



POLICY & PROCEDURE DOCUMENT

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1. INTRODUCTION

Key's position statement on Diversity and Inclusion

Key aims to provide an environment which values and has due regard for feelings, rights and wishes from people with different backgrounds, beliefs and perspectives, in which:

- individuals are encouraged to achieve their full potential,
- equality of opportunity and diversity are promoted so that all users of our services, our workforce and volunteers are able to thrive.

The trustees will use the resources of the charity to support these aims.

Why diversity and inclusion matter to Key

- Valuing diversity and inclusive practices at Key are both fundamental to ensuring that we achieve our aim of helping people to build a better life. As society grows ever more complex and challenging, Key has to stay aware of changing needs, wishes and aspirations if we are to continue to deliver a service that is relevant and valued.
- We want our service users, employees and volunteers to be confident that Key will value them as individuals.
- We want to be able to demonstrate to stakeholders and funders that diversity and inclusion are integral to the way Key works.

Benefits of diversity and inclusion

- A deeper understanding of the needs, wishes and aspirations of people who use our services will help the organisation make better plans for the future.
- We want to be aware of any barriers that may prevent people from approaching Key for support.
- A diverse workforce, group of volunteers and Trustees will help the organisation to better understand the needs of people who use our services and help Key's work remain wholly relevant and useful.
- Better outcomes in all aspects of our work can be achieved when people feel valued and heard.
- Recognising diverse experiences will enable better trust and engagement with stakeholders.
- More informed discussion leading to better ideas and decision making.

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Our commitment

We want Key to be an organisation that:

- Displays diversity among our service users, trustees, workforce and volunteers.
- Seeks to identify, listen and engage the voices that are not being heard when reviewing its services and making plans for the future.
- Treats everyone with fairness, understanding, dignity and respect and promotes equal opportunity for all.
- Actively involves others in developing and refreshing our policies on diversity and inclusion and seeks feedback on its effectiveness.
- Takes action to address behaviours and attitudes that might contribute to or reinforce inequality and discrimination.

Key recognises that all people are different and must be treated as individuals. All of Key's services have a proactive approach to enabling individuals to make informed choices and to progress with their lives so that they can maximise their potential. As such Key lays the foundations for greater social inclusion and community cohesion.

Key in particular focuses on improving the lives of the least advantaged.

Challenging inequality, discrimination and prejudice is essential if Key is to succeed in delivering genuine equality of opportunity as an employer and as a service provider

Key recognises that certain groups in society continue to be discriminated against. Our practices, however, will seek to ensure that people using our service and anyone applying for employment or volunteering opportunities will not be discriminated against on the basis of their:

- sex
- age
- religion or belief
- race
- disability
- sexual orientation
- gender reassignment
- pregnancy and maternity
- marriage and civil partnership

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(These are the protected characteristics as outlined in the Equality Act 2010)

This policy applies to all aspects of Key's work and it is the responsibility of any individual acting on behalf of Key to adhere to it

2 SCOPE OF THE POLICY

This policy applies to all staff (including casual staff), volunteers and trustees, with a view to utilising it when dealing with the public and during the recruitment processes. This policy also applies to anyone receiving support or requesting support from Key.

3 RESPONSIBILITY

3.1 The Trustees acting through its Chair are responsible for implementing and monitoring the policy and procedure. Any actions required to work towards eliminating discriminatory practices will form part of Key's Equality & Diversity Action Plan, actions of which are contained in Key's Business Plan.

3.2 Employees, Trustees and Volunteers are expected to:

- Comply with the letter and spirit of this policy.
- Be aware of the various behaviours and barriers that discrimination can take and understand the negative impact that these can have.
- Inform a manager if they know or expect that inequality or discrimination is occurring.
- Give consideration to whether any changes will impact on any of the protected groups.
- Bear the Equality Act 2010 in mind when delivering services to service users.

3.3 Failure to comply with and support this policy will be dealt with under the Code of Conduct and/ or the Disciplinary & Dismissal Policy/ procedures. This could include warnings or dismissal.

3.4 Additional Responsibilities of Managers

- Ensure this policy is included at the induction stage for all new employees, trustees and volunteers.
- Ensure staff complete mandatory E&D training every 3 years.
- Explain and ensure staff understand the aims of the Equality & Diversity Policy and the means of achievement.

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- Ongoing assessment of employees training needs and ensuring that these are met in relation to Equal Opportunities as outlined in this policy.
- Apply employment practices, procedures and conditions of service fairly and consistently. For example in terms of recruitment, appraisal and selection for promotion.
- Identify and remove practices which may lead to discrimination or oppression.
- Take immediate action to stop any unlawful discrimination at work, giving support to the person discriminated against and dealing appropriately with the responsible person.
- Deal with complaints fairly and speedily.
- Any claim of discrimination or harassment will be investigated using the group's Complaints, Feedback and Redress Policy Key's Feedback Policy in conjunction with the Grievance Policy as required. The outcome will be reported to the Director of Key.

4 POLICY

4.1 Our commitment to anti-discriminatory practice relates to direct and indirect discrimination, harassment and victimisation as set out below see Appendix 1:

- Direct discrimination
- Indirect discrimination
- Harassment
- Associative discrimination
- Perceptive discrimination
- Victimisation

4.2 It is important to recognise that treatment can be multi-layered, or can occur because of:

- Any aspect of individuality e.g. may stand out because of the way they look or dress i.e. tattoos, piercings or cultural dress such as a sari or turban.
- Their state/situation e.g. unkempt or homelessness.

Key will adhere to the requirements and guidance contained in the Equality Act 2010. This replaces 9 separate pieces of legislation that relate to this area. The aim of this is to simplify and strengthen the law in this area in order to tackle discrimination and inequality.

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4.3 Monitoring and review

Key will monitor these protected characteristics (sex, age, religion or belief, disability and sexual orientation) and review the composition of the workforce, job applications and those we support to help review the effectiveness of this E&D policy. Key will address any issues of diversity and inclusion and any identified issues will be addressed in the E&D action plan contained in Key's Business Plan.

The Director of Key will report annually to Trustees on Key's performance based on the monitoring information collected and on progress with any specific initiatives agreed in the previous year's action plan. The Trustees will then agree a plan of action for the forthcoming year to enable Key to better meet the stated aims of this policy.

4.4 Abbreviations

PHG: Progress Housing Group

E&D: Equality & Diversity

4.5 Definitions

Equality and Diversity- A term used in the United Kingdom to define and champion equality, diversity and human rights as defining values of society. It promotes equality of opportunity for all giving every individual the chance to achieve their potential free from prejudice and discrimination. United Kingdom legislation requires public authorities to promote equality in everything that they do also making sure that other organisations meet their legal duties to promote equality while doing so themselves.

4.6 References

It is important that we are all aware of the legal framework for E&D. Key is committed to the provisions of the Equality Act 2010 which has brought together the following legislation:

- Civil Partnership Act
- Disability Discrimination Act 1995
- Disability Equality Duty 2006
- Employment Equality (Age) Regulations 2006
- Employment Equality (Religion and Belief) Regulations 2006
- Employment Equality (Sexual Orientation) Regulations 2006
- Equal Pay Act 1970
- Gender Recognition Act 2004
- Human Rights Act 1998
- Protection from Harassment Act 1997
- Race Relations Act 1976

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- Race Relations (Amendment) Act 2000
- Sex Discrimination Act 1975 (updated 1986)
- Special Education Needs and Disability Act 2001

4.7 Data Protection

All employees are required to comply with Key's Data Protection Policy and the General Data Protection Regulations 2016 and the Data Protection Act 2018, along with any other current data protection regulation.

5 CONSULTATION

No consultation for this review needed.

6 REVIEW

This policy may be reviewed at any time and will normally be reviewed every 3 years, unless changes are required due to legislation, best practice, regulatory requirements or business change.

Appendix 1

Equality Act 2010

It is unlawful to discriminate directly or indirectly in recruitment or employment because of age, disability, sex, gender reassignment, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership. These are known as "protected characteristics".

Types of unlawful discrimination

Direct discrimination is where a person is treated less favourably than another because of a protected characteristic. An example of direct discrimination would be refusing to employ a woman because she is pregnant.

Indirect discrimination is where an unjustifiable requirement or condition is applied, which appears to be the same for all, but which has a disproportionate, adverse effect on one group of people. This is discrimination even though there was no intention to discriminate. For example a requirement for a high standard of literacy in English could disadvantage applicants for whom English is not their

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first language. This could amount to indirect discrimination on the grounds of race.

Harassment is where there is unwanted conduct related to one of the protected characteristics that has the purpose or effect of violating a person's dignity; or is reasonably considered by that person to create an intimidating, hostile, degrading, humiliating or offensive environment. It does not matter whether or not this effect was intended by the person responsible for the conduct, it is how the recipient perceives the behaviour.

Associative discrimination is where an individual is directly discriminated against or harassed for association with another individual who has a protected characteristic (although it does not cover harassment because of marriage and civil partnership, and pregnancy and maternity). For example an employee is discriminated against because his / her son is disabled.

Perceptive discrimination is where an individual is directly discriminated against or harassed based on a perception that they have a particular protected characteristic when they do not, in fact, have that protected characteristic (other than marriage and civil partnership, and pregnancy and maternity).

Victimisation occurs where an employee is subjected to a detriment, such as being denied a training opportunity or a promotion because they made or supported a complaint or raised a grievance under the Equality Act 2010, or because they are suspected of doing so. However, an employee is not protected from victimisation if they acted maliciously or made or supported an untrue complaint in bad faith.