

<p>TITLE</p>	<p>EQUALITY & DIVERSITY</p> <p>This Policy can be made available in large print, on CD and be translated into another language upon request</p>
<p>1. Scope</p>	<p>Abbeyfield Oxford Society is proud to be a diverse organisation and seeks to promote the values of Openness, Respect, Honesty and Caring for all in order to achieve our mission to enhance the quality of life of older people.</p> <p>This Policy sets out Abbeyfield's approach to working towards ensuring Equality and Diversity (E&D) in all areas of the organisation and therefore, ensuring the Abbeyfield mission and values are achieved.</p> <p>The aim of this Policy is to:</p> <ul style="list-style-type: none"> ▪ Support and promote Abbeyfield's mission and values ▪ Ensure that all individuals are clear about their responsibility in supporting, promoting and protecting Abbeyfield's commitment to E&D. ▪ Prevent discrimination occurring in any aspect of our work, recognising the needs of individuals and to treat each person with dignity and respect. <p>In this regard, it is not just a document to read but a set of principles and an ethos which everybody should support, appreciate and adhere to everyday.</p> <p>This Policy applies across this society and to all current and potential residents, their relatives and advocates, employees, volunteers, contractors and all other third parties.</p> <p>An Equality and Diversity Policy Statement specifically for Residents and Applicants is also available.</p>
<p>2. Definitions</p>	<p>Equality is the creation of greater balance and the elimination of imbalance in delivering services, employment and training.</p> <p>Diversity is an inclusive approach to the delivery of services and employment, accepting that each individual is unique and has</p>

	<p>something to offer.</p> <p>It is vitally important that each and every one of us commits to supporting and promoting the concepts and values of Equality and Diversity. What this means in practice is that we all live and work in ways which uphold the following values:</p> <ul style="list-style-type: none"> • OPENNESS means that as an organisation we encourage and support new ideas from our residents, volunteers and staff, and by learning through discussion we appreciate each others differences and will adopt suggestions which improve the service that Abbeyfield provides. We will be open to change, and will seize opportunities that allow us to continue working towards our mission. • RESPECT is something we understand we have to earn. We earn it not only by valuing each other as individuals, and valuing each others views, beliefs and background, but also by working hard to develop relationships with our residents, volunteers, staff and the communities in which we operate. We act in a respectful way towards each other; honouring the commitments and promises we have made to each other. • HONESTY means that we will each work in an ethical way. As individuals we will each lead by example in order that residents, volunteers, and staff will have confidence in the integrity of Abbeyfield. • CARING means that the wellbeing of our residents is central to everything we do, and that every individual will be treated with dignity and respect. It also embraces our volunteers and staff, and by learning and supporting each other, Abbeyfield will be an organisation where people can grow and find fulfillment.
<p>3. Roles and Responsibilities</p>	<p>Everyone involved with Abbeyfield Oxford Society is expected to value and celebrate the diversity brought to the organisation and everyone has a responsibility to follow, implement and uphold our values and the principles of Equality and Diversity.</p> <p>3.1. Executive Committee</p> <p>The Executive Committee is responsible for:</p>

- Establishing and managing Abbeyfield Oxford Society's operations in accordance with its E&D Policy, Strategy and Action Plan.
- Building and supporting an environment and culture in which all staff are encouraged to adhere to the principles of E&D
- Ensuring the objectives and actions in the E&D Strategy are achieved
- Monitoring E&D practice including resident and other customer applications, volunteer and staff recruitment, composition of current residents & other customers groups, composition of volunteer and staff groups.
- Reviewing and implementing legal, regulatory and good practice guidance on E&D.

3.2. House Manager

All managers are responsible for upholding Abbeyfield's Values and working in a way which sets an example to staff and ensuring that each member of their team does the same, specifically:

- Ensuring that their team members know and understand the standards and types of behaviour expected from them
- Proactively building an environment where staff and volunteers can work in a way which ensures Abbeyfield's values and the principles of E&D are upheld
- Acting proactively, consistently and fairly to prevent and address any breach of these values and principles
- Treating all members of their team with equal respect and fairness
- Support and implement where appropriate actions needed to ensure the aims of the E&D Strategy are achieved

3.3. Staff and volunteers

All staff and volunteers are responsible for:

- Taking responsibility for their own behaviour and working in such a way as to ensure the values and principles of E&D are consistently upheld
- Respecting all colleagues, managers, people we support and other third parties
- Ensuring that their behaviour is not offensive, directly or indirectly, to others

	<ul style="list-style-type: none"> ▪ To bring incidents which breach the Values or principles of E&D to the attention of their line manager or volunteer support immediately ▪ To support any individual who has reported such breaches ▪ Support and implement where appropriate actions needed to ensure the aims of the E&D Strategy are achieved <p>3.4. The Executive Committee will</p> <p>Take an active lead role to shape action carried out in this area and will also specifically be responsible for:</p> <ul style="list-style-type: none"> ▪ Ensuring the aims, objectives and actions in the E&D Strategy are consistently achieved ▪ Reviewing all policies, procedures and employment practices (including recruitment, selection and training) to minimise the opportunity for discrimination – direct or indirect ▪ Providing advice and guidance to managers, employees and volunteers to support them in achieving the Values, principles of E&D and the aims of the E&D Strategy
<p>4. Abbeyfield's Commitment</p>	<p>4.1. Commitment Statement</p> <p>Abbeyfield Oxford Society is committed to fair and equal treatment for all people regardless of race, colour, ethnic origin, appearance, creed, gender, disability, age, religion, nationality, class, current health or history, marital status or sexual orientation.</p> <p>It recognises and values individual, cultural, social and ethnic diversity. This commitment embraces current and potential residents and other customers, relatives, advocates and other representatives, volunteers, staff and the wider community.</p> <p>Abbeyfield commits to:</p> <ul style="list-style-type: none"> ▪ Ensuring that equality and effective management of diversity are at the core of our organisation. ▪ Generating targets to deliver services that are both responsive to the needs of communities and individuals and promote social inclusion. ▪ Developing and delivering services that are increasingly

accessible and responsive to our residents and the communities in which we live and work.

- Listening to our residents and involving them in the development of services that recognise and value diversity.
- Equality of opportunity in employment to achieve a diverse workforce reflecting the communities in which we work.
- Ensuring that all Abbeyfield employees are provided with the training and development they need to embed equality and diversity in our day to day work.
- Oppose and challenge any form of discrimination.

4.2. Turning Commitments into Reality

Abbeyfield turns these commitments into reality in the following ways:

4.2.1. Leadership from the Executive Committee (Board)

- The Board establishes and governs Abbeyfield Oxford Society's operations in accordance with its E&D Policy, Strategy and Action Plan.
- The Board has a scheduled programme and established practice of adoption and review of policies to ensure they reflect Abbeyfield commitment to E&D.
- The commitment to E&D is represented in the available formats and contents of all publications approved by the Board for internal and external use.
- The Board commissions, reviews and agrees annual Equality Impact Assessments (EIA).
- The Board commissions, reviews and agrees EIA on all proposed developments.
- The composition of the Board reflects the communities Abbeyfield Oxford Society serves and seeks to serve.

	<ul style="list-style-type: none"> ▪ The Board reviews and implements legal, regulatory and good practice guidance on E&D. ▪ The Board has a designated E&D Champion ▪ The Board members participate in regular training in E&D. ▪ The Board sets a reporting framework for and receive regular statistical updates on E&D practice including resident and other customer applications, volunteer and staff recruitment, composition of current residents & other customers groups, composition of volunteer and staff groups. ▪ The Board reports to regulators on its E&D performance. <p>4.2.2. Communicating with residents, other customers, staff and volunteers</p> <ul style="list-style-type: none"> ▪ Abbeyfield holds information on the preferred communication method of each resident, where the individual has chosen to provide this information and operates in accordance with this. ▪ Abbeyfield has access to translation and interpretation services which it promotes to residents and other customers. ▪ Abbeyfield communicates its values and E&D practice with all residents, other customers, staff and volunteers. <p>4.2.3 Provision of services that are based on individual needs and preferences.</p> <ul style="list-style-type: none"> ▪ All residents or other customers receive services based on their identified and agreed needs. These needs and preferences are identified through assessment prior to receiving the service and are then updated through plans Support Plans ▪ Residents' personal profile information records relevant information on their personal, social and cultural identity and preferences so services can respond to this. ▪ Services are responsive to individual needs and views are
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	<p>sought through Support Plan reviews as well as Annual resident surveys.</p> <ul style="list-style-type: none"> ▪ Surveys and consultations offer residents and other customers the opportunity to comment on the services and support they receive. ▪ Individual and overall services are developed and improved in response to resident and other customer feedback ▪ Aids and adaptations are introduced in properties in response to current and potential need. ▪ Abbeyfield Oxford Society's commitment to E&D is set out in the Residents Handbook and Residents Tenancy Agreements <p>4.2.4. Monitoring services to ensure they meet diverse individual needs.</p> <p>Abbeyfield monitors the delivery of fair services to a diverse group of residents and other customers through:</p> <ul style="list-style-type: none"> ▪ support plans ▪ the monitoring role of regional officers & managers ▪ residents meetings (individual and group) ▪ compliance with external standards and regulations. <p>4.2.5. Good Equality and Diversity Practice in the recruitment, management and retention of staff.</p> <ul style="list-style-type: none"> ▪ The language and placement of recruitment material invites and encourages applications from all sections of the community. ▪ Recruitment from under-represented groups is particularly encouraged. ▪ Wherever possible, all vacancies are advertised simultaneously internally and externally. Exceptions to this to include where an internal appointment needs to take place to achieve a budget saving, or to redeploy an employee into a more suitable post. ▪ All recruitment material and recruitment practice is
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	<p>consistent with good E&D practice and in line with Abbeyfield Oxford Society's Recruitment and Selection Policy and Procedure</p> <ul style="list-style-type: none"> ▪ Applicants are shortlisted, interviewed and recruited only on the basis of how well they meet clearly defined criteria as listed in the Person Specification for each role within Abbeyfield ▪ Abbeyfield's approach, ethos and standards with regards to E&D are included in all corporate induction for employees and volunteers. ▪ All employees are afforded equal access to training, development and promotion opportunities. ▪ Staff training needs are identified through performance reviews and recorded in personal learning plans. ▪ All staff will receive E&D specific training ▪ Information on sex, disability, ethnicity and age will be monitored for job applicants to ensure equality of opportunity throughout the recruitment process ▪ Key Performance Indicators (KPIs) on sex, disability, ethnicity and age will be established and targets set to monitor equality and diversity in training, internal promotion and retention. <p>4.2.6. Good Equality & Diversity Practice in Volunteer recruitment and retention.</p> <ul style="list-style-type: none"> ▪ The activities undertaken, language and placement involved in volunteer recruitment invite and encourage interest and involvement from all sections of the community. ▪ The Volunteer Agreement includes a clear commitment to the values (including E&D) and commits the volunteer to work in accordance with these. ▪ New Volunteers receive a full introduction to the values of Abbeyfield including E&D.
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	<ul style="list-style-type: none"> ▪ Volunteers have access to Abbeyfields' policies and guidance on values and access to E&D training that to meet individual and organisational need. ▪ Volunteers are encouraged to identify specific diversity opportunities in their local community and suggest ways Abbeyfield can respond to these. <p>4.2.7. Ensuring that the views of the diverse individuals and communities Abbeyfield Oxford Society serves and seeks to serve, influence provision of services.</p> <ul style="list-style-type: none"> ▪ Abbeyfield seeks the views of current residents and other customers on E&D issues through annual surveys, residents meetings, support plans and informal discussions. ▪ Abbeyfield employs a range of appropriate methods both nationally and locally to gain the views of the diverse communities it seeks to serve. ▪ Residents and other customer's views are welcomed and sought on E&D <p>4.2.8. Work in partnership with other organisations and individuals who share Abbeyfields' commitment to Equality & Diversity.</p> <ul style="list-style-type: none"> ▪ Work in partnership with local Interfaith Councils ▪ Partner organisations or individuals who have a strong and complementary commitment to E&D. ▪ Welcome feedback from individuals and organisations and put into action wherever appropriate <p>4.2.9. Operate a strong commitment to anti-harassment</p> <ul style="list-style-type: none"> ▪ Abbeyfield has a zero tolerance approach to harassment of residents, other customers, volunteers, staff, visitors and partners. ▪ Any accusation of harassment by staff, volunteers, residents or other customers will be properly and thoroughly investigated in accordance with Abbeyfields'
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	<p>Anti-harassment policy and procedure.</p> <ul style="list-style-type: none"> ▪ Full fair support will be given to individuals concerned during the investigation and (as appropriate) following the conclusion
<p>6. Legal and regulatory framework</p>	<p>The relevant statutory requirements are contained in:</p> <ul style="list-style-type: none"> ▪ Equal Pay Act 1970 ▪ Rehabilitation of Offenders Act 1974 ▪ Sex Discrimination Act 1975 ▪ Race Relations Act 1976 ▪ Disability Discrimination Act 1995 ▪ Protection from Harassment Act 1997 ▪ Human Rights Act 1998 ▪ Race Relations (Amendment) Act 2000 ▪ The Employment Equality (Sexual Orientation) Regulations 2003 ▪ The Employment Equality (Religion or Belief) Regulations 2003 ▪ The Employment Equality (Age) Regulations 2006 <p>Abbeyfield will abide by these Acts and Regulations and any subsequent amendments or additions. It will also comply with the requirements of:</p> <ul style="list-style-type: none"> ▪ The TSA's Regulatory Code and Guidance relating to race equality and equal opportunities ▪ The CSCI Equality and Diversity Strategy 2006. ▪ The Race Equality Code of Practice for Housing Associations ▪ The CRE Code of Practice in Rented Housing and Employment ▪ The Equal Opportunities Commission Code of Practice for Employment ▪ The Respect Standard
<p>8. Review</p>	<p>Policy last reviewed: May 2012 Review date: May 2014</p>