



Equality and Diversity Policy

Why We Have Equality and Diversity Policies

Age UK Nottingham & Nottinghamshire promotes the wellbeing of all older people and works to make later life a fulfilling and enjoyable experience. We recognise that every person is an individual with different needs, preferences and abilities. We aim to reflect this diversity in everything we do, including making our services inclusive and accessible to older and vulnerable people from all sections of the community, and attracting and retaining a diverse workforce.

What is equality?

Society is made up of a wide spectrum of people. Within this spectrum there are many differences. Sometimes this puts certain groups at a disadvantage. This is discrimination. Equality seeks to ensure that this does not happen.

What is diversity?

The term diversity means differences. It celebrates the differences between us and seeks to actively promote them. It aims to recognise and value differences as positives which enhance and progress society.

Diversity welcomes difference. By understanding, respecting and using these differences we can maximise our impact through meeting individual needs and staying in touch with the changing societies in which we work.

Staff and volunteers need to recognise and fulfil their personal role in making Age UK Notts a genuinely inviting and inclusive organisation.

Age UK Notts has a commitment to diversity, which is about:

- Recognising and valuing difference
- Recognising and seeking to redress inequality and disadvantage
- Treating all in a fair, open and honest manner
- Recognising the right of volunteers, employees and service users to be treated with dignity and respect

Used together Equality and Diversity is a term to describe the human rights that form the defining values of our society. It means providing opportunity for all regardless of any other factors deemed to be discriminatory. Every single individual is given the same chance to achieve their potential, free from prejudice and bias.

Age UK Notts aims to treat people fairly, with respect and with dignity. We will not tolerate discrimination, victimisation or harassment. We aim to value differences positively. Age UK Notts believes that harnessing different life experiences, attributes and contributions will make Age UK Notts a more effective organisation and a better place to work.

Age UK Notts is committed to Equality and Diversity. Our principles state that Diversity is valued in all that we do, and that Ageism is unacceptable.

Our Policy Statement is a statement of intent. Our organisation is publicly committed to doing something practical and visible about Equality and Diversity. Responsibility for promoting, implementing and reviewing our policy rests first with the Board of Trustees who have delegated day-to-day responsibility to the Chief Executive. All trustees, staff, volunteers, communities, contractors and suppliers whether permanent or temporary will be expected to play their part in seeking to ensure that the policy is adhered to in their appropriate areas of responsibility and influence. Decisions relating to customers and communities will be based on business-related criteria only and any irrelevant information will not form part of the process.

Our ongoing objectives are:

1. To increase and maintain awareness throughout the organisation of the needs of diverse groups.
2. To have a workforce that positively represents the local community
3. To remove barriers in a number of areas, for example, identifying physical barriers to people with disabilities by undertaking access audits to future properties and event venues and to make those adaptations we can to make them more accessible to staff, volunteers, customers and users of our services.
4. To keep under review our recruitment procedures and employment terms and conditions to ensure that they fully reflect our policy.
5. To examine whether there is a need to encourage recruitment of staff and volunteers from diverse groups.
6. To examine our services and activities to ensure that they reflect the needs of people facing disadvantage.
7. To ensure that no member of staff, or volunteers, or the Board of Trustees, or customers or the users of our services experiences any form of discrimination.

THE EQUALITY ACT 2010

The Equality Act 2010 harmonises and replaces previous legislation (such as the Race Relations Act 1976 and the Disability Discrimination Act 1995). The act covers the same groups that were protected by existing equality legislation and also extends some protections to characteristics that were not previously covered. These are now called 'protected characteristics' and are listed below:

- Age
- Disability

- Gender reassignment
- Marriage and Civil Partnership
- Pregnancy and maternity.
- Race
- Religion or belief
- Sex
- Sexual orientation

The Act also strengthens particular aspects of equality law, and defines different types of discrimination:

- Direct discrimination
- Indirect discrimination
- Harassment
- Victimisation

Age UK Notts is proud to uphold the principles contained within the Equality Act 2010. For further information on Equality Act please visit [Equality Act 2010: guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/equality-act-2010).

Age UK Notts is committed to:

- Equality of opportunity
- Tackling discrimination and disadvantage
- Tackling harassment and intimidation
- Making its workforce and the organisation as a whole, more representative of the diverse communities that make up Nottingham and Nottinghamshire
- Encouraging other organisations to adopt similar policies on Equality and Diversity

Age UK Notts will not tolerate less favourable treatment on the grounds of any protected characteristic, nor on the grounds of responsibility for dependents, trade union or political activities, criminal record, place of residence, health status or any other reason which cannot be shown to be justified. Age UK Notts believes that discrimination is wrong and should be actively opposed. Discrimination denies human dignity, a freedom for people to be themselves, and a place in a free society.

We will ensure all older and vulnerable people, Trustees, volunteers, employees and the public are treated fairly and consistently without discrimination.

Age UK Notts is primarily committed to the welfare of older people and to maintaining their individual dignity and their value to society. The Charity is also committed to policies of Equality and Diversity in service delivery and in employment practices and will not accept discrimination in its work with and for older people.

1. The organisation will seek, therefore, to encourage diversity in its management and employment practices, and through its relationships with

contractors and suppliers, by taking account of the effects of discrimination, and by actively encouraging others to do the same.

2. Age UK Notts demonstrates its commitment to these statements by adopting a policy of Equality and Diversity which will be reviewed annually and, when necessary, revised.

CODE OF PRACTICE

A. Provision of Services

Age UK Notts aims to deliver services throughout Nottingham and Nottinghamshire to older and vulnerable People who need them, without discriminating against, stigmatising or patronising them. Every service user will be treated in a professional manner, with courtesy and respect.

Users of our services and those who take part in our activities will be informed that Age UK Notts is committed to an Equality and Diversity Policy so that:

- They will know a policy exists and a copy is available so as to guide all members of the organisation and others to share the commitment and code of practice of Equality and Diversity.
- All who come into contact with Age UK Notts will know the standards that we are trying to achieve and have the opportunity to assist us in trying to achieve them.
- They will know they have the right to complain if they feel these standards are not being adhered to or are dissatisfied with the service provided to them.

Age UK Notts will make sure that our services meet the needs of our diverse communities by involving communities in identifying their needs and by seeking to meet these needs.

Age UK Notts will develop services to make sure there is take up by all communities and particularly those groups facing disadvantage and discrimination. We will do this by:

- Providing information in plain English and use methods other than written documents to present information as appropriate.
- Offering information in accessible formats.
- Access interpretation, translation and sign language services as appropriate.

B. Recruitment and Selection

Age UK Notts recognises that the community consists of a diverse population of people. This diversity consists of visible and non-visible differences. We believe that harnessing the differences will create a productive environment in which everyone feels valued, where their talents are being fully utilised and in which organisational goals are met.

Age UK Notts will ensure that recruitment practices fulfil the requirement of the equality and diversity policy.

All posts will have a job description and person specification, which will contain essential and desirable skills, qualifications and experience. Person specifications will only contain details, which are required.

All applicants for posts will be treated strictly on merit.

As an exception posts targeted at specific groups of people will be exempted, as allowed by legislation.

Every effort will be made to make provision for staff and volunteers with a disability through reasonable adaptations.

All staff and Board of Trustees involved in recruitment and selection will be briefed on the requirements of an equal opportunities interview.

The format for interview will be agreed before it takes place and will remain constant for all interviews for the position.

All enquiries for posts will receive a copy of this policy and statement with the information provided; they will be questioned on their understanding of the issues and the practical implications of having a policy.

All application packs will include a section for equality and diversity monitoring, the information will be individually confidential but used for assessing recruitment and advertising practices after each post is advertised by individual managers or the Human Resources department. All posts will be widely and publicly advertised.

The Chief Executive, or appointed person, will be responsible for vetting, in confidence, applicants for sensitive posts; this may include Disclosure & Barring Service checks.

Reasons for decision to appoint or not will be noted and kept for at least six months.

All recruitment adverts will carry the statement "Age UK Nottingham & Nottinghamshire promotes equality and diversity".

Posts which are deemed suitable will be advertised as available for job share. Job shares may also be available to staff in suitable posts on request, and providing that a suitable job sharer may be recruited.

C. Recording and Monitoring of Recruitment and Staff

As stated in Section B, all application packs will include a section for equality and diversity monitoring, where the information will be individually confidential but used for assessing recruitment and advertising practices.

When new staff join the Charity, they will also be asked to complete a form for equality & diversity monitoring (on a voluntary basis). This information is stored in Staff Personnel files and electronically via database on their Personnel Record (in a separate, restricted access section).

The monitoring information collected in regards to recruitment applicants is anonymous and kept separate from application forms, so no individual protected by the Act could be identified. In regards to the gender identity of staff, this is seen only by the Human Resources department and not included in the Diversity monitoring information stored electronically.

Age UK Notts is aware that transgender monitoring is a very sensitive area and opinion continues to be divided on this issue. Many transgender people are bullied, harassed and marginalised, and could be very negatively affected by disclosure of their status. However, Age UK Notts feels that without gathering some form of evidence it may be difficult to monitor the impact of policies and procedures on transgender people. By including transgender information on our recruitment monitoring forms it is hoped Age UK Notts is sending a strong signal to transgender people that their needs are being considered. We feel that failing to include a question about transgender could lead transgender people to believe that Age UK Notts is not a welcoming environment, which is not the case.

Monitoring information will always be detached from job application forms and will not be used to decide who is shortlisted or appointed. Monitoring information data will not be handled by shortlisting panels.

Age UK Notts takes a zero tolerance approach to discrimination of any kind.

Anonymised reports on recruitment monitoring will be provided. Monthly reports on employee diversity information will be provided to the Board.

D. Induction and Training & Development

The Board of Trustees, staff and volunteers need to recognise and fulfil their personal role in making Age UK Notts a genuinely inviting and inclusive organisation. Age UK Notts will ensure that all staff and volunteers know about the Equality and Diversity policy and their responsibilities within it, via their induction and also by providing continuing communications and training to achieve this.

All staff and volunteers will undertake mandatory training to increase their understanding of and commitment to diversity. Individuals will undergo such training as part of their initial induction to the Charity, and will subsequently have regular refresher training on diversity to ensure their continued awareness.

E. Condition of Service

All members of the Board of Trustees, staff and volunteers will be required to adhere to the Equality and Diversity Policy.

Harassment of any kind (specifically in the areas covered by the policy) will be considered a disciplinary offence. Harassment may involve derogatory and discriminatory remarks, ridicule, unwanted physical contact, demands for favours, or physical assault; staff members, volunteers or anyone connected with the organisation could be liable for dismissal for gross misconduct and any trustee or volunteer found to have breached this policy will be asked to resign. Harassment of any kind is breach of this policy; it could be construed as gross misconduct and would be liable to dismissal if the case is proven. **See also separate policy on dealing with Harassment within Age UK Notts.**

F. Recording and Monitoring of Service Provision

In addition to Section C. – Recording and Monitoring of Recruitment & Staff, Age UK Notts will monitor and review the take up of the service, where appropriate records are kept of actions and decisions by trustees, staff and volunteers.

Monitoring will be carried out on the basis of age, sex, marital status, ethnic background, disability, religion/belief, sexual orientation, caring responsibilities and place of residence. Monitoring will be on a voluntary basis, using categorisations.

An annual report on monitoring will be provided.

G. Responsibilities

The Board of Trustees has the ultimate responsibility to provide, implement and review the policy. It is the responsibility of trustees, staff and volunteers to promote the policy by ensuring that Age UK Notts's activities promote equality and diversity. Age UK Notts will take steps to ensure material is not displayed which offends against the principals of this policy.

H. Responsibilities of the Chief Executive

The Chief Executive, or appointed representative, holds the day to day responsibility for ensuring that the policy is implemented and, in the first instance, for dealing with or taking action on disciplinary offences.

The Chief Executive will be responsible for reporting information obtained through monitoring to the Board, as outlined in "recording and monitoring of service provision".

I. Hate Crime

The Association of Chief Police Officers and the Crown Prosecution Service have agreed a common definition of hate crime: "Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or

perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender” Nottinghamshire Police has also committed to record as hate offences incidents targeted against women (i.e. misogyny) and against alternative cultures, like ‘goths’. In some ways these definitions are not important, whoever you are you should be treated with respect and where you have been the victim of a crime our aim is to support you appropriately.

Reporting a Hate Crime or Hate Incident

- **In an emergency dial 999**
- For less urgent reporting, call **Nottinghamshire Police** on 101 to speak to trained officers in confidence
- **Crimestoppers** will take your call in confidence on 0800 555111 if you wish to remain anonymous
- **You can report online to True Vision**

You may also want to discuss your experience with a community organisation or public body if you are uncomfortable going straight to the police. Some organisations and individuals such as Victim Support have received training and may be able to give you advice or they may simply help you to report to the police online on the True Vision site.

Related Policies:

Training and Development Policy
Safeguarding Policy
Pension Policy
Bullying & Harassment Policy
Absence Management Policy
Recruitment of Ex-Offenders Policy
Charging Policy
Older People Involvement Policy
Recruitment & Selection Procedure
Adoption Leave and Pay Policy
Maternity Leave and Pay Policy
Parental Leave Policy
Paternity Leave and Pay Policy
Flexible Working Hours Policy
Volunteering Policy
Smoking Policy
Religion in the Workplace Policy

| Owner | Diane Trinder | |
|---------------------|--|---------------|
| Issue Number | Amendment & Date | Name |
| 1.0 | First draft agreed by Board 20/6/07 | Tara Dunseath |
| 1.1 | Change of owner to Diane Trinder | Mick Tinkler |
| 1.2 | Re-branded 26th November 2010 | Laura Page |
| 1.3 | Reviewed by Executive Team 19/09/12 | Mick Tinkler |
| 1.4 | Updated in relation to relevant legislation (17/10/12) | Laura Page |
| 1.5 | Minor amendments & update related policies list (26/10/12) | Siân Ellerton |
| 1.6 | Addition of caring responsibilities to monitoring (26/11/12) | Siân Ellerton |
| 1.7 | Updated to include information on Gender Recognition Act (02/05/13) | Siân Ellerton |
| 1.8 | Section on gender identity added, changes to layout 14/08/13 | Mick Tinkler |
| 1.9 | Reviewed and approved by the Board of Trustees 28/08/13 | Mick Tinkler |
| 2.0 | Reviewed 6/1/14 no amendments | Di Trinder |
| 2.1 | Reviewed 5/1/15 no amendments | Di Trinder |
| 2.2 | Reviewed 9/2/16 no amendments | Di Trinder |
| 2.3 | Section on hate crime added | Di Trinder |
| 2.4 | Reviewed 30/6/13 amendments made to monitoring section | Di Trinder |
| 2.5 | Reviewed 7/2/18 no amendments | Di Trinder |
| 2.6 | Reviewed 10/12/18 no amendments | Di Trinder |
| 2.7 | Reviewed 7/5/21 vulnerable people added alongside older people. Definition of equality and diversity updated. | Di Trinder |