Our Commitment

Kettering Borough Council is committed to ensuring and promoting equality of opportunity for all. Discrimination in any form will not be tolerated on any grounds including sex, race, ethnic origin, religion, marital status, sexual orientation, physical or learning disability or age.

We are committed to developing an employee culture that values the contributions of each individual. We are committed to providing housing and housing services to reflect the diversity of the community we serve.

We value diversity and believe that every individual is entitled to be treated with dignity and respect. We will always aim to provide a safe, supportive and welcoming environment for our tenants, customers, visitors and staff.

Tenants

All tenants of Kettering Borough Council are expected to act in accordance with their tenancy agreements. We will work with partner agencies to take action against any tenant who instigates or actively supports a hate crime. We will also take appropriate action against any tenant undertaking any form of discrimination or harassment.

Contractors

All contractors undertaking work for us are expected to comply with Kettering Borough Council’s Equality and Diversity Policy. Any incident of discrimination or harassment that is reported to us relating to a contractor will be investigated.

Our Aim

We recognise that some people may not be able to engage in or access the same opportunities as others. Our aim is to continue raising awareness within our communities and amongst our staff so that all people are free from unfair and unlawful discrimination. If you feel you have not been treated fairly please contact Customer Services.

We will

- Treat you fairly and aim to meet your individual needs
- Make our offices accessible for people with disabilities
- Provide an interpretation/translation service if required
- Provide information in a range of different formats
- Use clear language and not use jargon when communicating with you
- Provide the same high standard of service wherever you live
- Ensure equal access to services for all tenants

Sign Language

By appointment we can arrange for a sign language interpreter to assist you in communicating with us.

Induction/Deaf Loop System

At the Customer Service Centre in the Municipal Offices we have an Induction/Deaf Loop System available to assist with your communication with a member of the Customer Service Centre.

Google Translate

We offer this translation service on our website to assist customers but cannot be held responsible for the quality of the translations provided, nor for any misunderstanding or loss (consequential or otherwise) due to the translations offered.