



# CARERS OF EPSOM

## Equality and Diversity Policy

Equality and diversity are central to the work of our organization.

We will treat all people with dignity and respect, valuing the diversity of all.

We will promote equality of opportunity and diversity.

We will eliminate all forms of discrimination in service delivery, employment, and in working with partner organisations, whether on grounds of race, gender, caring responsibilities, disability, gender re-assignment, age, social class, sexual orientation and religion or belief.

### ***Aims***

We aim to:

- Provide services that are accessible according to need
- Promote equality of opportunity and diversity in employment and development

### ***Objectives***

- We will regularly evaluate and continually improve our services to ensure equality and diversity principles and best practice are embedded in our performance to meet the needs of Carers
- We will strive to provide accessible and relevant service provision that responds to Carers' needs.
- We will ensure as far as possible that our workforce is representative of the community we serve and that our employment policies are fair and robust
- We will respond to our employees' needs and encourage employee development to increase their contribution to effective service delivery
- We will recognize and value the different individual contributions that people make to the organisation
- We will challenge discrimination

## ***Responsibilities***

The Trustee Board of Directors has overall responsibility for the ownership and direction of this policy.

The Senior Carer Support Worker has overall managerial responsibility for the direction of the policy, its implementation and delivery.

Every employee must read, understand and implement this policy through their work and actions - supported by team discussion and training, and take personal responsibility to implement and promote this policy in day-to-day dealings with customers, partners and each other.

## ***Action and Evaluation***

Equality and diversity do not stand alone - rather they must be integrated into everything we do to improve services.

- We are committed to providing information and services that are accessible to all Carers who need them. We will constantly review our services to make sure they meet the differing needs of Carers in all sectors of our community.
- We will consult with different groups of the community to promote our services and understand service needs.
- We will provide a safe and accessible environment for consultation with
- individuals and groups.
- We will monitor and analyse services to ensure they are free from all forms of discrimination, and report progress to the Board on a regular basis.

### **Employment Policies, Employee Development and Communication**

- We will develop and adopt fair employment policies and practices and an equal pay policy.
- We will ensure that we operate non-discriminatory practices in recruitment and employment.
- We will include all employees in communications irrespective of their place or hours of work.

This policy is to be issued to all employees and our equality and diversity policy statement will be provided to all job applicants..

## ***Complaints***

We acknowledge that people have the right to complain about either the service they have received from us, or their experience in the workplace. We have a complaints procedure for service users and a grievance procedure for employees.

We take all complaints seriously. Management will take appropriate action against those found to be in breach of the policy. Employees found to be in breach of this policy may be liable to disciplinary action including dismissal.

## ***Language***

We will respect difference and recognise that prejudice and discrimination can be reinforced by the use of inappropriate language. We will not tolerate making fun of, labelling or patronising people through the language we use or the accent or dialect they have.

We will provide services through language that is clear, inclusive and accessible.

## **Why Have This Policy?**

As a provider of local services we must reflect the needs of our service users. We have this policy because we are a people-led organisation that must always ensure we meet the needs of the community we serve through fair and appropriate employment and development of the people who work for us. We recognise, respect and value diversity in our employees. We see this as a strength, both for individual employees and for the organisation.

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| This policy was endorsed by the Trustee Board of Directors on 18 September 2008 |
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