



BOVERTON NURSERIES LTD,

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Equal opportunities in service delivery

We are committed to providing quality services with equality to all our customers. We recognise that certain groups in our society are discriminated against, directly or indirectly, intentionally or unintentionally. Direct and indirect discrimination can occur when services are inappropriate, insensitive, or inaccessible. Within the resources at our disposal Boverton Nurseries Ltd, will work actively against discrimination and create equal access to its services for all, irrespective of age, disability, ethnic origin, sex, marital status, culture, religion or nationality.

We will ensure all managers and service providers are aware of this policy, and we expect them to take whatever measures are necessary to put the policy into practice in day to day delivery of services.

Principles

Equal opportunities in service delivery means affording everyone access to the resources and facilities, which are necessary for their well being.

Treating everyone the same works against equality, because not everyone has the same service needs. Peoples needs are diverse and may be influenced by age, disability, ethnic origin, sex, or income. Also not everyone has the same access to services. Different groups of people may or may not have had the opportunity to take part in the process of planning services, and this will affect how appropriate the services are to their needs.

Equal opportunity in service delivery is cost-effective because it helps us to plan and target our services properly, which avoids waste and over-production.

Equality in service delivery cannot be achieved without taking full account of the views and expectations of groups such as women, disabled people and the ethnic minorities, who have been traditionally excluded from the decision making process.

Implementation

To make sure our services are provided to all sections of the community we intend to review our existing services where necessary and to develop the provision of new services as required, where resources allow.

Monitoring

The success of any policy depends upon the commitment of all employees but particularly of senior management. The effectiveness of the policy in meeting the aims of Boverton Nurseries Ltd can be judged by careful monitoring of the operation of the policy.