

## EQUALITY & DIVERSITY

### Policy Application:

Whole Organisation



Department(s) \_\_\_\_\_

This policy has also been adopted by Age UK Cheshire Trading Ltd.

**Controlled Document:** This document shall not be copied in part or whole without the express permission of the author or the author's representative

**Job title of the author:** Head of Services

**Purpose of the policy:** This document outlines Age UK Cheshire's approach to equality and diversity.

**Responsibilities for implementation and review:** Policies and Procedures Group

**Approved by Staff Committee:** 29<sup>th</sup> July 2015

**Approved by Board:** 14<sup>th</sup> August 2015

**Policy Launch Date:** 25<sup>th</sup> August 2015

**Policy Review Date:** 14<sup>th</sup> August 2016

**Other related documents:**

Principles of Care

Bullying & Harassment

Recruitment & Selection

Safeguarding and Working with Vulnerable Adults

## **Equality & Diversity Policy**

Valuing diversity, reducing inequality and ensuring all people are treated with dignity and respect are core themes of Age UK Cheshire. The organisation recognises that inequality, disadvantage and prejudice exist in society and that older people as a group are likely to suffer discrimination.

### **Policy Statement**

The aim of this policy is to ensure that no one who is in contact with Age UK Cheshire in any capacity will receive a less favourable response on the grounds of age, race, ethnicity, religion or belief, marital status including civil partnerships, gender, sexual orientation and physical or mental impairment. We wish to ensure that in all aspects of our work those people involved are representative of the local communities we serve.

These aims are all encompassing and apply to all those who work or wish to work for Age UK Cheshire as a paid employee or volunteer, in addition, to customers, clients and visitors. The aim is to ensure that anyone in contact with the organisation in person, through the website, through publications or using any written materials has equal access to the organisation and its services.

The Trustees of Age UK Cheshire will agree action areas in relation to achieving these aims which will be incorporated into the organisation's Strategic Plan and be subject to regular review.

The implementation of the policy and completion of the action areas will be the responsibility of the Chief Executive who will involve all senior managers and staff at all levels in the implementation of the policy, procedures and action plan in a way that is appropriate to their job role and responsibilities.

All staff and volunteers will accept they have personal responsibility for ensuring that they act appropriately and in accordance with the policy and procedures.

## **Employees & Volunteers**

We aim to create a working environment in which individual differences and the contribution of all our staff and volunteers, are recognised and valued, that promotes dignity and respect for all and where intimidation, discrimination, physical harm, bullying and harassment will not be tolerated.

All those working on behalf of Age UK Cheshire, in whatever capacity, and, whether paid, or non-paid as in the case of volunteers, will be treated fairly and with respect. Selection for employment, promotion, training, or other benefit will be on the basis of aptitude and ability. Volunteer recruitment will follow the same principle. All employees and volunteers will be helped and encouraged to develop their full potential and their talents and resources will be fully utilised to maximise the efficiency of the organisation.

In practise this means that all employment and volunteering practices and procedures will ensure fairness. Monitoring processes will be in place and an annual report made to Trustees on the results of the monitoring (see Appendices 1 and 2).

Efforts will be made and positive actions will be included in the organisation's action plan to ensure that no one will be excluded from working for Age UK Cheshire because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental impairment.

Breaches of this policy by employees will be dealt with under the organisation's disciplinary process. Breaches by volunteers will be dealt with under the Volunteer Problem Resolution Policy.

## **Clients and Customers**

Age UK Cheshire aims to create an environment in which clients and customers are respected and valued for the diversity and individuality they bring to the organisation, and will work towards ensuring that its client and customer base is reflective of local communities. All customers and clients will be treated with dignity and respect and the organisation, its staff and volunteers, will ensure that clients and customers are able to benefit from the services we provide (see Service Plans & Provision).

Whilst we cannot impose our values on other people we should not tolerate discrimination, harassment and bullying by clients and customers towards other clients or customers, staff or volunteers whilst on our premises or within premises where we are working. It is the responsibility of all staff and volunteers to take immediate action to curtail such behaviour.

At Age UK Cheshire we accept that we are often dealing with clients at times of crisis or when their normal behaviour may be affected by illness or medication. Staff and volunteers are encouraged to consider the individual's circumstances before reaching a judgement on the person's behaviour. That being said discriminatory and abusive behaviour will not be permitted to continue.

Incidents of discriminatory behaviour should be reported immediately by staff and volunteers to their line manager. An Incident Report will be completed by the line manager and reviewed by a Senior Manager before a decision is taken on how to proceed. All Incident Reports are reported to Staff Committee and at Board meetings and are reviewed quarterly at the Quality Management Meeting.

The organisation reserves the right to withdraw a service from a client if they do not refrain from their discriminatory behaviour. This decision will only be taken after a full investigation into the circumstances and alternative sources of service provision considered.

### **Third Parties**

Whilst this policy cannot be directly applied to third parties with whom we work, if any issues arise with regard to equality and diversity in relation to any contractor of third party, then this will be taken seriously by the organisation and raised with the other party in the strongest possible terms.

This means that all staff and volunteers observing or are the subject of discriminatory behaviour, should immediately report the incident to their line manager. An Incident Report should be completed giving full details of the incident, which will be reviewed by a Senior Manager, who will determine the course of action to be taken.



## **Implementation & Training**

It is the responsibility of Age UK Cheshire to promote equality of opportunity in employment in all aspects of our work and to monitor the implementation of this policy regularly.

Supervisors and managers have a particular responsibility for ensuring this policy is fairly and consistently applied in all areas under their control.

All are expected to comply with this policy and any breaches will be considered a disciplinary matter. This could lead to dismissal in the case of employees or invoking the problem resolution policy for volunteers.

## **Liability**

Age UK Cheshire can be held liable in law for acts of discrimination by their employees or volunteers. Individual employees and volunteers can be held personally liable for acts of discrimination they commit or contribute to.

All staff and volunteers must conform to this policy and associated procedures and ensure that there is no discrimination, either direct or implied in any of their decisions, behaviours or actions.

## **Service Plans & Provision**

Age UK Cheshire is committed to providing services fairly and equitably to all older people, their relatives, representatives or carers reflecting the diverse nature of the older population of Cheshire and to address issues of alienation or isolation. All will be treated with dignity and respect.

All Service Managers will ensure that service plans enable all older people to benefit from the services that they manage and that positive actions are taken to ensure this is the case. Equality and Diversity Service Development Plans will include an Equality Impact Assessment (see Appendix 6) demonstrating what positive actions are being taken, including the accommodation of people with specific requirements due to age, race, ethnicity, faith, gender, marital status, sexual orientation gender, physical or mental impairment.



**Appendices:**

- Appendix 1 Ethnicity Monitoring Form – Staff Recruitment
- Appendix 2 Ethnicity Monitoring Form – Clients/Members/Volunteers
- Appendix 3 Service Development Plans
- Appendix 4 Definitions
- Appendix 5 Equality Impact Assessment

**APPENDIX 1: EQUAL OPPORTUNITIES MONITORING FORM**

**STAFF RECRUITMENT**

Date of Birth:		Age:	
----------------	--	------	--

I would describe my ethnic origin as (please place an X in the appropriate boxes):

Asian Other	Bangladesh	Black African	Black Caribbean	Black Other	Chinese	Indian	Other	Pakistani	White

<b>Male</b>		<b>Female</b>	
-------------	--	---------------	--

<b>I would describe myself as disabled:</b>	Yes		No	
---------------------------------------------	-----	--	----	--



**APPENDIX 2: EQUAL OPPORTUNITIES MONITORING FORM: CLIENTS AND MEMBERS**

Age UK Cheshire is committed to promoting equal opportunities in all of our services, irrespective of colour, sex, race, age, marital status, disability, religious or political beliefs. We rely on your help to check that our Equality & Diversity Policy is working effectively; therefore we would be grateful if you could provide the following details. The information you give us is completely confidential.

**Postcode:** ..... **Today's date:** .....

**Please circle your details:**

<b>Age:</b>	Under 55	55-64	65-69	70-74	75-79
	80-84	85-89	90+	95+	

**Gender:**                      Male                      Female

**Do you have any of the following health conditions? (tick all that apply)**

- Dementia/confusion/memory loss
- Other mental health condition
- Acquired Brain Injury
- Physical disability
- Long term condition
- Learning disability
- Autism
- Deaf/deaf
- Other Sensory disability



I would describe myself as disabled: YES

NO

I would describe my ethnic origin as:

<b>White</b>	British	Irish	Traveller of Irish heritage	Gypsy/Roma	Any other White background (please state)
<b>Mixed</b>	White & Black Caribbean	White & Black African	White & Asian	Any other mixed background (please state)	
<b>Asian or Asian British</b>	Indian	Pakistani	Bangladeshi	Any other Asian background (please state)	
<b>Black or Black British</b>	Caribbean	African	Any other Black background (please state)		
<b>Chinese or other ethnic group</b>	Chinese		Any other ethnic group (please state)		
<b>Not stated</b>	Refused		Not yet obtained		

## APPENDIX 3

### Equality & Diversity Service Development Plans

Who is the service aimed at?

If the service is aimed at a specific client group, give reasons for doing so

What positive actions will be/have been taken to ensure wide access to the service?

What monitoring arrangements are in place?

Is the service meeting Age UK Cheshire's policy on Equality & Diversity?

Who is responsible for the service?

## APPENDIX 4

### Definitions:

#### **Recruitment/selection, training, development and promotion:**

All of these areas will be based strictly on merit and business performance and no account will be taken of the age, gender, marital status, race, ethnic origin, nationality, national origin, disability, religion or sexual orientation of the individual.

The organisation is responsible for ensuring that no job applicant or employee receives less favourable treatment, and that no-one is placed at a disadvantage by requirements that are either directly or indirectly discriminatory.

#### **Religion and non-religion:**

Age UK Cheshire will not discriminate against any person based on their religious belief provided that such beliefs do not run counter to this policy by advocating discrimination or intolerance of others. Age UK Cheshire will not discriminate against any person because they lack religious belief. The organisation will endeavour to accommodate, as far as is practicable, essential practices related to such personal beliefs, provided that they neither breach organisational policy nor interfere with the efficient running of the organisation or its legal obligations, e.g. health and safety.

#### **Disability:**

The organisation recognises that the unique problems of disabled employees and volunteers may require special arrangements to be made to enable them to fulfil their roles effectively. The organisation will aid, where possible, the recruitment of disabled employees through the consideration of adaptation of premises, the modification of equipment, the provision of special aids and job re-structuring. This will be undertaken within the financial and practical constraints of the organisation. The organisation will also provide for the rehabilitation and re-training of employees who become disabled, wherever this is possible.

#### **Age:**

In assessing the ability of an individual to carry out a specific role, the assessment will be based strictly on the requirements of that job. Age, in

isolation, will neither be used to justify the appointment nor to debar an applicant from that appointment.

**Harassment or intimidation:**

The organisation will not tolerate any harassment or intimidation of an individual. Where any such complaint of harassment or intimidation is lodged, it will be dealt with promptly in accordance with the organisation's Policy on Harassment and Bullying.

**Equality Impact Assessment (EIA):**

This is a systematic analysis of a policy, strategy, procedure, project or service that explores the potential for an adverse impact on a particular group or community.

**Discrimination:**

This occurs when someone directly or indirectly treats a person or a group of people unfavourably on the grounds of their race, colour, nationality, ethnic origin, national origin, age, religion, gender, sexual orientation, marital status, gender reassignment, membership (or non-membership) of a trade union, or disability. This covers all behaviour including remarks and insinuations, both verbal and non-verbal, which cause offence. It can also include insensitive jokes, deliberate exclusion from conversations, or insulting words and behaviour. This is covered in more depth in the organisation's Policy on Harassment and Bullying.

**Protected Characteristics as per the Equalities Act 2010**

**Age**

Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds).

**Disability**

A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

## **Gender reassignment**

The process of transitioning from one gender to another.

## **Marriage and civil partnership**

In Scotland, England and Wales marriage is no longer restricted to a union between a man and a woman but now includes a marriage between a same-sex couple. This will also be true in Scotland when the relevant legislation is brought into force.

Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples (except where permitted by the Equality Act).

## **Pregnancy and maternity**

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

## **Race**

Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

## **Religion and belief**

Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

## **Sex**

A man or a woman.



## **Sexual orientation**

Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.

## APPENDIX 5

### Equality Impact Assessment

#### 1. What is Equality Impact Assessment (“EIA”)

Equality Impact Assessment (“EIA”) is a systematic analysis of a policy, strategy, process, project and service to explore the potential for an adverse impact on a particular group or community.

It is a method of assessing and recording the likely differential and/or adverse impact of a policy, project, initiative or service on people and individuals from equality target groups. If a policy, procedure or service results in unjustifiable unfairness or discrimination then changes will be made to eliminate or lessen the impact.

The purpose of the EIA is to increase participation and inclusion, to change the culture of decision-making and to place a more proactive approach to the promotion of equality at the heart of public policy.

The EIA process enables the organisation to respond to three basic equality principles:

- Eliminating discrimination
- Promoting equality of opportunity
- Promoting good relations between different groups

The processes involved in conducting an EIA should not be looked on as an end in themselves. Instead, it should be borne in mind that the aim of the assessment is the promotion of equality of opportunity and thus it is the outcomes of the equality impact assessment that are of primary concern.

#### 2. Why an Equality Impact Assessment has to be carried out?

Because:

- It is a statutory requirement for public authorities to undertake EIAs and they expect that those organisations to which they award contracts will also produce EIA's.

- Race (also ethnicity, nationality), age, sexual orientation, religion and belief, disability and gender are groups and target areas that stem from the existing legislation in the UK that covers discrimination.
- It is in line with Age UK's aims and objectives.
- It will help us to employ people and provide services fairly to the community
- It demonstrates best practice.

### **3. Who carries out an EIA and who is responsible for the quality and implementing the outcomes?**

The assessment and outcomes belong to each service/department. It will be the responsibility of the service for using the outcome to help to shape the service. A lead person should be appointed to take responsibility for overseeing the impact assessment and ensuring that it is completed appropriately. Senior Managers will approve the EIA.

### **4. How do I know if something needs to be Impact Assessed?**

It is not just formal policies and services that may be subject to EIA, but also strategies, procedures and processes. It may include written documents, but also non-written everyday procedures and customs.

The clue is to ask yourself the following questions:

- *Is the policy (service, procedure, etc) concerned with people?*
- *Is it outward looking or inward looking?*
- *Is it legislation led?*
- *Does it involve face to face contact?*
- *Does it include making decisions based on someone's individual characteristics or circumstances?*
- *Is there a history or long-established pattern of unequal outcomes? (and do I have enough evidence to prove otherwise?)*
- *Is the policy (service, procedure, etc) likely to have a significant impact on someone's life or wellbeing?*

All policies (services, procedures, etc) need to be impact assessed for relevance to the six strands of equality (age, faith, race, disability, gender and sexuality). This should be an integral part of the development/review process.



## 5. Equality screening and Full Impact Assessment template

<b>Name of service:</b>	
<b>Date:</b>	<b>Carried out by:</b>

<b>Description of the service:</b>
<b>Aims of the service:</b>

Using the definitions of protected characteristics under the Equality Act 2010 (see appendix 4) consider the following questions:

<b>1. What is the purpose of the policy or service and how does it achieve this purpose?</b>

**2. Who benefits from the service or policy?**

**3. Are there any groups who do not benefit from the policy or service?  
If yes, please explain why.**

**4. Are there any groups who are not benefiting from the service who should be?**

**5. Describe any consultation you have undertaken for this assessment and include below any research you have used.**

**6. What action or change will take place (if any) to the policy or service as a result of this assessment?** (Consider the answers in Q.4)

**Lead person undertaking the EIA:**

**Senior Manager (sign to acknowledge sight of document):**

**Date:**

**Next review of the EIA:** (if actions or changes were necessary, review must take place within 6 months, otherwise the policy must be equality impact assessed each time that it is updated/amended and every 2 years for services)

