



Granton Information Centre

Equality and Equity of Access Statement

Our Commitment to Equality and Access

GIC is committed to delivering its vision and mission to all in need of its services:

Granton Information Centre (GIC) aims to support residents of Edinburgh (primarily targeting our local community of North Edinburgh) by working towards the eradication of poverty. We provide free, accessible, impartial, and comprehensive advice and representation services, with a focus on benefits, debt, and housing issues.

We want to ensure that our information, advice, and advocacy are accessible to all in language, format, and content.

GIC will be responsive to the different needs of all our clients and service users, enabling us to provide the best possible level of service.

We will:

- Treat all our clients with the same respect, not discriminate against anyone, and comply with the Equality Act 2010.
- Consult with stakeholders and clients (including disadvantaged groups and those experiencing discrimination) to ensure that our services are provided in a language and format that suit their needs.
- Ensure that our building and any outreach premises we use for delivering advice or support are accessible to all – including those with reduced mobility, impaired vision, and impaired hearing.
- Use interpretation services to meet the language requirements of our clients.

Reviewed 09 July 2026

Accessible Information

Our documents available to the public will follow Government guidelines:

- They will be written in plain language.
- They will be as concise as possible.
- The design will be as legible as possible, for example using a minimum 12-point text size.

How We Make Sure We're Meeting Your Needs

- Background noise is kept to a minimum when speaking to clients over the phone.
- Advisers speak to clients clearly and at a pace which suits the individual.
- Communicate with staff about the need to provide our services in a diverse and equitable manner.
- Provide training to all staff on providing services in a diverse and equitable manner.
- Consult with clients (and potential clients) as to our service delivery methods in terms of those who may have differing needs in terms of language, content and format.
- Measure our service delivery against our criteria.
- Review this policy on a regular (3-yearly) basis.