

## Equality and Diversity Policy

<b>Responsible Manager</b>	<b>Director of Finance</b>
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### Summary of Key Points

CXK is committed to valuing diversity and eliminating discrimination, harassment and victimisation of its employees and service users.

This commitment underpins all of the Charity's activity and influence, and is at the heart of our delivery to a diverse range of communities and service users.

The Charity monitors and reports on procedures and processes to ensure arrangements are in line with this policy. This includes detailed operational reporting to ensure that services are reaching target audiences and are accessible to the widest possible customer group.

The aim of this policy is to provide an over-arching company statement on equality and diversity and ensure that employees are aware of their responsibilities with regard to equality and diversity, understand how it will affect their work and have the skills to implement the duty in their work. As a minimum this policy is designed to ensure that the Charity complies with its equality obligations under the various pieces of anti-discrimination legislation.

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# Equality and Diversity Policy

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## Equality and Diversity Policy

### 1 Introduction

- 1.1 CXK is committed to valuing diversity and eliminating discrimination, harassment and victimisation of its employees and service users.
- 1.2 This commitment underpins all of the Charity's activity and influence, and is at the heart of our delivery to a diverse range of communities and service users
- 1.3 The Charity promotes a culture that actively values difference and recognises that people from different backgrounds and experiences require access to our services. The Charity is committed to avoiding unlawful discrimination of any kind.
- 1.4 The Charity aims to be an inclusive organisation, where diversity is valued and respected
- 1.5 The Charity is committed to compliance with relevant equality legislation, the Equality Act 2010, Codes of Practice and relevant best practice guidance. This policy pursues and builds on the statutory position to ensure effective policies and practice of promoting equality.
- 1.6 The aim of this policy is to communicate the commitment of the Chief Executive, Board of Trustees and Executive Team to the promotion of equality and diversity irrespective of:
  - Gender, including gender reassignment
  - Marital or civil partnership status
  - Sex
  - Maternity and Pregnancy
  - Religion, belief or political opinion
  - Race (including colour, nationality, ethnic or national origins)
  - Disability
  - Sexual orientation
  - Age
- 1.7 The intention of this policy is to assist the Charity to put this commitment into practice. Compliance with this policy should also ensure that employees do not commit unlawful acts of discrimination. All employees are responsible for the promotion and advancement of this policy. Behaviour, actions or words that transgress this policy come within the scope of the disciplinary policy and procedures.
- 1.8 It is the Charity's duty to:
  - Eliminate unlawful discrimination, victimisation and harassment throughout our organisation.
  - Promote equality of opportunity for our employees, potential employees, service users, stakeholders and partners.
  - Where this policy refers to and applies to employees, it shall also apply to any partner or supplier working with CXK as a sub-contractor.

## **Equality and Diversity Policy**

### **2 Definitions of Equality and Diversity**

- 2.1 Equality can be described as breaking down barriers, eliminating discrimination and ensuring equal opportunity and access for all groups both in employment, and to goods and services; the basis of which is supported and protected by legislation.
- 2.2 Diversity can be described as celebrating differences and valuing everyone. Each person is an individual with visible and non-visible differences and by respecting this everyone can feel valued for their contributions which is beneficial not only for the individual but for the Charity.
- 2.3 Equality and Diversity are not inter-changeable but inter-dependent. There can be no equality of opportunity if difference is not valued and harnessed and taken account of.

### **3 CXK's Commitments to the Policy**

- 3.1 As an organisation the Charity are committed to:
  - Promote equality of opportunity for all persons.
  - Promote a good and harmonious environment in which all service users, employees and visitors are treated with respect.
  - Prevent occurrences of unlawful discrimination including direct discrimination, indirect discrimination, harassment and victimisation.
  - Fulfil all legal obligations under the equality legislation and associated codes of practice.
  - Take lawful affirmative or positive action, where appropriate.
  - Regard all breaches of this policy as misconduct which could lead to disciplinary proceedings.
  - Adhere to the Disability Confident Symbol and ensuring that the commitments outlined by this standard are adhered to through our policies and procedures.
- 3.2 The Charity values diversity and will actively pursue practices that strive to achieve a workforce that accurately reflects the customer group which it serves. In planning services the Executive Team will consult widely with all employees and pay special attention to groups whose views may be under-represented.

## Equality and Diversity Policy

### 4 Commitments as a Service Provider

4.1 The Charity will not discriminate unlawfully against service users using or seeking to use goods, facilities or services provided by the organisation.

4.2 The Charity is committed:

- To deliver services and resources that are accessible, relevant and of use to individuals accessing our services.
- To be mindful that people are different, therefore, when and how we advise our service users will also reflect that difference.
- To provide clear, meaningful information about CXK in ways that are accessible and meet the diverse needs of the Charity's communities. This includes the promotion and marketing of services.
- To monitor and evaluate services to ensure that they do not discriminate or exclude individuals from different groups.
- Monitoring and evaluation shall include at least quarterly reporting to the Executive Team & the Board in respect to service delivery data, geographic coverage & service user feedback/complaints.
- In line with Appendix 1 Equality Scheme, data considered shall include (where it is available) analysis of age, disability, gender reassignment, pregnancy/maternity, religion/belief/non-belief, sex, race & sexual orientation.
- To actively consult with different communities to ensure that services which are provided are responsive and reflect the diversity of need in our geographical area.
- To ensure that services meet best practice principles, quality assurance measures and other compulsory and desirable requirements.

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### 5 Commitments as an Employer

5.1 The Charity will avoid unlawful discrimination in all aspects of employment including recruitment, promotion, opportunities for training, pay and benefits, discipline and, selection for redundancy.

5.2 Charity is committed to:

- Ensuring person and job specifications will be limited to those requirements that are necessary for the effective performance of the job. Candidates for employment or promotion will be assessed objectively against the requirements for the job, taking account of any reasonable adjustments that may be required for candidates with a disability. Disability and personal or home commitments will not form the basis of employment decisions except where necessary.
- Considering any possible indirectly discriminatory effect of its standard working practices, including the number of hours to be worked, the times at which these are to be worked and the place at which work is to be done. When considering requests for variations to these standard working practices, the Company will refuse such requests only if it considers it has good reasons, unrelated to any prohibited grounds of discrimination, for doing so.
- Complying with its obligations in relation to statutory requests for contract variations. CXK will also make reasonable adjustments to its standard working practices to overcome barriers caused by disability.
- Encouraging work environments where all people are free from discrimination, intimidation, harassment or bullying. Any employees displaying such behaviours will be subject to disciplinary action.
- Providing an environment where employees feel welcome and safe and where their dignity is maintained and respected at all times.
- Ensuring that employees understand how valuing diversity can improve our ability to deliver better quality services and so reduce inequality.
- Providing fair access to learning and development opportunities encouraging and supporting employees in fulfilling their potential.
- Developing an effective communication strategy that actively involves and communicates our policies to all employees.
- Providing all employees with the training and development they need to enable them to achieve the organisation's goals in line with Equality and Diversity legislation and guidance.
- Providing support to any employee who may experience any form of discrimination whilst at work and take appropriate action against perpetrators or harassment, victimisation or discrimination.

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- Regularly reviewing policies to ensure they are fair and reflect best practice.
- Undertaken monitoring and evaluation to ensure the organisation complies with this policy.
- Monitoring and evaluation shall include at least quarterly reporting to the Executive Team & the Board in respect to recruitment, applications & current workforce & employee feedback/complaints.
- In line with Appendix 1 Equality Scheme, data considered shall include (where it is available) analysis of age, disability, gender reassignment, pregnancy/maternity, religion/belief/non-belief, sex, race & sexual orientation.

### 5.3 These commitments ensure that employees can:

- Through training and/or their own learning have a good working knowledge of current Equality and Diversity legislation including our general and specific duties.
- Have an awareness of the particular issues and needs service users may be facing due to their age, race, gender, disability, sexuality, religion, beliefs, life experiences and education.
- Appreciate and tolerate different perspectives, opinion and views with an ability to proactively incorporate new ideas into service delivery, avoiding stereotypical judgements.
- Manage their own emotions and personal views and act professional when representing the company.
- Do not have unrealistic expectations.
- Feel able to interact in an open and honest way with their managers
- Maintain high standards of honesty and integrity and take personal responsibility for personal performance.
- Strive to improve or meet a standard of excellence and be ready to act on opportunities as they arise.
- Challenge the beliefs of service users and partners that discriminate and harass.
- Operate a policy of zero tolerance for service users and partners who discriminate and harass.

## Equality and Diversity Policy

### 6 Duties under the Policy

6.1 It is the **general duty** of the Charity to:

- Eliminate unlawful discrimination, victimisation and harassment.
- To promote equality of opportunity within our organisation.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

6.2 Specifically this will be completed in the following manner:

- To prepare a general Equality scheme (see Appendix 1) showing how the company will meet its general and specific duties and setting out its equality objectives to gather and use information on how the company's policies and practices affect equality issues within the workforce.
- To consult stakeholders (i.e. employees, service users and others including trade unions) and take account of relevant information.
- To assess the impact of its current and proposed policies and practices on equality issues.
- To implement the actions set out in the scheme within 3 years unless it is unreasonable or impractical to do so.
- To review and report against the scheme every year.

6.3 Scope:

- Promote anti-oppressive/discriminatory practice through explicit guidance and training to all employees.
- Encourage employee participation and commitment through information and training.
- Provide better-informed decision making and policy development.
- Promote a clearer understanding of the needs of service users.
- Provide better quality services which meet varied needs.
- Target resources more effectively.
- Obtain better results and greater confidence in service based organisations.
- Promote a more effective use of talent in the workforce.



## Equality and Diversity Policy

### 7 Responsibility for Implementing the Policy

7.1 Whilst all employees of CXK have responsibility to ensure this policy is adhered to at all times certain individuals within the Organisation have additional duties under this policy

#### a) The Organisation

CXK has a duty to:

- Comply with all relevant legislation regarding equality and diversity.
- Conduct the service such that there is a culture of anti-oppressive and anti-discriminatory practice.
- Utilise current legislation and associated guidance in order to inform the future development of the service.

#### b) The Chief Executive

Has overall responsibility for maintaining an Equality and Diversity policy that adheres to current legislation, and is specifically responsible for:

- The provision of sufficient human and financial resources to ensure compliance with this policy.
- Ensuring that all employees are fully aware of their roles and responsibilities.
- Promoting equality and diversity as an important aspect of company business.
- Reporting bi-monthly to the Board or its committees on equality issues.
- Working with the Board, the Lead Trustee for Equality & Diversity & the Executive Team to implement this policy fully.

#### c) Board Members

Are responsible for:

- Setting the aims and objectives of the Equality and Diversity Policy and ratifying subsequent amendments.
- Ensuring sufficient provision of financial and human resources in order to comply with the policy.
- Nominating a lead Trustee for Equality & Diversity.

#### d) Executive Team

- Leads the operational implementation of the policy with the company.
- Ensures company Equality and Diversity training requirements are assessed and implemented.
- Advises the Chief Executive on relevant legislation affecting the company.
- Regularly checks compliance to policy standards.

#### e) HR & Training Manager

- Is responsible for updating, and reviewing bi-annually the Equality and Diversity policy.

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- Updating the Chief Executive, the Director of Finance & the rest of the Executive Team on current legislation and government guidelines.
- Acts as a key point of contact for all employees in relation to advice and support on Equality and Diversity issues.
- Acts as a key point of contact for partner agencies in relation to operational Equality and Diversity meetings and issues.
- Responsible for ensuring that all new employees, secondees, volunteers and other workers complete the Equality and Diversity eLearning modules and that existing staff repeat the eLearning once every three years.

### **f) Members of the Full Management Team**

- Ensure that Company policy and procedures for Equality and Diversity are fully implemented in their areas and access points managed by them.
- Promote a positive culture where ownership of responsibility for Equality and Diversity issues is seen as imperative.
- Communicate the CXK Equality and Diversity policy and procedures into their teams.
- Ensure compliance.

### **g) All Employees**

- Be fully trained to implement the CXK Equality and Diversity Policy.
- Undertake training to augment ownership of the policy, including action, and culture change across the organisation as a whole.

## **8 Equality and Diversity**

- 8.1 No employee will be treated less favourably or unlawfully discriminated against or suffer a detriment as a result of age, sex, disability, marital or civil partnership status, colour, race, nationality, ethnic origin, gender reassignment, religious or philosophical beliefs (or lack of belief or religion), pregnancy or maternity or sexual orientation.
- 8.2 If any employee feels that they are discriminated against, they should raise the matter with their manager or use the Grievance procedure.

## **9 Breaches of this Policy**

- 9.1 A breach of this policy by any employee may lead to disciplinary action being taken, up to and including dismissal.

## **Equality and Diversity Policy**

### **10 Associated CXK Policies**

- Professional Boundaries Policy
- Employment contract
- Maternity Policy
- Annual Leave and Public Holidays Policy
- Recruitment Policy
- Flexible Working Policy
- Dignity at Work Policy
- Whistleblowing Policy
- Supply Chain Management Policy

### **11 Relevant Legislation**

- Equality Act 2010
- Disability Discrimination Act 1995, 2005
- Human Rights Act 1998
- Race Relations (Amendment) Act 2000
- Health & Safety at Work Act 1974
- Civil Partnership Act 2004
- Equality Act 2006
- Management of Health and Safety at Work Regulations 1999
- Protection from Harassment Act 1997
- Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000
- Fixed-term Employees (Prevention of Less Favourable Treatment) Regulations 2002
- Employment Rights Act 1996

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### 12 Appendix 1: Equality Scheme and Objectives 2018 - 2020

12.1 The Charity objectives on equality demonstrate how it plans to meet the aims of the general equality duty across all of the protected characteristics.

12.2 The setting of these objectives is informed by information from consultation, feedback on services, Equality Progress Reports, analysis of data on both staff, outcomes of complaints and the results of Equality Impact Assessments.

12.3 The information gathered is key in evidencing to the Charity where it needs to focus in order to continue to improve and develop its work on equality.

### Overarching Equality Objectives

Equality duty aim	Charity objective	Action	How success will be measured
Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010	The Charity will continue to take action to prevent and address cases of discrimination, bullying and harassment including that experienced by specific groups	<p>Targeted awareness raising including training on harassment and discrimination.</p> <p>Availability of Equality and Diversity e-learning to all staff</p> <p>Monitor &amp; collate customer feedback and complaints &amp; report on progress (SLT)</p>	To aim for no proven incidences of discrimination and harassment. This will be measured through the results of appropriate surveys, consultations and analysis of complaints, with results being used to develop new objectives
<p>Advance equality of opportunity between people from different groups.</p> <ul style="list-style-type: none"> <li>Remove/minimize disadvantage</li> <li>Meet the needs of people with protected characteristics</li> <li>Encourage participation in public life</li> </ul>	The Charity will work to better understand the experiences and needs of different groups and meet the diverse needs of the workforce	<p>Consultation with employees and forums such as the Staff Welfare working group and improvement of policy and practice in relation to people with protected characteristics</p> <p>Consultation with service users to understand our practice and how it impacts on people with protected characteristics</p>	<p>Improved policies and practices will ensure that needs have been taken into account and disadvantage minimised.</p> <p>Statistics regarding complaints, feedback and service penetration to be monitored along with employee engagement survey results and exit interviews to look for positive trends &amp; development actions.</p>

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		Monthly data reporting to show service penetration by demographic, location & protected characteristic	
<p>Foster good relations between people from different groups</p> <ul style="list-style-type: none"> <li>• Tackling prejudice</li> <li>• Promoting understanding between people from different groups.</li> </ul>	<p>The Charity will provide appropriate ways of promoting good relations through dialogue, events and training/awareness raising</p>	<p>Provision of a range of tailored activities. E.g. training, awareness-raising activities, events and dialogue to encourage cohesion and promote understanding with employees &amp; among service users</p>	<p>Fewer or no complaints of disadvantage from specific groups.</p>

Characteristic	Objective/Action	Date
Age	Through monitoring of service user data & through recruitment and diversity data ensure that staff or recruits are not treated less favourably unlawfully because of their age regarding service use & employment.	Ongoing by monitoring and reporting on equality and diversity information declared by applicants at application stage and via service performance data sets
Disability	<p>Respond to issues raised by employees, service users and visitors to improve access in locations where the Charity operates.</p> <p>Monitoring of service user data &amp; through recruitment and diversity data ensure that service users, staff or recruits with a disability are not treated less favourably unlawfully because of disability regarding service use &amp; employment.</p>	Ongoing by monitoring and reporting on equality and diversity information declared by applicants at application stage and via service performance data sets
Gender Reassignment	<p>Develop a sensitive process for supporting any employees or workers who transition whilst working for the Charity to include notification of change of name and gender</p> <p>Where available monitoring of service user data &amp; through recruitment and diversity data ensure that service users, staff or recruits are not treated less favourably unlawfully because of gender reassignment regarding service use &amp; employment.</p>	Ongoing by monitoring and reporting on equality and diversity information declared by applicants at application stage and via service performance data sets

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Pregnancy and Maternity	<p>Produce guidance documents for pregnant and nursing employees to keep them fully informed of all procedures and facilities including breastfeeding, baby changing and milk storage arrangements.</p> <p>Where available monitoring of service user data &amp; through recruitment and diversity data ensure that service users, staff or recruits are not treated less favourably unlawfully because of pregnancy/maternity regarding service use &amp; employment.</p>	Ongoing by monitoring and reporting on equality and diversity information declared by applicants at application stage and via service performance data sets
Race	<p>Develop an improved process to attract a diverse workforce including supporting recruiting managers</p> <p>Monitoring of service user data &amp; through recruitment and diversity data ensure that service users, staff or recruits from different ethnic groups are not treated less favourably unlawfully because of race regarding service use &amp; employment.</p>	Ongoing by monitoring and reporting on equality and diversity information declared by applicants at application stage and via service performance data sets
Religion, Belief and non-belief	<p>Promote and celebrate the diversity of cultures, ethnicities and faiths of employees including providing rooms for prayers as needed and recognizing and accommodating where possible any time off work for religious events</p> <p>Where available monitoring of service user data &amp; through recruitment and diversity data ensure that service users, staff or recruits are not treated less favourably unlawfully because of religion, belief and non-belief regarding service use &amp; employment.</p>	Ongoing by monitoring and reporting on equality and diversity information declared by applicants at application stage and via service performance data sets
Sex	<p>Through monitoring of recruitment and diversity data ensure that employees are not treated less favourably unlawfully when applying for roles within the Charity</p> <p>Monitoring of service user data &amp; through recruitment and diversity data ensure that service users, staff or recruits of different gender are not treated less favourably unlawfully because of their sex regarding service use &amp; employment.</p>	Ongoing by monitoring and reporting on equality and diversity information declared by applicants at application stage and via service performance data sets

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Sexual Orientation	<p>Develop an effective process that enables employees to feel confident in declaring/notifying personal details in terms of sexual orientation</p> <p>Where available monitoring of service user data &amp; through recruitment and diversity data ensure that service users, staff or recruits are not treated less favourably unlawfully because of their sexual orientation regarding service use &amp; employment.</p>	Ongoing by monitoring and reporting on equality and diversity information declared by applicants at application stage and via service performance data sets
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