prized and prestigious quality mark from the National Centre for Diversity in recognition for its work in valuing and embracing equality and diversity.

The national Investors in Diversity standard recognises that people are different but equal, and actively promotes the need to understand and value these differences. It shows an all-encompassing approach by the organisation to managing equality, diversity and inclusion effectively, enabling them to take a structured and planned approach to embedding equality and diversity at the heart of what they do.

The preparatory work for the reaccreditation was carried out in February. As part of the process, a number of Acis employees were interviewed by an Investors in Diversity Assessor and the National Centre for Diversity also carried out an online survey to staff, partners and tenants.

Jill Bullock, Performance Manager for Acis, said:

“Our customer base is diverse as our region covers people from all backgrounds, ages, religious beliefs and abilities. As an organisation who puts our tenants and customers first, we understand that our customers have different needs and have adapted our services to meet those requirements. By recognising diversity and working towards the Investors in Diversity reaccreditation, we have improved our services even further and will continue using it to move forward.”

Acis set up a diversity group in 2008 in order to work towards the initial accreditation of the standard. The group continues to look at current procedures and ways of improving its practices to recognise and value diversity. Over the years measures have been introduced to make it easier for customers to access the services. These include producing publications for its customers in large print, providing a hearing loop service in its reception and offering a translation service to people whose first

language is not English. Other measures include providing home visits for people with access and mobility issues.

Jill added:

“We are extremely happy to have been awarded this reaccreditation. It’s not just about meeting the needs of our customers but about meeting the needs of our staff too. A diverse workforce adds to the appeal of our organisation.”