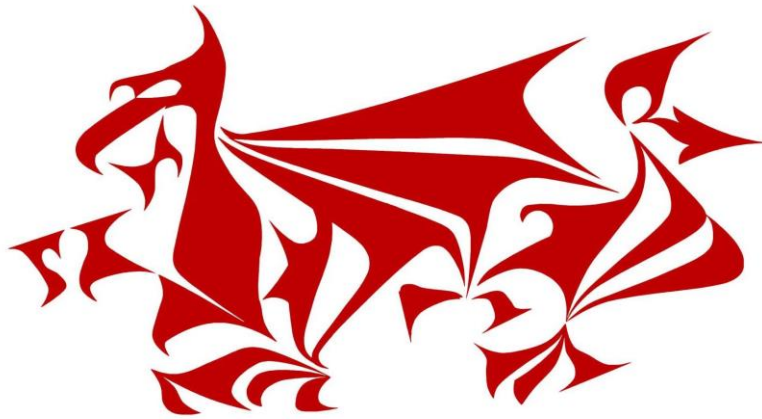


# Policies and Procedures Equality and Diversity



## Calon Lan Community Care

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The aims and objectives of our Equality and Diversity Policy are to encourage and promote diversity in all our activities and services for Clients and the public and to ensure equal access to jobs creating environments free from harassment and discrimination.

For employees, compliance with the policy is a condition of employment. For people who use or seek our services are to be protected by the policy. Equally they shall be expected to respect the rights of others under the terms of the policy.

Calon Lan Community Care upholds the right of people who use its services, its employees and the public to be treated fairly and without discrimination at all times. The Company further upholds the right of those people to express their concerns or complaints and for them to be heard and dealt with appropriately.

As an employer and service provider we take all reasonable and practical measures to ensure our practices are free from discrimination and inclusive and accessible to all.

With regards to public reference the Company is required to show publicly that it has adopted a policy covering 'equal opportunities' although in the case of the Supporting People Quality Assessment Framework this is referred to as 'Fair Access, Diversity and Inclusion'.

The Registered Manager and Responsible Individual hold responsibility for promoting Equal Opportunities and the implementation of policy. Managers of the Company responsible for press, publicity and marketing strategy will ensure that any actions arising from the policy are addressed in external statements. All managers are required to:

- Embody best practice at all times in promoting the policy within services and workplace settings.
- Ensure that new employees are aware of the policy and its application within their role and day to day work.
- Consider the need for Personal Development Planning to address any matters under the policy.
- Actively address with individual staff members (through supervision) as well as teams any issues arising from the policy.

The culture of the Company is demonstrated through the standard of behaviour and attitudes shown by employees towards others. The culture of any organisation is also demonstrated by the style of leadership adopted by managers and other senior people.

Challenging each other's and our own attitudes and behaviour without fear or condemnation and learning from those experiences helps everyone to ensure that people are valued and understand what is necessary to ensure inclusiveness and fairness within our services and workplaces.

The culture of Calon Lan is also demonstrated in the way it responds to the needs and expectations of people who use, or who may use services. It follows that consulting and listening is a vital part of promoting inclusion and fair access to all.

In responding to the needs of Clients, we will ensure fair access to its services and make sure that everything we do is transparent, regularly reviewed and updated in order to meet the changing needs of current and future Clients.

Information, with staff support as necessary, will be made available to help to explain the Equal Opportunity Policy and any other key policy or procedure. This information shall be clear, concise and 'fit for purpose'. We will take into consideration any communication or language needs in all service planning.

The complaints policy is made available to all as we welcome complaints in order to maintain and improve standards. Clients will be supported by staff to make a complaint themselves or supported to access an Advocacy Service to do so.

### **PROCEDURE - POLICY IMPLEMENTATION:**

Calon Lan Community Care recognises that passive policies do not provide equality and we will seek to promote equality and diversity within the following framework of responsibilities.

### **THE COMPANY EXPECTS ALL INDIVIDUALS:**

- To co-operate with measures introduced to ensure equality of opportunity, diversity and non discrimination
- Not to harass, abuse or intimidate any other employee or participant on the grounds of race, colour, nationality, ethnic or national origin; sex; marital status or caring responsibility; sexual orientation; age; physical, sensory or learning disability; mental health; political or religious beliefs; class; HIV status; employment status; unrelated criminal convictions; union activities
- To feel sufficiently confident to inform management if they suspect discrimination is taking place

### **THE COMPANY EXPECTS OUR LINE MANAGERS:**

- To ensure that proper records of employment decisions are maintained and regular reviews of employment practices are carried out
- To ensure that grievances are dealt with in a fair and consistent manner and in line with Grievance Policy and Procedure
- To ensure that individuals within their area are aware of their legal responsibilities, and the Equality and Diversity Policy
- To promote actively the benefits of employee and participant diversity, in employment, services and training.
- To seek the views and opinions of employees, volunteers, customers and Clients on the operation of the policy in his/ her locality/ area of responsibility, in particular to meet the diverse needs of the users.
- To offer advice and guidance to members of staff, volunteers and organisations in the Equality and Diversity Policy and Procedures.
- To ensure that the highest standards of Equality Opportunities practice are observed in the delivery of services and to undertake training and development opportunities to ensure that competence is maintained.

### **THE PERSON WITH RESPONSIBILITY FOR EQUALITY AND DIVERSITY WILL:**

- Ensure that Managers are supported in their roles in regard to the Equality and Diversity Policy and Procedures.
- Ensure Managers, including Registered Managers, are appraised regularly on the state of equal opportunities and diversity within the Company.
- Ensure that the Equality and Diversity Policy and associated documents are reviewed on an annual basis.
- Review and approve policies, procedures and practices that impact on equal opportunities and diversity practice.
- Co-ordinate the delivery of any equality and diversity strategy and action plan.
- Facilitate training and discussion on Equal Opportunities and Diversity issues as appropriate.

### **POLICY IMPLEMENTATION: RECRUITMENT AND PROMOTION**

Calon Lan Community Care strives to ensure that our staff teams reflect the wider community The Company is committed to:

- Recruitment material not implying any preferred group, unless a genuine occupational qualification exists limiting a post to a particular group.
- Applicants being informed, through recruitment material of our commitment to Equal Opportunities and Diversity and the existence of this policy.
- Person specifications which include 'essential' and 'desirable' are requirements that are necessary and justifiable and not discriminatory.
- Team members are encouraged to discuss their development and training needs through a process of regular support and annual appraisals.

### **POLICY IMPLEMENTATION: INTERVIEWS AND SELECTION**

Interviewing and selection policies and processes include:

- The short listing panel or person will not select candidates on the basis of the gender, name, possible disability or age of the candidate.
- The interview panel or person must take extreme care not to ask discriminatory questions unrelated to the requirements of the job, e.g. race, colour, nationality, ethnic or national origin; sex; marital status or caring responsibility; sexual orientation; age; physical, sensory or learning disability; mental health; political or religious beliefs; class; HIV status; employment status; unrelated criminal convictions; union activities.

### **POLICY IMPLEMENTATION: TRAINING**

- In line with the intentions of policy, we will not discriminate in the provision of training courses/opportunities wherever possible.
- Appropriate training will be provided to enable staff and volunteers to perform their jobs effectively. The training offered will take into account the needs of all people.
- Briefing on this policy will form part of the Induction Procedure for all staff, including senior staff, and volunteers.

Calon Lan Community Care recognises the need for a continuing commitment to genuine equal opportunities and diversity within the organisation. The effectiveness of the policy's aims and objectives can only be judged by how the policy operates in practice.

### **POLICY ENFORCEMENT – GRIEVANCES**

Any staff member who feels they have been a victim of unlawful discrimination or unfairly treated in a way contrary to the intention of policy will be assisted to raise the issue through established Grievance Procedures.

Any Client who feels he/she has been unfairly treated in a way contrary to the intention of this policy is assisted to make a complaint through the Registered Manager, who must report any such complaint to the Registered Provider. If the complaint is about the Registered Manager, this should be made through the Registered Provider.

Any job applicant who believes that he/she has been treated unfairly and contrary to the intention of policy can raise the issue with the Registered Manager or the Registered Provider who will ensure that:

- All incidents of direct discrimination by staff are disciplinary offences and will be dealt with under the Disciplinary Procedure
- All incidents of direct discrimination by Clients will be dealt with in the first instance by the Registered Manager, and in the event of a failure to agree satisfactory remedies, will be dealt with under the statement of terms and conditions
- Incidents of indirect discrimination will be investigated to determine whether they should be dealt with under the Disciplinary Procedure
- Incidents of victimisation or harassment will be dealt with in accordance with the Harassment Policy and Procedure. Where incidents of victimisation and harassment by employees are proven, the issue will be dealt with under the Disciplinary Procedure. Where incidents of victimisation and harassment by Clients are proven, the issue will be dealt with under the statement of terms and conditions
- Calon Lan Community Care will not treat lightly or ignore grievances from members of disadvantaged groups on the assumption that they are over-sensitive about discrimination.

### **POLICY ENFORCEMENT – DISCIPLINARY PROCEDURE**

- Any member of staff found to be in breach of this policy will be subject to disciplinary action in line with the Standard Terms of Employment.
- Any Client found in breach of this policy will, where appropriate, be counselled on his/her actions and may, where necessary, be refused future services

### **POLICY ENFORCEMENT – MONITORING**

Where appropriate, statistics on services will be collected and analysed in relation to equality and diversity matters. We will review employee turnover and seek information on reasons for leaving.

The Registered Provider and Registered Manager will annually review equality of opportunity relating to services. Recruitment and selection procedures will be monitored and reviewed annually by the Registered Manager who will report to the Registered Provider.

All aspects of personnel policies and procedures shall be kept under review to ensure that they do not operate against the Equal Opportunities Policy. In order to determine the impact of s policy we ensure that monitoring will measure commitment, progress and effectiveness.

The Diversity and Equality Policy will be monitored and reviewed as follows:

- The policy will be an annual agenda item at the Company' quality team meetings.
- The Registered Manager will undertake or commission an annual policy review. All relevant parties will be encouraged to submit comments for consideration.
- Where it appears that there may have been or there is a breach of the policy, the Registered Manager will investigate the circumstances and action will be taken to counter any proven breach of policy. If the breach involves the Registered Manager, the Registered Provider will carry out the investigation.
- If it is found that the policy is excluding or discouraging the development of staff or volunteers or restricting Clients, the Registered Manager will take positive action to re-adjust the policy.