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## **EQUALITY AND DIVERSITY POLICY AND PROCEDURE**

### **1.0 GENERAL STATEMENT**

Richmond Borough Mind (RB Mind) is committed to achieving equal opportunities in employment and in the services it provides and aspires to greater diversity in order to reflect the community we serve and aims to ensure that our Trustees, services and practices truly reflect differing and local needs. We aim to combat social exclusion of marginalised people in the community.

The Equalities Act of 2010, summarised 9 protected characteristics. No user of RB Mind's services; employee, volunteer, applicant for a job or appointment as a volunteer or trustee should receive less favourable treatment because of a protected characteristic. These are as follow;

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion or belief
8. Sex
9. Sexual orientation

The 2010 Act also names six different types of discrimination. These are:

1. Direct discrimination - where someone is treated less favourably than another person because of a protected characteristic
2. Associative discrimination - this is direct discrimination against someone because they are associated with another person who possesses a protected characteristic
3. Discrimination by perception - this is direct discrimination against someone because others think that they possess a particular protected characteristic. They do not necessarily have to possess the characteristic, just be perceived to.
4. Indirect discrimination - this can occur when you have a rule or policy that applies to everyone but disadvantages a person with a particular protected characteristic
5. Harassment - this is behaviour that is deemed offensive by the recipient. Someone can also complain about a behaviour they find offensive even if it is not directed at them.
6. Victimisation - this occurs when someone is treated badly because they have made or supported a complaint or grievance under this legislation

As an employer and provider of services to the community, RB Mind accepts a responsibility to promote equal opportunities and challenge discrimination wherever it occurs. It is the responsibility of all trustees, staff, volunteers and service users to ensure that no service user, volunteer or employee receives less favourable treatment than any other on the grounds stated above.

RB Mind recognises that some service users may, because of their illness, say or do things which are unacceptable and incompatible with this policy. We will do all we can to challenge such behaviour. In cases where intervention is possible an approach will be adopted which aims to alter attitudes and behaviour while maintaining support for the service user.

This document sets out policies and action which follow from this commitment. It will be brought to the attention of all trustees, employees, carers, volunteers and service users.

## **2.0 RESPONSIBILITY**

The Trustees of RB Mind have overall responsibility for the operation of this policy, but all employees, volunteers and service users have a responsibility, as part of their involvement with RB Mind, to do all they can to ensure it works in practice.

## **3.0 SERVICE DELIVERY**

RB Mind believes that positive steps will be needed in the endeavour to:

- Encourage disadvantaged or under-represented groups to make use of its services
- Recognise and develop potential which has not shown itself because of past discrimination and disadvantage

## **4.0 PHYSICAL ACCESS**

Where feasible, services will be provided in spaces which are accessible for those with a physical disability, especially those in wheelchairs. Where access is not possible, efforts will be made to ensure that the person concerned is not excluded from activities or can access them elsewhere.

## **5.0 USE OF LANGUAGE**

Staff, volunteers and service users will avoid and challenge the use of language which in any way belittles people due to a protected characteristic.

Where the language used has a personal impact on others and it has been made clear to the person concerned that their use of such language is unwelcome and/or hurtful or offensive, disciplinary action will be taken.

## **6.0 SEXUAL HARASSMENT**

No member of staff, volunteer or service user should be subject to sexual harassment – i.e. unwanted behaviour of a sexual nature involving verbal sexual abuse, physical contact or repeated remarks which an individual finds offensive.

If it has been made clear to the person concerned that their behaviour is unwelcome and they persist with it, then the recipient of the behaviour will be entitled to make a formal complaint and disciplinary action will be taken.

## **7.0 RECRUITMENT**

Recruitment procedures will encourage all sections of the community to apply, with the aim of having a workforce and trustee body reflecting the composition of the local community.

All appropriate opportunities will be taken in advertising or application packs to make it clear that RB Mind seeks to be an effective equal opportunities employer, and that life experience as well as formal qualifications and work experience is valid.

RB mind will collect anonymous data from job applicants regarding their equalities data, and will review these every 6 months to review whether we are receiving applications from all sections of the community, and if changes are needed to our job advertising.

Job descriptions, person specifications and application forms will reflect only the requirements of the job.

No applicant will be treated less favourably than any other in the whole recruitment process based upon a protected characteristic.

Requests for job-sharing or part-time working to meet domestic needs will be sympathetically considered, subject to operational requirements and will not be tainted by the applicant having one or more protected characteristic.

RB Mind is also committed to the Recruitment of ex-offenders.

## **8.0 SUPPORT & TRAINING**

It is mandatory for all members of staff to participate in equalities training as part of their induction and read the equality and diversity policy.

RB Mind will seek to support its staff and volunteers in the operation of this policy through supervision, training and monitoring

## **9.0 COMPLAINTS**

If any service user, volunteer, employee or job applicant feels that they have been or are being discriminated against in any way they are entitled to pursue the matter as a formal complaint.

All instances or complaints of discriminatory behaviour will be treated seriously.

Complaints or allegations of an unfounded or malicious nature will also be treated as serious and may involve use of the disciplinary procedure.

## **10.0 MONITORING**

Monitoring of equalities data will be done on a regular basis of at least every 6-months. This includes

- The office manager will monitor and interrogate equalities data on recruitment and where necessary adapt processes to ensure equal opportunities
- The volunteer coordinator will monitor and interrogate volunteer recruitment data and where necessary adapt processes to ensure equal opportunities
- Service leads will monitor interrogate equalities data of their service users and where necessary adapt processes to ensure equal opportunities
- Equalities data will be submitted to the governance and quality committee twice a year

In order to monitor this data there is a list of the borough's profile of protected characteristics in appendix A

The CEO will bring to the attention of the Trustees any complaint of discrimination, harassment or other unacceptable behaviour, with the results of investigation and outcome. The CEO will also recommend and discuss with the Trustees or Personnel Committee action to implement and further the aims of this policy.

**RB Mind will review its performance under this policy at 6-monthly intervals**

## Appendix A

### Richmond Borough profile of protected characteristics from 2011 census

#### 1. Age

0-4	7.5%
5-9	5.9%
10-14	5.2%
15-19	4.9%
20-24	4.9%
25-29	6.7%
30-34	8.6%
35-39	9.3%
40-44	8.5%
45-49	7.8%
50-54	6.3%
55-59	5.4%
60-64	5.4%
65-69	4.0%
70-74	3.0%
75-79	2.4%
80-84	2.0%
85+	2.1

#### 2. Disability

11.5% of people in Richmond report some form of disability or health problem that affects their day-to-day activities a lot or a little

#### 3. Gender reassignment

Less than 0.001%

#### 4. Marriage and civil partnership

Status	% of 16+ population
Married	47
Single	37
Divorced	8
Widowed	5

Separated	2
Civil partnership	0.4

## 5. Pregnancy and maternity

An annual conception rate of 8.5 % of childbearing age (15-44 years)

## 6. Race

Broad Ethnic Group	%	Specific Ethnic Group	%
White	86.0%	English/Welsh/Scottish/ Northern Irish/British	71.4%
		Irish	2.5%
		Gypsy or Irish Traveller	0.1%
		Other White	11.9%
Mixed/multiple ethnic group	3.6%	White and Black Caribbean	0.7%
		White and Black African	0.4%
		White and Asian	1.5%
		Other Mixed	1.0%
Asian/Asian British	7.3%	Indian	2.8%
		Pakistani	0.6%
		Bangladeshi	0.5%
		Chinese	0.9%
		Other Asian	2.5%
Black: African/ Caribbean/Black British	1.5%	African	0.9%
		Caribbean	0.4%
		Other Black	0.2%
Other ethnic group	1.6%	Arab	0.6%
		Any other ethnic group	1.0

## 7. Religion or belief

Religion/belief	%
Christian	55.3
No religion	28.4
Muslim	3.3
Hindu	1.6
Jewish	0.8
Sikh	0.8
Other	0.4
None stated	8.2

## 8. Gender

Men 49% and women 51%

## 9. Sexual orientation

There is a lack of data on sexual orientation in Richmond (<https://www.datarich.info/jsna/groups-and-communities/equalities/sexual-orientation>) but estimates suggest 5% of the population are from the LGBT community