



KOALA NORTH WEST

Equality, Fairness and Diversity Policy & Procedure

AUTHORISATION FOR ISSUE

Approved by:	Internal Audit Committee
Authorised for issue by:	Ron Kearney, Chair, Koala NW
Date:	April 2020
Review Date:	April 2023

REVISION HISTORY

September 2000	Version 1.0	Issued by HSUK
June 2008	Version 2.0	Updated by HSUK
September 2011	Version 3.0	Updated by HSUK
September 2013	Version 4.0	Updated by HSUK
July 2016	Version 5.0	Updated by HSUK
July 2017	Version 6.0	Updated by HSUK
April 2020	Version 7.0	New document is revised following rebrand to reflect the new organisational requirements



KOALA NORTH WEST

Equality, Fairness and Diversity Policy & Procedure

Policy Statement

Koala NW is committed to The 2010 Equality Act and 1998 Human Rights Act by developing an organisational culture that respects equality and human rights and welcomes and values difference in all aspects of its work. A commitment to equal opportunities and the fundamental rights of individuals is at the heart of our work.

To help us achieve this Koala NW has in place policies and procedures relating to staff and volunteers that are designed to uphold the rights enshrined in both 2010 Equality Act and 1998 Human Rights Act. Employees, trustees and other volunteers are, therefore required to comply with all policies and procedures designed to ensure respect for equality and human rights. Koala NW ensures all its other policies and procedures comply with this policy.

Context & legislation

As an employer and service provider Koala NW is required to comply with anti-discrimination legislation. It is also firmly within our ethos and values as an organisation to ensure that all staff, volunteers, families, funders and other stakeholders are confident that we will treat everyone with fairness, dignity and respect.

The Equality Act 2010 is a consolidating Act defines nine protected characteristics: Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion and belief, Sex and Sexual orientation.

The policy also reflects Koala NW commitment to the Human Rights Act 1998, the extension of the law on harassment and the Equality and Human Rights Commission's Codes of Practice for Employment, Equal Pay and Services, Public Functions and Associations.

Koala NW is committed to a culture that does not tolerate victimisation, harassment or bullying and has policies in place to confirm this commitment and guide procedures should such incidents occur. Koala NW will investigate and take action on any reports of practice, which trustees, staff, volunteers or families believe to be unfair or discriminatory.

All staff are made aware that unfair or discriminatory treatment of another individual will result in the consideration of disciplinary proceedings and will normally be treated as serious misconduct warranting dismissal.

The policy will be regularly reviewed to ensure it remains fit for purpose and reflects appropriate Equality legislation and should be embedded in every aspect of the work.

Procedure

1. Trustees

1.1 Trustees are responsible for ensuring that the organisation meets its legal responsibilities, including those relating to Equalities legislation. All trustees accept and work to the Equality, Fairness & Diversity Policy and monitor its implementation in the day to day work of the organisation by receiving and analysing regular reports.

1.2 Membership of the Koala NW Trustee Board represents as wide a cross-section of the community served by the organisation as possible, including statutory and voluntary agencies.

1.3 Opportunities are offered to volunteers to be represented on Koala NW's trustee board

1.4 Opportunities are offered to families to be represented on Koala NW's Trustee Board.

1.5 Trustees endeavor to ensure that the time, place and conduct of meetings enable all trustees and potential members to have an equal opportunity to be involved.

2. Employment practices

Recruitment and selection

Koala NW follows national guidance on recruitment procedures, and in particular:

2.1 All job advertisements and job descriptions state that Koala NW is committed to equality of opportunity.

2.2 Job descriptions, person specifications and application forms are reviewed as each vacancy arises to ensure they are directly relevant to the post. Consideration is given as to whether the job can be shared and whether working hours can be flexible.

2.3 The person specification indicates which requirements are essential and which are desirable. Only essential criteria are considered in the first round of short-listing.

2.4 All vacant posts are advertised as widely as appropriate for the job in order to encourage applications from all sections of the community. Application forms/CVs ask only for information relevant to the post.

2.5 Information sent to applicants includes a job description, person specification detailing essential and desirable attributes and the Equality, Fairness and Diversity statement and monitoring form.

2.6 Monitoring forms are separated from the application before short-listing and used only after the selection process for monitoring purposes.

2.7 Members of the interview panel have appropriate training and/or experience and reflect as far as possible the community served by Koala NW.

2.8 Short-listing and selection for the post is carried out objectively on job related criteria, specified in the job description and person specification and in accordance with Koala NW's guidance. Trustees or staff with knowledge of a candidate will use only the applicant's application form to judge suitability for short-listing. The exception being where that knowledge is connected with safeguarding.

2.9 The person specification indicates which requirements are essential and which are desirable. Only essential criteria are considered in the first round of short-listing.

2.10 Interview questions relate directly to the person specification, job description and application forms. Questions are not varied according to the age, disability, gender reassignment, marriage/civil partnership, pregnancy & maternity, race, religion & belief, sex, sexual orientation or circumstances of any applicant.

2.11.1 References are taken up after interview but information given to candidates at all stages explicitly states that any offer of employment will be subject to satisfactory references.

2.11.2 The reference request or proforma requires referees to confirm whether or not they are aware of any safeguarding concerns relating to the individual in relation to children or vulnerable adults.

2.11.3 References are judged as satisfactory if they have been verified. These should include at least one professional reference (previous employer wherever possible; school, college or other professional such as a church or faith leader or a volunteer supervisor).

2.12 Reasonable travel expenses are offered to all applicants attending interviews.

2.13 Decisions taken at short-listing and interviewing are recorded. Feedback is made available to unsuccessful interviewees on request.

2.14 Acceptance of the Koala NW's Equality, Fairness & Diversity Policy is a condition of employment and all employees must work to this policy.

2.15 Koala NW is committed to ensuring that all employees have a workplace free from victimization, bullying and harassment, are made aware of the relevant policies and procedures and know how to report incidents.

Employment

2.16 Each newly appointed member of staff receives a planned induction tailored to the requirements of the job and to individual needs.

2.17 Supervision, ongoing support and an annual appraisal is provided to all staff, in accordance with Koala NW's Supervision & Appraisal of Staff Policy & Procedures.

2.18 All staff should be informed of the routes of access to the Trustee Board and of the Grievance and Disciplinary Procedure.

2.19 All staff have equal and fair access to learning and development opportunities. Individual training needs and opportunities for development are identified, discussed and met as appropriate within the capacity of Koala NW's resources.

2.20 Appropriate consideration will be given to the individual circumstances of a member of staff within the scope of the Equality Act, providing the needs of the organisation are met. This will include actions such as reasonable adjustment to ensure staff with disabilities are not disadvantaged, or flexible working patterns. Staff members requiring any additional support should raise this with their Line Manager.

2.21 Koala NW is committed to ensuring that all employees have a workplace free from victimization, bullying and harassment, are made aware of the relevant policies and procedures and know how to report incidents.

3. Service provision

3.1 Koala NW keeps up to date information about the population in the community/area in which it works, including hard to reach and disadvantaged groups. It works to ensure that it builds appropriate relationships in order to offer accessible support, resources and involvement to every family that falls within its remit.

3.2 Koala NW endeavors to meet the individual needs of each family. The matching of a family with a volunteer is done as carefully and sensitively as possible.

3.3 All families are given an equal opportunity to attend social events arranged by the organisation.

3.4 Toys and other equipment/material reflect as far as possible the diversity of our society.

3.5 The involvement of volunteers and families is encouraged and their views on the services offered are taken into account when drafting strategic and operational plans and making policy decisions.

3.6 Koala NW reviews and analyses its monitoring information in order to fulfil its aim of ensuring that employees, trustees and volunteers reflect the population in the community.

4. Access to services

4.1 The range of referrals or self-referrals accepted is only limited where Koala NW does not have the resources available to meet the number or complexity of cases.

4.2 Koala NW establishes positive links with a wide range of referring agencies in the area including those supporting hard to reach/disadvantaged groups and accepts appropriate referrals, the permission of the family having been obtained first.

4.3 Koala NW seeks to publicize the availability of its services to all sections of the community, including providing information about its services in user-friendly language and in appropriate languages other than English and by talks and presentations to groups and other agencies.

4.4. All publicity or information materials include positive images of people, particularly those who are disadvantaged by society.

4.5 Koala NW is sensitive to the communication needs of individuals and families, and aims to meet them wherever possible.

4.6 Every effort is made to select office and other premises which are accessible and do not restrict the participation of anyone in the activities of the organisation.

4.7 Consideration is given to the needs of individuals who may use the premises, e.g. nappy changing facilities, translation services, prayer room.

4.8 The ability of supported families to participate in the activities of Koala NW should not be restricted because of their responsibility as parents/carers and options will be explored for meeting their needs, including signposting to complementary services and through partnerships with other organisations.

5. Working with volunteers

Koala NW volunteers are a vital and invaluable resource. By giving of their time, experience and skills so freely they allow us to not only support families but reach those that would not accept a service from a paid member of staff. Therefore, although within the scope of the Equality Act volunteers do not have the same rights as employees, Koala NW will always treat its volunteers with equality and fairness and welcome diversity.

5.1 All volunteers are expected to accept and work to the Equality, Fairness & Diversity policy, a copy of which will be provided as part of the induction process.

5.2 Volunteers are recruited from as wide a range of backgrounds as possible, taking into account the composition of the catchment area.

5.3 Where appropriate, former users of the organisation will be enabled to become volunteers.

5.4 DBS checking is an essential part of the procedure for recruiting volunteers. The Disclosure and Barring Service and Recruitment of Ex-Offenders policies play an important part in decisions made during the selection process.

5.5 The individuality and differences of volunteers are respected and selection of volunteers will be based on the experience and skills of each individual.

5.6 Volunteers' expenses are paid promptly on receipt of relevant documentation.

5.7 Regular support and supervision is provided to all volunteers in line with Koala NW Volunteer Supervision Policy.

6. Training

6.1 All trustees, staff and volunteers undertake training in equal opportunities awareness training and implementation of the Equality, Fairness & Diversity Policy.

6.2 Trustees new to recruitment and who are involved in recruiting staff undertake learning on recruitment and selection.

6.3 Trustees are aware of their responsibilities both in encouraging all staff to participate in training to meet their development needs, and in ensuring sufficient budgetary provision.

6.4 All training offered by the organisation reflects this policy at all times.

6.5 The volunteer Induction course raises awareness of values and attitudes, the meaning of equality and diversity, the different types of discrimination and includes a session on equal opportunities issues. The content and materials of all courses encourage anti-discriminatory practice ensuring that inappropriate statements and practice are challenged.

6.6 All outside speakers are made aware of the Equality, Fairness and Diversity Policy Statement. Koala NW invites a diverse range of speakers from their community to the organisation.

6.7 Koala NW offers all volunteers the opportunity for ongoing training within the organisation or externally and makes provision within its budget for this expense. The individual needs of participants are taken into consideration in the design of courses and in the choice of venue.

7. Monitoring

7.1 Performance in relation to this policy is monitored through the Koala NW's Investing in Volunteers self assessments and reviews.

7.2 Regular surveys are done to measure progress. Action plans are then drawn up to inform Koala NW planning and targets.

7.3 Monitoring forms used at recruitment are analysed to improve future recruitment.

Date: 1st April 2020