



Award recognises association's drive for diversity

There were celebrations across the offices of housing association Acis this week after scooping the highly acclaimed Investor in Diversity accreditation.

The quality mark has been awarded to the organisation from the National Centre for Diversity in recognition for its work in valuing and embracing equality and diversity.

Acis - which owns and manages 5,000 homes in Lincolnshire, South Yorkshire and Nottinghamshire - set up a diversity group in order to work towards the standard. The group looked at current procedures and ways of improving its practices to recognise and value 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.

"Our customer base is diverse as our region covers people from all backgrounds, ages, religious beliefs and abilities," explained Jill Bullock of Acis. "As an organisation who puts our 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 IID accreditation, we have improved our services even further and will continue using it to move forward."

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.

“It’s not just about meeting the needs of our customers,” added Jill. “But about meeting the needs of our staff too. A diverse workforce adds to the appeal of our organisation.”

Acis Group’s Chief Executive Valerie Waby said: “We are extremely happy to have been awarded this accreditation. The award demonstrates our commitment to focussing on our customers’ needs and the requirements of our staff.”