

Document Name: **Equality, Diversity and Inclusion Policy**

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1. ORGANISATION

1.1. Details of the organisation covered by this policy:

Name: inHope (Trading name of inHope (Bristol) Limited)
Registered Address: 32 Stapleton Road, Easton, Bristol, BS5 0QY
Telephone No.: 0117 330 1230
E-mail: admin@inhope.uk
Charity Registration: 298528
Company Registration: 02214814

1.2. The range of activities undertaken by the projects of inHope are described on the website (<https://inhope.uk/our-projects/>).

2. COMMITMENT

InHope is an equal opportunity employer. We are committed to ensuring within the framework of the law, that our workplace is free from unlawful discrimination on the grounds of race, religion or belief, sex, sexual orientation, gender reassignment, age, marital status, disability, pregnancy or maternity. These are characteristics which are protected under the 2010 Equalities Act.

InHope aims to ensure that our employees achieve their full potential, and that all employment decisions are taken without reference to irrelevant or discriminatory criteria.

InHope acknowledges that the client group we work with are vulnerable in a number of ways and face disadvantage and discrimination that prevent them from achieving their full potential.

Discrimination may take many forms, including:

- Direct discrimination – treating somebody less favourably because of a protected characteristic;
- Indirect discrimination – treating a group of people in the same way, but in a way that adversely affects those with a protected characteristic;
- Victimisation – treating someone less favourably because they have alleged discrimination or asserted their right not to be discriminated against because of a protected characteristic;
- Harassment/bullying - unwanted conduct, related to a protected characteristic, which has the purpose or effect of creating an intimidating, hostile, degrading, humiliating or offensive environment for someone or violating their dignity;

- Discrimination arising from disability – the unfavourable treatment of a disabled person because of something arising in consequence of their disability;
- The failure of an employer to make reasonable adjustments;
- Unconscious bias which refers to the associations between social categories (including the protected characteristics) and various qualities that people may be unaware of.

InHope will seek to ensure that our services and resources are relevant to all members and service users and are perceived by them as being so. InHope aims to challenge all unfair discrimination that it encounters.

InHope has adopted this Equality, Diversity and Inclusion Policy as a means of helping to ensure that no beneficiary, member, trustee, applicant, employee, worker or volunteer is discriminated against either directly or indirectly on the grounds above.

Ultimate responsibility for the implementation of this policy lies with the CEO, who shall report on its effectiveness to the Trustee Board.

All members, trustees, employees and volunteers must adhere to this policy and have a duty to apply it in the course of their day-to-day work in all aspects of the charity's activities.

The principles set out in this policy apply in the workplace and outside the workplace in a work-related context, such as on business trips, beneficiary or supporter events or work-related social events and at any time while a member of staff, trustee or volunteer is representing the charity.

Breach of this policy is potentially a serious disciplinary matter. Anyone who believes that he or she may have been disadvantaged on discriminatory grounds is entitled to raise the matter through the grievance procedure.

InHope will not tolerate behaviour that goes against this policy or its ethos and values. Where there is an alleged breach of this policy, a thorough investigation will be carried out and disciplinary procedures followed. Disciplinary action will be taken against any employee who is found to have breached this policy. Serious breaches of this policy, acts of unlawful discrimination and serious incidents of harassment and bullying will be treated as gross misconduct.

3. AIM

The purpose of this policy is to set out the duties and responsibilities of staff, volunteers and trustees working on behalf of the organisation in relation to equality and diversity.

4. EQUALITY AND INHOPE'S CHRISTIAN ETHOS

InHope has two charitable objects: The advancement of the Christian religion and the prevention or relief of poverty and sickness of individuals in need, including those who are hungry, homeless or in distress, through the provision of food, financial, practical and employability support, shelter, accommodation or housing.

The advancement of the Christian religion is a central tenet of inHope's identity as set out in the charity's Statement of Faith (CCM DO54) and Ethos Statement (CCM D101) which recognise the dignity of all people, made in God's image. InHope's services are therefore available to all people and are not restricted to those who profess a Christian faith. InHope does not force any teaching on anyone but would invite all to take part in opportunities to explore the Christian faith.

Some staff posts include specific requirements to teach and counsel. For all staff members, there are ways in which faith underpins all inHope's activities. Staff are expected to take part in staff meetings, which include prayer and worship. Staff roles include giving Christian pastoral care to colleagues, inclusive of volunteers, and beneficiaries. There is therefore an Occupational Requirement for all staff members to have a personal Christian Faith, in line with inHope's Statement of Faith.

5. EMPLOYERS RESPONSIBILITIES

InHope will:

- Communicate this policy to all staff, trustees, volunteers, and members through the use of handbooks, the staff induction checklist, policies, notice boards, circulars, written notification to individual employees or other methods of communication as appropriate. The policy will always be available in the office policies folder and on the shared drive.
- Discuss and, where appropriate, agree with staff any proposed changes in the policy's contents and implementation.
- Make this policy known to all job applicants.
- Ensure that disciplinary and grievance procedures incorporate principles of equal opportunity and non-discrimination.

- Annually examine existing procedures as part of the Trustee's annual review of policies. This will include recruitment practices, appeals processes and terms and conditions of employment. These will be changed where they are actually or potentially discriminatory.
- Actively seek to keep up to date and within the law. The Volunteer Manager will be tasked with ensuring that they remain up to date using resources such as NCVO/Voscur websites and external advisors, and report to the Senior Management Team and the Trustees via the CEO. The same manager will be responsible for updating this policy accordingly.
- Provide equality and diversity training and guidance for staff at induction and throughout their employment, to enable them to work in compliance with this policy. Specific training for relevant decision makers, including members of the Board of Trustees will be provided where appropriate.
- Provide training for staff where particular personal needs are identified to ensure that all staff can flourish in their role and access opportunities for personal and career development.
- Provide support for staff through line-management and colleagues. Where necessary, inHope will make funds available from the staff development/training budget to allow for supervision to be obtained from other agencies or individuals.
- NOT treat any employee less favourably because:
 - They work part-time, or on a fixed term basis;
 - Of their socio/economic background;
 - They are (or are not) a member of a trade union;
 - Because of their caring responsibilities.
- Attempt, where resources permit, to accommodate the needs of staff members whose family or social circumstances have changed and where they may need to change the conditions of their work.
- Regularly monitor the application of the policy, through feedback from service users (including forums), volunteers and staff.
- Report to inHope Trustees on an annual basis, reviewing progress in adopting the policy and on any necessary changes.

6. RECRUITMENT AND SELECTION

InHope aims to recruit trustees, staff and volunteers best able to carry out the duties in their role definition, be they practical, pastoral or both. Recruitment and employment decisions will be made on the basis of fair and objective criteria.

The requirements of job applicants and existing members of staff who have a disability will be reviewed, to ensure that wherever possible reasonable adjustments are made to enable them to enter into or remain in employment with us. Promotion opportunities, benefits and facilities or employment will not be unreasonably limited and every reasonable effort will be made to ensure that disabled staff participate fully in the workplace.

Person and job specifications will be limited to those requirements which are necessary for the effective performance of the job. There is an Occupational Requirement for all staff members to have a personal Christian Faith, in line with inHope's Statement of Faith.

InHope will adopt a consistent, non-discriminatory approach to the advertising of vacancies. We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.

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

All employees and trustees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the role requirements and do not unlawfully discriminate. Short listing and interviewing will be carried out by more than one person.

Interviews will be conducted on an objective basis and personal or home commitments will not form the basis of employment decisions, except where necessary.

Interview questions will be related to the requirements of the role and will not be of a discriminatory nature.

We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the role.

Job applicants are invited to complete a Confidential Diversity Monitoring form, which is held confidentially by the HR function of inHope.

7. SERVICE PROVISION

InHope will continue to remain responsive to changing client needs and will ensure that service users receive equitable treatment regardless of individual heritage, beliefs, circumstances, preference or any other inappropriate distinction.

InHope will work actively towards ensuring that services and resources are relevant and accessible to all members, service users and volunteers. Project Staff will examine each area of work to determine whether:

- The service is offered in an accessible and relevant way;
- Alternative methods would be more appropriate;
- Additional services should be developed;
- There are any practices/procedures which are discriminatory.

Feedback on services will be proactively sought by staff through a range of methods, including service-user forums and anecdotal feedback.

All written resources for groups and individuals produced by inHope, including leaflets, posters, the website and course materials will reflect the mixed community within which we work. Stereotyped images of particular groups will not be reinforced. All trustees, employees, members and volunteers must ensure that their work reflects these principles.

Service users must have easy access to information about inHope's services which may involve making materials available where appropriate in a variety of media, e.g. in large print or electronically. In particular, all printed materials will be in a minimum of 10pt type.

It is recognised that inHope will not be able to meet all the demands made upon its services. The scope of inHope's services and planned future developments are available through the organisation's website and through publicised documents.

It is recognised that there may be complaints against members of staff or the service. A notice will be displayed in the general office, in all delivery venues and on the charity website, giving details of how a complaint may be made. The procedure will also be regularly publicised.

8. PURCHASING AND CONTRACTING

InHope will endeavour to ensure that the goods and services it offers are accessible to all groups. It will not knowingly receive or purchase goods and services from agencies which practise discrimination.

InHope will ensure that its approaches and processes that result in the appointment of contractors align with the aims and principles set out in this policy.

The induction of contractors will include reference to this policy and they will be expected to adhere to it.

9. COMMUNICATIONS

All written publicity produced by inHope, including leaflets, posters, the website and social media will reflect the mixed community within which we work. Stereotyped images of particular groups will not be reinforced. All trustees, employees, members and volunteers must ensure that their communication reflects these principles.

Information about inHope's services must be easily accessible, which may involve making materials available where appropriate in a variety of media, e.g. in large print or electronically. In particular, all printed materials will be in a minimum of 10pt type.

10. RELATED POLICIES, PROCEDURES AND PRACTICE GUIDES

CCM P079, Policy Review Schedule and Practice.
CCM D054, Statement of Faith.
CCM D057, Staff Handbook.
CCM P023, Volunteer Policy.
CCM P086, Complaints Procedure.
CCM D101, Ethos Statement.