

AGE UK SURREY EQUALITY AND DIVERSITY STRATEGY

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1. STAFF

1.1 Recruitment, Selection and Promotion

Age UK Surrey will welcome and consider applicants from all backgrounds and with varying life experiences.

Age UK Surrey will ensure that equality of opportunity will be afforded to all applicants throughout the recruitment and selection process.

Internal promotion opportunities will be made available to all suitably experienced and qualified staff irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation or any other distinguishing factor.

Age UK Surrey will monitor the recruitment and selection process at all stages.

Age UK Surrey will advertise in a variety of media, so as to ensure applicants from a variety of backgrounds.

Age UK Surrey will provide an induction pack for new staff which will include the Equality and Diversity Policy, the Dignity at Work Policy Statement and other related policies.

1.2 Training and Development

All Age UK Surrey staff will undergo an induction programme which will include Equality and Diversity. All staff will have access to appropriate Age UK Surrey training courses, as well as appropriate external training courses, within budgetary limits. Line Managers will consider the need for Equality and Diversity training within the supervision and appraisal process.

1.3 Working Environment

All staff are entitled to work in an environment free from victimisation, discrimination and harassment. Instances of any of the above will be dealt with through the Disciplinary Policy and may result in dismissal.

Verbal and physical abuse is not acceptable within Age UK Surrey and will be dealt with through the appropriate procedure (See Policy Statement on Dignity at Work and Disciplinary and Grievance Policy and Procedures).

It is important that all staff work toward creating an atmosphere in which they and others feel comfortable, relaxed and safe enough to

express their opinions and challenge those of others and therefore all staff should consider their own language and behaviour.

1.4 Monitoring

Age UK Surrey will monitor accurately all information relating to Equality and Diversity. Recruitment information will be given through the Equality and Diversity Monitoring form sent out with application packs. This information will remain confidential.

2. VOLUNTEERS

2.1 Recruitment and selection

Age UK Surrey will welcome and consider applicants from all backgrounds and with varying life experiences.

Age UK Surrey will ensure that equality of opportunity will be afforded to all applicants throughout the recruitment and selection process.

Age UK Surrey will monitor the recruitment and selection process at all stages.

Age UK Surrey will advertise in a variety of media, so as to ensure applicants from a variety of backgrounds.

Age UK Surrey will provide an induction pack for new volunteers which will include the Equality and Diversity Policy and other related policies.

2.2 Volunteering environment

All volunteers are entitled to offer their services in an environment free from discrimination and harassment.

Age UK Surrey will support volunteers who experience any verbal or physical abuse as appropriate

It is important that all volunteers act towards creating an atmosphere in which they and others feel comfortable, relaxed and safe enough to express their opinions and challenge those of others and therefore it is important that all volunteers should consider their own language and behaviour.

Volunteers behaving in a discriminatory manner will be challenged by Age UK Surrey staff and may, if the discriminatory behaviour continues, have their approval as an Age UK Surrey volunteer withdrawn.

2.3 Monitoring

All data collected will comply with Data Protection and Human Rights legislation.

3. PARTICIPANTS

3.1 Service Delivery

Age UK Surrey will strive to provide equality of access to its services. This will be achieved by:

- Publicising our services, including targeting of hard to reach client groups;
- Monitoring of our service users and the types of enquiries they have;
- Consulting with our users about our services;
- Ensuring that complaints are dealt with according to our Complaints Policy;
- Challenging discriminatory behaviour from and toward service users.

Age UK Surrey will ensure equality of opportunity will be afforded to all clients and service users throughout their involvement with Age UK Surrey.

3.2 Environment

All clients and service users are entitled to engage with Age UK Surrey in an environment free from discrimination and harassment.

Verbal and physical abuse is not acceptable and will be challenged.

It is therefore important that all staff and volunteers work towards creating an atmosphere in which they and others feel comfortable, relaxed and safe enough to express their opinions and challenge those of others and therefore service users should be encouraged to consider their own language and behaviour.

3.3 Monitoring

All data collected will comply with Data Protection and Human Rights legislation.

4. FUNDERS AND OTHERS

In any new or renegotiated contracts Age UK Surrey will make the funder or partner agency aware of its Equality and Diversity Policy and the implications of this for future working practices.

Review

This strategy will be reviewed every three years.

Issue	Date agreed by Board of Age UK Surrey	Reviewed
1	5 th April 2011	April 2014
1	17 th July 2014 (no changes required)	July 2017
1		