



Preface I

PAC-UK Equal Opportunities and Diversity Policy and Procedures

This policy extends across all that we do. Its purpose is to ensure that employees understand their obligations and assist PAC-UK in putting its commitment to equal opportunities and diversity into practice. We will ensure that staff, sessional staff, trustees, volunteers, partner agencies and service users are made aware of our policy.

1. Our Aim

PAC-UK is committed to providing services which are fair and equal to all and to ensuring that service users are treated with dignity and respect. We aim to avoid discrimination on the grounds of a protected characteristic, part time status or trade union activities.

The following are protected characteristics:

- a) Age;
- b) Disability;
- c) Gender reassignment;
- d) Marriage and civil partnership;
- e) Pregnancy and maternity;
- f) Race (including colour, nationality, and ethnic or national origin);
- g) Religion or belief;
- h) Sex;
- i) Sexual orientation.

This applies to work with clients, in the advertisement of jobs, recruitment, appointment, provision of benefits, allocation of training, promotion, disciplinary proceedings, dismissal, conditions of work, pay, giving a reference, the provision of goods or services and every other activity and/or aspect of employment.

PAC-UK has achieved an equality Award which demonstrates our commitment to the support we offer to lesbian, gay and transgender people.

Our main premises in Kentish Town, London are wheelchair accessible.

2. Our commitment

PAC-UK will ensure that:

- Staff experience fairness and equality of treatment in the workplace
- Service users receive fair and equal access to PAC-UK's services

- Staff and service users are treated with dignity and respect
- Diversity in the workplace is valued

We do not tolerate any unlawful or unfair discrimination and anyone found to be acting in a discriminatory manner may face disciplinary action which could include dismissal. Everyone has a duty to report unlawful or unfair discriminatory behaviour to a member of management. We actively promote equality of opportunity and require everyone to contribute towards achieving this objective.

We believe that treating people with dignity and respect is an important part of realising equal opportunities and diversity, and this policy should be read in conjunction with our harassment and bullying policy.

3. Types of Unlawful Discrimination

The different types of discrimination are generally defined as follows:

- Direct discrimination: where a person is treated less favourably than another because of a protected characteristic.
- Indirect discrimination: where a provision, criterion or practice is applied that is to the detriment of people who share a protected characteristic when compared with people who do not, and is not a proportionate means of achieving a legitimate aim.
- Harassment: where there is unwanted conduct in relation to a protected characteristic that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment, regardless of the intention of the perpetrator.
- Associative discrimination: where a person is directly discriminated against because of their association with another person who has a protected characteristic.
- Perceptive discrimination: where a person is directly discriminated against or harassed based on a perception that they have protected characteristic even though they do not.
- Victimisation: where a person is subjected to a detriment because they have supported or raised a complaint under the Equality Act 2010 or are suspected of doing so.

Equal Opportunities Policy

1) Service Provision

The Registered Manager/CEO will ensure that:

- In each instance of service provision, service users are provided with a clear explanation of what is involved and their informed consent is obtained to the service provision.
- Service provision is monitored and reviewed on a regular basis in order to assess whether the desired outcomes are being achieved.

Where children are involved, the service provision will seek to promote the five outcomes for children: namely that the service provided for them will result in them

being healthy; staying safe; attaining, achieving and enjoying; making a positive contribution; experiencing social and economic wellbeing.

2) Recruitment and selection

Our objective is to recruit staff best able and qualified to perform the required or anticipated tasks. We will recruit using a variety of methods, for example, advertising on our own and others' websites.

The wording of any advertisements will not place unfair restrictions or requirements on a particular group or request specific qualifications that are not necessary for the effective performance of the job. All applications will be considered on the basis of objective criteria, such as qualifications, experience and ability to do the job.

Person specifications and job descriptions will only state requirements as necessary where they are essential for the job. Account will be taken of reasonable adjustments that may be required for applicants with disabilities.

The selection processes used will measure the suitability of the applicant in terms of the requirements for the position. Selection criteria and procedures will be kept under review to ensure that individuals are selected and promoted on the basis of relevant merits and abilities.

We will endeavour through appropriate training to ensure that employees who are making selection and recruitment decisions do not discriminate, whether consciously or subconsciously, in making these decisions.

3) Training and promotion

All employees will be given equality of opportunity and will be encouraged to progress within PAC-UK.

We are committed to maintaining high standards of training and personal development strictly in the context of this policy on equal opportunities. Training will not be refused on an unlawful basis.

Any decisions concerning promotion and advancement will be made on merit and will be made within the overall framework and principles of this policy.

Equal opportunities and diversity training will be provided to all employees on an annual basis.

4) Discipline and dismissal

We aim to ensure there is no discrimination in our disciplinary or redundancy processes and will examine procedures and criteria to ensure that discrimination is not taking place. PAC-UK will regularly monitor the decisions being made.

5) Monitoring Diversity

We will maintain employment records for all employees and may review them in order to monitor the progress of this policy.

Monitoring may involve:

- a) Collecting and classifying information in relation to, for example, race, gender, disability and age of applicants and current employees.
- b) Examining, for example, race, sex, disability and age of the distribution of employees and the success rate of the applicants.
- c) Reviewing recruitment, training and promotional records of employees, the decisions reached and the reason 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 and changes will be made to this policy if necessary.

6) Equality of Access

We will ensure that there is equality of access to our services. The Registered Manager/CEO will ensure that service leaflets are reviewed regularly to update them and to ensure that the wording and/or method of distribution, in the context of equal opportunity, do not exclude or discourage users from accessing services. Through consultation with service users, we will assess our progress and review improvements. The use of the "Comments, Compliments and Complaints" leaflet will be encouraged by all staff.

7) Partnership

We seek to work in partnership with all service users and invite them to provide feedback on our services on a regular basis. We seek also to join with our partners in maximising our energies and potential to provide the highest quality of service.

8) Anti-discriminatory Services

We will be sensitive to the needs of our service users in delivering services. All staff will challenge discrimination or oppression, however it is expressed. We will support each other, our service users, volunteers and supporters in finding a voice and expressing opinions about PAC-UK. We will take positive action to redress the balance for those who experience or are vulnerable to discrimination.

9) Promoting Respect, Fairness and Dignity

PAC-UK will treat all people fairly, equitably and with respect and dignity and welcome their unique contribution. We will consult whenever possible with all relevant parties and take whatever steps are necessary to enable them to express their opinion. We will value their opinions and their individuality. We will seek to maximise the potential of everyone, whether as an individual or as part of a group, to make a contribution to our policies, work practices and procedures.

We seek to promote an environment where all forms of discrimination and/or oppression are known to be unacceptable. We will take positive action to challenge and

refute any word or action that is discriminatory or contrary to this policy. We will support our workforce in developing their full potential and will seek every means at our disposal to do the same for our service users.

Equal Opportunities Procedure

1. All staff will immediately challenge any language, action or material that is discriminatory and will draw it to the attention of the Registered Manager/CEO.
2. Applicants seeking employment in our organisation are encouraged to complete our Equal Opportunities Monitoring forms, which enable us to examine the effectiveness of our recruitment procedures in attracting different minority groups to apply for vacant posts.
5. Services will be monitored through service user evaluations to determine their effectiveness for addressing the needs of service users, including those relating to the nine 'protected characteristics', in order to inform future policies and services.
7. The organisation at every level will always consider the use of appropriate support services to meet individual needs.
8. The managers of the organisation will seek to promote access to the service for all people with a disabling condition and inform the trustees of any actions that need to be taken on a permanent basis to provide such access.
9. All staff will promote positive images of black and minority ethnic groups.
10. Religious practices will be taken account of by managers when planning service delivery.
11. The Registered Manager/CEO will ensure that, where the methods of communication currently available are inadequate to meet an individual's needs, an alternative is speedily found.
12. All staff involved in meetings will ensure that minority issues are heard and considered by the meeting.
13. All reports will address, as appropriate, any issues regarding inequality, whether experienced through direct, associate, indirect, institutional or any other kind of discrimination (see page 1).
14. The Registered Manager/CEO will seek to keep all staff and volunteers updated in awareness training and will ensure that equality areas are incorporated into regular supervision sessions.

This policy and employees

Employees are required to assist PAC-UK in meeting its commitment under this policy and to avoid unlawful discrimination. Failure to do so may lead to disciplinary action, and serious acts of discrimination may lead to dismissal without notice for gross misconduct. Serious acts of harassment might also be considered to be a criminal offence.

If staff feel or consider that they have been treated less favourably or placed at a disadvantage on the basis of the above, they must inform their Line Manager or, if the complaint relates to the person's Line Manager, their Line Manager's superior, so that the issue can be investigated and resolved. All complaints in relation to discrimination will be sensitively but thoroughly investigated.

PAC-UK will take any complaint made under this policy seriously, and staff will not be penalised for raising a complaint, even if their complaint is not upheld, unless it is both untrue and made in bad faith.

Staff who have a disability for the purposes of the Equality Act must let their Line Manager know so that reasonable adjustments can be considered.

Review

This policy will be reviewed on an annual basis.