

# Recruitment Pack

Safe and Independent Living (SAIL) Coordinator



**'Improving life for older people in Lewisham and Southwark'**

## This pack contains the following sections:

- About Age UK Lewisham & Southwark
- How to Apply
- Job description and Person Specification
- Equal Opportunities Policy

# About Age UK Lewisham & Southwark

Age UK Lewisham and Southwark (AUKLS) is a charity registered with the Charity Commission (296862) and a company limited by guarantee registered in England and Wales (02118525). Age UK Lewisham and Southwark has been working in the boroughs of Lewisham and Southwark for over 40 years and is a leading voluntary sector provider of services to older people in both London Boroughs. Our head office is located in the fully accessible Stones End Centre in the heart of Southwark

## Our Vision

To ensure that every older person in Lewisham and Southwark is valued, respected, cared for and able to live their life in dignity and, we hope, happiness.

## Our Charitable Objects

To promote the following purposes for the benefit of the public and/or older people in and around Lewisham and Southwark:

- preventing or relieving the poverty of older people;
- advancing education;
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- promoting equality and diversity
- promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
- assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage;
- helping families and carers of older people;
- working with statutory and voluntary agencies; and
- such other charitable purposes for the benefit of older people as the Trustees may from time to time decide

## Our Services

At AUKLS our ethos is to empower older people to make choices and take control of their lives and support, with our overall aim being to improve life for older people, especially those who are vulnerable. We are passionate about delivering services that match our ethos and currently provide a wide variety of services ranging from complex care services to smaller projects, to enhance independence and wellbeing:

1. Day Care, for mentally and physically vulnerable older people
2. Healthy Living Initiatives, providing open access activities and social opportunities to re-able and empower
3. Independent Living Services including Help at Home, Happy Feet, Handy Persons and Safe and Independent Living, to enable older people to remain safe and independent within their home.

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4. Information and Advice, maximising incomes and providing advice on housing, debt, continuity of care and consumer issues
5. Outreach, to regain confidence, rebuild social networks and reintegrate into the community

## Our Partners

Age UK Lewisham & Southwark is committed to working in partnership to provide our older people the best services possible. We are currently part of three consortiums; Consortium of Older Peoples Services (COPSINS), Community Connections and Advice Lewisham.

## Our Staff & Volunteers

Our staff team and volunteers are well established and committed to developing the best services with older people in Lewisham & Southwark. We are committed to continually developing staff and volunteer skills through training and peer support. Staff and volunteers are encouraged to suggest new ideas and revisit existing services and activities in our desire to be led by the needs of older people and the community in Lewisham & Southwark.

# How to apply

To apply please complete an application pack. Please ensure that your supporting statement demonstrates how your experience, skills and abilities meet the selection criteria set out in the Job Description and Person Specification. These can be found in the next section of this pack. Please also ensure you complete the equal opportunities monitoring form and Criminal Record declaration

Applications should be returned to us by **9am on Monday 19<sup>th</sup> August 2019**. Applications received after that time will not normally be considered for short listing. Completed electronic applications must be sent to:

**HR@ageuklands.org.uk**

ensuring you clearly identify in the email the post you are applying for. Applications sent by post should be marked confidential and for the attention of:

**Human Resources  
Age UK Lewisham & Southwark  
Stones End Centre  
11 Scovell Road  
London  
SE1 1QQ**

Due to the high volume of applications received, we regret, we shall not be able to contact applicants who are not short-listed.

Interviews will take place **the week commencing 26<sup>th</sup> August 2019**. If you are successful we will contact you as soon as possible after the closing date to let you know what the interview process will entail.

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Age UK Lewisham and Southwark is a registered charity (No. 296862) and company limited by guarantee. Registered in England and Wales No. 2118525. Registered Office: Stones End Centre, 11 Scovell Road, Southwark, SE1 1QQ

# Job Description

<b>POST:</b>	Safe and Independent Living (SAIL) Coordinator
<b>RESPONSIBLE TO:</b>	Independent Living Services Manager
<b>GRADE/SALARY:</b>	£22,600 per annum
<b>HOURS:</b>	35 hours per week
<b>PURPOSE OF JOB:</b>	To coordinate and be responsible for effective administration of the SAIL Scheme and the Handyperson Service delivering a service focused on meeting the needs of older people in Southwark

Age UK Lewisham and Southwark (AUKLS) aims to empower and enable older people to lead fulfilled lives.

We therefore provide services and support to:

- Address poverty and isolation
- Protect local older people's human rights
- Promote health and wellbeing
- Connect older people with their communities
- Work positively with partners across all sectors

Our work is shaped by our values:

- We recognise older people as individuals with diverse talents and needs.
- We are fair and equal as a service provider, employer and partner
- We are opposed to ageism in all forms
- We are collaborative in our approach to work
- We are a dynamic, credible, trusted and sustainable organisation

AUKLS enjoys an open and participative working environment. We promote a working culture that is **supportive, professional** and **person centred**. Teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's values, working ethos and culture.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

## Background

**SAIL** is a quick and easy way for vulnerable older people, and those supporting them, to access a wide range of services around safe and independent living. SAIL works as a first-contact scheme to support a holistic approach, addressing unmet needs amongst the older population and facilitating early access to appropriate services. SAIL brings together existing providers in the borough across all sectors to support older and vulnerable adults to achieve positive outcomes.

SAIL checklists are completed by a wide range of people coming into contact with older people. The checklists are received by the SAIL Coordinator, who then coordinates the response. The SAIL Coordinator acts as a link between the older person and the SAIL partners to whom onward referrals are made. The Coordinator also acts as the first point of contact for calls coming into Independent Living Services (ILS), and they are responsible for coordinating the Handyperson service, collecting and collating data and case studies for reporting purposes.

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## KEY TASKS AND RESPONSIBILITIES

### SAIL:

- To act as the primary contact for SAIL enquiries, responding politely and helpfully at all times whilst working with sensitive and confidential information
- To maintain good relationships with all SAIL partners to ensure effective delivery of the service
- To keep SAIL forms up to date and be responsible for updating and distribution of this across teams
- To maintain updated and accurate information on clients, referrals and partners on the database
- To politely follow up on any queries from SAIL checklists with the partner agency or referred person, check outcomes and record information on the database
- To ensure all clients are accurately referred out promptly to referral agencies with full details provided
- To record and collate service statistics, including follow-up actions and outcomes, and to produce reports on this information

### Other Independent Living Services:

- To respond to initial enquiries, referring onwards to the Help at Home, Happy Feet, Handyperson or other AUKLS support services
- To effectively coordinate and administer the Handyperson Team: taking and managing referrals and arranging home visits
- To ensure that the Handyperson Team workload is appropriate and efficiently distributed
- To maintain and support good and timely communication between the ILS teams and older people requesting support
- To maintain good communication and relationships with healthcare professionals and other partners

### Reporting:

- To work effectively with the SAIL Navigation team and with the Handyperson service to collect and collate data for monitoring and evaluation
- To support the Independent Living Services Manager with project reporting by providing timely information
- To work with colleagues to draw information together to create and maintain a resource library of activities, services and interest groups available for older people living in Lewisham and Southwark
- To feed back to referrers to support the SAIL project and help to maintain and build relationships

### Other

- To be administratively self supporting, including collecting and collating data for monitoring, reporting and evaluation
- At all times to meet requirements for customer consent and Data Protection
- To attend events and forums to represent the SAIL Team and AUKLS

### Organisational Responsibilities

- Meet legislative and regulatory requirements
- Use administrative systems, including databases to carry out relevant administrative duties
- Provide statistical information in relation to monitoring requirements
- Contribute to the overall achievement of AUKLS mission and objectives
- Provide a supportive working environment to all staff and volunteers
- Actively support AUKLS in carrying out its aim to be an environmentally responsible organisation in carrying out day to day duties
- Ensure the values of AUKLS are upheld across the organisation
- Attend staff and team meetings as requested
- Participate in networking activity at local and national level
- Undertake research and contribute to reports
- Undertake any other duties as determined by the CEO and Directors

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### **Promotion of a Supportive Working Environment**

A supportive working environment includes an environment where contribution is recognised, encouraged and rewarded. Staff and volunteers alike expect to be encouraged to develop personally and professionally and to acquire new skills. All staff and volunteers must promote this environment as part of their roles and responsibilities.

### **Training and Development**

Training and development of staff and volunteers is a key expectation of all staff employed by the organisation. They will demonstrate their commitment to staff and/or volunteer development by assessing skills, planning development activities, discussing outcomes and evaluating effectiveness. They will be expected to motivate, encourage, coach and support staff and/or volunteers towards the outcomes agreed.

# Person Specification

The successful applicant must be able to demonstrate empathy for our service users and be committed to the promotion of a supportive working environment. All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and, therefore, **flexibility** is a key attribute required of all employees

It is essential that the post holder possess the following **personal qualities**:

- Friendly, polite and patient
- Flexible
- Commitment to the core aims of the organisation
- Commitment to working as part of a highly diverse staff and volunteer work force
- Commitment to person centred working
- Drive, energy and enthusiasm
- Self motivated and hardworking
- **Desired:** Optimism

It is essential that the post holder has the following **experience and knowledge**:

- Good understanding of the issues affecting older people and their carers
- Good working knowledge of the needs of older people
- Understanding of confidentiality and safeguarding adults in the work setting
- Excellent working knowledge and understanding of administration systems
- **Desired:** Experience supporting volunteers
- **Desired:** Experience of working or volunteering with vulnerable adults

It is essential that the post holder has the following **skills and abilities**

- Ability to listen and communicate well in person and over the telephone, including with people who may have communication difficulties
- Literacy and numeracy skills at levels which will enable the post holder to keep accurate records, time sheets and reports
- Ability to use initiative appropriately and work as part of a team
- Ability to carry out basic risk assessments
- Excellent interpersonal skills
- Ability to work with professionals from other services and organisations
- Excellent administration skills with strong attention to detail
- Ability to manage different kinds of information
- Excellent organisational skills including resources and time management
- Ability to set and manage priorities within a busy office environment
- IT skills, including Microsoft word processing, spreadsheets, databases, internet and email
- **Desired:** Ability to learn rapidly

**Other Essential:**

- Ability to travel within the boroughs of Lewisham and Southwark.
- The successful applicant will be required to have a DBS check.

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# Equal Opportunities Policy



## **EQUAL OPPORTUNITIES AND VALUING DIVERSITY POLICY**

Age UK Lewisham and Southwark's (Age UK L&S) Board of Trustees and Chief Executive will assume primary responsibility for the implementation of this policy. All Age UK Lewisham and Southwark members, employees and volunteers will be expected to adhere to the organisation's equal opportunities policy in the course of their work with or on behalf of the organisation.

## **STATEMENT OF INTENT**

This Equality and Diversity policy statement outlines AGE UK L&S's commitment to respond to existing legislation and guidance from government, and encouragement within wider society, to address equality and diversity issues in our recruitment and employment processes, volunteering, governance and management structures and our service activities.

This policy is supported by AGE UK L&S policies and procedures, including:

- Recruitment and employment terms and conditions
- Training and staff development
- Client Care and Complaints policies
- Equality strategy action plan to be developed in 2010

AGE UK L&S will therefore adhere to the following:

- a) be responsible for setting standards and values to apply throughout the organisation
- b) be committed to eliminate discrimination by reason of age, gender, gender reassignment, sexual orientation, race, nationality, ethnic origin, religion or belief, ability or disability and to encourage equal opportunities
- c) ensure that it treats its employees, volunteers and service users fairly and with respect and will ensure that all members of the community have access to and have opportunities to take part in, and enjoy, its services and programmes of activities
- d) not tolerate harassment, bullying, abuse or victimisation of an individual (which AGE UK L&S regards as forms of discrimination), including sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal and
- e) work to ensure that such behaviour is met with appropriate action in whatever context it occurs
- f) be committed to the immediate investigation of any complaints of discrimination on the above grounds, once they are brought to its attention. Complaints will be dealt with in accordance with its complaints policy and, where such a complaint is upheld, AGE UK L&S may impose such sanction as it considers appropriate and proportionate to discriminatory behaviour
- g) be committed to taking positive action where inequalities exist and the development of a programme of on-going training and awareness in order to promote the eradication of discrimination and to promote equality and diversity in the organisation.

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- h) be committed to a policy of fair and equitable treatment of all service users, volunteers and employees and requires all service users, volunteers and employees to abide by and adhere to these policies and the requirements of the Equality Act 2010 as well as any amendments to this act and any new legislation.

AGE UK L&S believes that:

- Everyone is different, and values the unique contribution that individual experiences, knowledge and skills make in delivering high quality services to Southwark and Lewisham older people
- It has a responsibility to provide an environment characterised by dignity and mutual respect, in which people want to work and volunteer
- It is working towards a just and participatory society
- Everyone has equal rights to work towards social justice and to participate in decision making processes and local action

AGE UK L&S exists to promote the welfare of older people in the London Borough of Lewisham and Southwark and is thus committed to providing equal treatment to its older employees.

AGE UK L&S is committed to taking action to promote equality and to value diversity and will work to address unfair treatment, discrimination and prejudice where found within the workplace, in its work with partners and in the sector.

## 1. Recruitment, Employment and professional development

AGE UK L&S will strive to become a model employer by ensuring that:

- No applicant, employee or volunteer receives less favourable treatment or is disadvantaged by conditions or requirements that cannot be shown to be justifiable
- Wherever possible within project budgets, AGE UK L&S will advertise posts or volunteer opportunities through appropriate community or specialist media
- All staff and volunteers have access to appropriate induction period, regular supervision and an annual job appraisal
- Employment terms and conditions reflect current legislation, good practice and fairness
- We appoint staff within an agreed framework of terms and conditions
- We make staff aware of the policies that encourage flexible ways of working, including: right to request flexible working, job sharing and job splitting, reduced hours, time off for dependents leave (approval is subject to appropriateness to the nature of the position).
- Employment and volunteer opportunities are offered to people with disabilities; where possible within project budgets, AGE UK L&S will provide additional aids and equipment or adjustments to the working environment to meet the needs of staff or volunteers with disabilities
- It monitors recruitment of all posts, including the use of different media for recruitment;
- A report on this equality and diversity policy's effectiveness is given to the Board each year

## 2. Learning and Development

AGE UK L&S believes that all staff, volunteers and trustees should have access to development opportunities in order to carry out their jobs successfully and to be able to contribute as widely as possible to the positive achievements of the organisation. AGE UK L&S will achieve this by:

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- Ensuring that all staff and volunteers are made aware of the Training Policy and procedures for accessing personal development opportunities and actively encourage them to participate in learning (all forms)
- Ensuring that briefing on this policy forms part of the Induction procedure for trustees, staff, volunteers and volunteer trainers who work with the organisation
- Making available, appropriate training to enable employees and volunteers to perform their jobs effectively. The training offered will take into account the needs of all people
- Providing information and training to staff and volunteers on a regular basis to
- Promote understanding of AGE UK L&S commitment to equality and diversity;
- Monitoring training and development activities to ensure equality of access across all staff groups
- Ensuring that development and performance management activities such as appraisal are transparent and based on competence

### 3. Board of Trustees

- The Board of Trustees is responsible for the implementation of the equality and diversity policy and will seek to provide resources for its implementation
- AGE UK L&S will strive to ensure that the Board of Trustees reflects the community in Lewisham and Southwark by recruiting additional women, people from black and ethnic minorities and refugee communities and young/older people as Trustees

### 4. Volunteers and volunteering

AGE UK L&S will:

- Promote volunteering to Lewisham & Southwark residents who are disadvantaged or who are from groups which are discriminated against.
- Recognise the fact that volunteers come from a broad cross section of the community and bring a diverse range of skills, experience and interests.
- Recruit volunteers for part-time and full-time roles and for assignments of different durations.
- Ensure that all volunteers are made aware of the equality and diversity and other policies that inform AGE UK L&S culture and development.
- Make realistic budget provision for supporting volunteers in AGE UK L&S, including the reimbursement of out-of-pocket expenses.
- Ensure that volunteers are encouraged to participate in staff learning opportunities and that their views are considered when developing/implementing policies.
- Monitor take-up of volunteer places to ensure that people from a range of backgrounds are involved in volunteering opportunities.

### 5. Service Users

In order to meet the varied needs of service users AGE UK L&S will endeavour to maximise access to services by:

- Challenging unfairness and bias when found to be present in its relationship with service users
- Developing a comprehensive strategy to improve and extend ways to communicate and involve service users
- Regularly reporting its achievements in implementing this equality and diversity policy, to service users, funders and partners.
- Developing and widely publicising AGE UK L&S equality and diversity plan..

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- Ensuring that marginalised groups (small, BAME, new communities and those disadvantaged by geographical location) are made aware of local decision-making structures and are actively supported to access and participate.
- Continuing to develop and to widely promote new and innovative services within the sector, reaching older people from all communities. .
- Where practical, holding meetings, events and training sessions at different times and different days and in accessible venues.
- Provision of materials in forms, languages and formats appropriate to all users.
- Monitoring use of AGE UK L&S services by different sections of the community.

## 6. Service provision

Age UK Lewisham and Southwark will promote awareness of the varying ways in which older people, as a group and as individuals, may be subjected to discrimination. It will work to ensure that its own services and resources become and remain a genuine response to the needs of all older people.

Age UK Lewisham and Southwark will continually review each area of its work to determine whether:

- The service is offered in an accessible and relevant way.
- Alternative methods would be more appropriate.
- Additional services should be developed.
- There are any practices/procedures, which are discriminatory.

As a provider of services for groups and individuals it is particularly important that all written materials reflect the mixed community within which Age UK Lewisham and Southwark works and that stereotyped images of particular groups are not reinforced.

## 7. The role of staff, volunteers, trustees and sessional workers

All staff, volunteers, trustees and sessional workers have a responsibility to:

- Ensure that the policy is put into practice and will be expected to embed the policy as part of the organisation culture.
- Understand the value and benefits of equality and diversity
- Attend relevant training courses organised by AGE UK L&S to raise awareness and develop skills to implement/manage equality and diversity issues
- Draw to the attention of their line manager or a senior staff member any instances of apparent discrimination or any perceived problem in relation to this policy
- Work in ways that demonstrate a commitment to diversity

### The Role of Managers

- AGE UK L&S managers have particular responsibilities to:
- Ensure that this policy is implemented in the management of staff and volunteers
- Encourage all staff and volunteers to learn more about diversity and attend relevant training
- Promote a professional and positive work environment by ensuring that this policy is implemented e.g. by challenging behaviour, actions or decisions that breach the policy.
- Raise awareness of equality and diversity, act as a role model for others and develop personal skills to handle issues relating to dignity and fairness at work
- Ensure that organisations that AGE UK L&S works with have developed or are working towards adopting appropriate diversity policies and are aware of our policy and work on diversity issues

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### The role of Chief Executive

AGE UK L&S Chief executive will:

- a) communicate the policy to all staff, volunteers and other members of Age UK Lewisham and Southwark through the use of contracts of employment, staff handbook and such other methods of communication as are appropriate;
- b) make it known to all job applicants and, where appropriate, to service users of Age UK Lewisham and Southwark;
- c) ensure that disciplinary and grievance procedures incorporate principles of equal opportunity and non-discrimination;
- d) regularly examine existing procedures and criteria, including recruitment practices and terms and conditions of employment and change them where they are actually or potentially discriminatory, ensuring the Organisation's position within the Law and reflecting best practice.
- e) provide training and guidance to enable staff to carry out the policy and provide specific training for relevant decision makers, including members of the Board of Trustees where appropriate; who regularly monitor the application of the policy;
- f) make annual reports to the Board of Trustees and to the staff on implementing the policy and on any necessary changes.

## 8. Monitoring the policy

To ensure that this policy is implemented effectively and in line with legislation and guidance, AGE UK L&S will regularly collect data from job applicants, volunteers, service users and will report to the Board annually. AGE UK L&S will take action to address any identified shortcomings of the policy.

Age UK Lewisham and Southwark will maintain and review the employment records of all employees in order to monitor the progress of this policy.

Age UK Lewisham and Southwark will monitor the composition of our service users to ensure that our services are accessible to all Southwark's older people.

Monitoring may involve:-

- a) the collection and classification of information regarding the race (in terms of ethnic/national origin) sex and disability of all current employees and service users.
- b) the examination by ethnic/national origin, sex and disability of the distribution of employees and the success rate of applicants for posts.
- c) the recording, recruitment, training and promotional records of all employees, the decisions reached and the reasons for those decisions.

The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

Age UK Lewisham and Southwark welcomes comments and feedback on its policies and procedures from staff, volunteers and service users. Feedback and comments should be directed towards the service manager in the first instance.

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## 9. Compliance with the policy

AGE UK L&S will investigate and take appropriate action in all reported incidents of:

- Unlawful discrimination or unfair treatment
- Bullying or harassment
- Victimisation

Serious breach of the equality and diversity policy by a:

- Staff member will be dealt with under the AGE UK L&S disciplinary and grievance procedure
- Volunteers will be dealt with through a one-to-one meeting with the direct manager.
- Trustees will be dealt with through a report to the Board by the Chair or the Chief Executive as appropriate

Service users and job applicants who feel they have been discriminated against or unfairly treated, will be made aware of the complaints policy and procedure.

## 10. Conclusion

The achievement of a genuine Equal Opportunities Policy requires a commitment to a programme of action with which everyone involved can identify and through which those with special needs can be confident that they will be treated justly. This is a commitment, which Age UK Lewisham and Southwark makes unreservedly.

### Terminologies and descriptors

Disability under the Equality act 2010 is defined as:

‘a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. ‘Substantial’ means more than minor or trivial. ‘Impairment’ covers, for example, long-term medical conditions such as asthma and diabetes, and fluctuating or progressive conditions such as rheumatoid arthritis or motor neurone disease. A mental impairment includes mental health conditions (such as bipolar disorder or depression), learning difficulties (such as dyslexia) and learning disabilities (such as autism and Down’s syndrome). Some people, including those with cancer, multiple sclerosis and HIV/AIDS, are automatically protected as disabled people by the Act. People with severe disfigurement will be protected as disabled without needing to show that it has a substantial adverse effect on day-to-day activities.’

- **Direct discrimination** occurs when a person is treated less favourably than another person because of a protected characteristic. Direct discrimination also includes discrimination because a person is wrongly thought to have a particular protected characteristic or is treated as if they do
- **Indirect discrimination** occurs where the effect of certain requirements, provision or practices imposed by an organisation has an adverse impact disproportionately on one group or other. Indirect discrimination generally occurs when a rule or condition, which is applied equally to everyone, can be met by a considerably smaller proportion of people from a particular group; the rule is to their advantage and it cannot be justified on other grounds.
- **Discrimination arising from disability** occurs when a disabled person is treated unfavourably because of something connected with their disability and this unfavourable treatment cannot be justified. Treatment can be justified if it can be shown that it is intended to meet a legitimate objective in a fair, balanced and reasonable way. If this can be shown then the treatment will be

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lawful. This form of discrimination can occur only if the service provider knows or can reasonably be expected to know that the disabled person is disabled.

- **Positive discrimination** is illegal under UK anti-discrimination law and shouldn't be confused with Positive Action. Positive discrimination generally means being favourable towards an individual or group for whatever reason outlined."
- **Positive action** is legal and describes measures targeted at a particular group that are under-represented in a particular programme or aspect of a sport. These measures are intended to redress past discrimination or to offset the disadvantages arising from existing attitudes, behaviours and structures.

Lawful positive action measures can include:

- Targeting job training at people of particular racial groups, or either gender, which have been under-represented in certain occupations or grades during the previous 12 months, or encouraging them to apply for such work.
- Providing facilities to meet any specific educational, training or welfare needs identified for a specific racial group.
- Special action being taken is the employment of a female coach to lead a session aimed at women, to specifically encourage uptake and participation by female players
- **Harassment** can be described as inappropriate actions, behaviour, comments or physical contact, which may cause offence i.e. mental or physical anxiety or hurt to an individual:
  - It may be related to gender, gender reassignment, race, disability, sexuality, age, religion, nationality or any personal characteristic of an individual.
  - Under the terms of the Criminal Justice Act 1994, harassment was made a criminal offence, punishable by a fine of up to £5,000 and/or a prison sentence of up to six months.
- **Victimisation** occurs when a service provider treats someone badly because they have made or supported a complaint about discrimination or harassment, or because the service provider thinks that they are doing or may do these things. It will also be victimisation if a service provider treats someone badly because they support someone else who makes a discrimination claim. A person is not protected from victimisation if they have maliciously made or supported an untrue complaint.
- **Prejudice** is literally pre-judging someone. It is usually led by negative, irrational feelings, resulting from preconceived attitudes and opinions.
- **Stereotyping** is grouping or labelling people because they are members of a particular 'visible' group, and assuming that they have particular traits that are considered to be characteristics of that group.
- **Dignity** is about respectful, responsible, fair and humane behaviour, something that is reflected in the constitution.
- **Disadvantage** is where, as a result of discrimination, an individual or group is deprived of some or all resources and opportunities. This may affect people directly or indirectly.
- **Social exclusion** is when people or areas suffer from one or a combination of linked problems such as unemployment, poor skills, low income, high crime environments or lack of facilities.

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## Protected Characteristics under the Equality Act 2010

Each characteristic is addressed in the new Act in summary as follows:

**Age-** The Act protects employees of all ages but remains the only protected characteristic that allows employers to justify direct discrimination, i.e. if an employer can demonstrate that to apply different treatment because of someone's age constitutes a proportionate means of meeting a legitimate aim, then no discrimination will have taken place. The Act continues to allow employers to have a default retirement age of 65, as long as the default retirement age remains.

**Disability-** The Act includes a new protection arising from disability and now states that it is unfair to treat a disabled person unfavourably because of something connected with a disability. An example provided is the tendency to make spelling mistakes arising from dyslexia. Also, indirect discrimination now covers disabled people, which mean that a job applicant could claim that a particular rule or requirement disadvantages people with that disability.

The Act includes a new provision which makes it unlawful, with limited exceptions, for employers to ask about a candidate's health before offering them work.

**Gender reassignment-** It is discriminatory to treat people who propose to start to or have completed a process to change their gender less favourably, for example, because they are absent from work for this reason.

**Marriage and civil partnership-** The Act continues to protect employees who are married or in a civil partnership. Single people are however not protected by the legislation against discrimination.

**Pregnancy and maternity-** The Act continues to protect women against discrimination because they are pregnant or have given birth.

**Race-** The Act continues to protect people against discrimination on the grounds of their race, which includes colour, nationality, ethnic or national origin.

**Religion or belief-** The Act continues to protect people against discrimination on the grounds of their religion or their belief, including a lack of any belief.

**Sex** The Act continues to protect both men and women against discrimination on the grounds of their sex.

**Sexual Orientation-** The Act continues to protect bisexual, gay, heterosexual and lesbian people from discrimination on the grounds of their sexual orientation.