

Fair Access to Services

The Society was founded to provide help to the most socially excluded people in Cornwall. This means that by its very being the Society practices equal opportunities to a very high level.

The Society is committed to the principle of equal opportunities in respect of access to its services for service users. It is opposed to any form of less favourable treatment, whether through direct or indirect discrimination towards any service user on the grounds of:

- Gender
- Age
- Religion
- Race
- Disability
- Nationality
- Sexuality

The Society recognises it's obligations under the:

- Race Relations Act 1976
- Disability Discrimination Act 1995
- Human Rights Act 1998
- Sex Discrimination Act 1975
- Commission for Race Equality Code of Practice

In keeping with the spirit of the above legislation and the associated codes of practice the Society will endeavour to ensure that all of its services remain open to anyone who is in need of such a service whilst maintaining its stated mission as cited in the mission statement below

“To provide accommodation, support, advice, training and resettlement services to single homeless people in Cornwall. Within resources available, we strive to provide the best quality of service possible. Our primary aim is to provide these services to people aged 16 - 65 years and for whom no provision is made within the community, either statutory or otherwise.”

In relation to those who would fall outside the Society's remit it will engage service users where possible and advocate on their behalf with the most appropriate agency to ensure that no service user is left without suitable representation.

This policy gives service users the same rights as any member of staff would expect in respect of the way in which they should be treated and therefore works with the same

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monitoring and review procedures, grievance procedure as in the Equal Opportunities policy found in the staff handbook.