

GLADSTONE DISTRICT COMMUNITY ASSOCIATION

&

GLADCA SERVICES

EQUALITY, DIVERSITY & INCLUSION (“EDI”) POLICY

Policy approval and review

Policy owner	GLADCA
Approved by	GLADCA Board
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1. Purpose and Values

Gladstone District Community Association and GLADCA Services ("GLADCA") exists for the benefit of everyone who lives or works in the community of Peterborough and all other people who wish to make use of the services and facilities it provides, which includes education, social welfare, immigration advice and assistance and recreation activities.

GLADCA aims to:

- ✓ promote mutual understanding and equality of opportunity for all;
- ✓ provide accessible, affordable and appropriate services and facilities;
- ✓ continually improve the quality of the services and facilities it provides;
- ✓ manage its activities and facilities in ways that respond to the real and changing needs of the community;
- ✓ ensure that local residents and other potential users are aware of the positive impact of the services, facilities and activities available and how they can participate;
- ✓ listen to the views and experiences of service users, members and the wider community;
- ✓ work in partnership with local groups and other organisations to make the best use of resources and support the community; and
- ✓ promote an inclusive and neutral community spirit in which people are treated with dignity and respect.

GLADCA's services are available to all. As a community organisation, GLADCA has a particular commitment to supporting people and communities who may experience disadvantage or barriers to accessing services and opportunities. This includes immigrant and migrant communities, people from ethnic minority backgrounds, and people who may experience cultural, language, financial, disability-related or other barriers to accessing services or learning.

GLADCA's commitment to equality, diversity and inclusion is fundamental to these values and to the way in which it delivers its services, manages its activities and engages with the community.

2. Our Commitment

GLADCA is committed to promoting equality, diversity and inclusion and to an inclusive organisation in which people are valued, respected and able to participate fully in the life of the community.

GLADCA recognises that people have different experiences, needs and circumstances and may face different barriers to participation, accessing services or learning.

GLADCA will seek to ensure that:

- ✓ people are treated fairly and with dignity and respect;
- ✓ people are not unlawfully discriminated against;
- ✓ diversity is recognised and valued;
- ✓ barriers to participation are identified and addressed;

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- ✓ services and facilities are accessible and responsive to the needs of the community; and
- ✓ equality, diversity and inclusion are considered in the way GLADCA develops and delivers its services, activities and opportunities.

3. Equality and Non-Discrimination

GLADCA will not tolerate unlawful discrimination, bullying, harassment or victimisation and is committed to promoting equality of opportunity, valuing diversity and creating an inclusive environment in which everyone is treated with dignity and respect.

GLADCA recognises the protected characteristics under the Equality Act 2010, namely:

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

GLADCA is committed to ensuring that people are not unfairly disadvantaged or discriminated against because of any of these characteristics.

GLADCA also recognises that people may experience disadvantage or exclusion for reasons that are not protected characteristics under the Equality Act 2010. These may include socio-economic circumstances, caring responsibilities, language, digital exclusion or other barriers to participation.

GLADCA will take active steps to prevent and address direct and indirect discrimination, bullying, harassment, victimisation and any form of exclusion.

4. Equality, Inclusion and Positive Action

GLADCA recognises that treating people fairly does not always mean treating everyone in exactly the same way. Different people may have different needs or experience different barriers to participation.

GLADCA will take measures to address disadvantage, improve accessibility and enable people to participate fully.

Where appropriate and lawful, GLADCA may take positive action to:

- improve access to its facilities, services and activities;
- encourage participation from people or groups who may be under-represented or experience barriers to participation;
- address identified disadvantage or barriers arising from past or existing inequality;

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- provide appropriate support or reasonable adjustments to enable people to participate fully; and
- encourage a diverse range of people to apply for employment and volunteering opportunities.

Any positive action relating to recruitment, selection or other decisions about individuals will be undertaken in accordance with applicable legal requirements and will not be used to justify unlawful discrimination.

5. Dignity and Respect

GLADCA values the experiences, views and feelings of the people with whom it works and the community it serves and will seek to create an environment in which people feel respected, heard and able to participate.

This applies to employees, volunteers, Management Committee members, members, service users, hirers, contractors, partner organisations and others who come into contact with GLADCA.

Everyone who works for, volunteers with, uses or engages with GLADCA should be treated with dignity and respect.

GLADCA will not accept behaviour that is discriminatory, offensive, intimidating, humiliating or degrading.

GLADCA expects staff, volunteers, service users, members, hirers, contractors and others engaging with the organisation to behave respectfully towards one another.

GLADCA takes allegations of discrimination, harassment, victimisation and other inappropriate behaviour seriously. Concerns will be considered promptly, sensitively and fairly, with appropriate confidentiality maintained.

Detailed arrangements for dealing with employee and workplace concerns are set out in GLADCA's relevant policies and procedures.

6. Inclusive and Accessible Services

GLADCA is committed to providing services and facilities that are accessible, welcoming and responsive to the needs of the community.

GLADCA will seek to:

- ensure that people know what services, facilities and activities are available and how they can participate;
- make information about its services and facilities accessible to the people who may wish to use them;
- listen to feedback from service users, members and the wider community;
- anticipate and address accessibility and inclusion barriers when developing or reviewing services and activities;

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- make reasonable adjustments where required including physical access, timing, location and delivery of services and activities;
- consider the different needs and circumstances of the communities it serves; and
- continually seek to improve the quality and accessibility of its services and facilities.

Where appropriate, GLADCA will provide information in alternative formats or languages to support access to its services.

7. Inclusive Communications

GLADCA will seek to ensure that its communications and information are respectful, inclusive and accessible and reflect the diversity of the community it serves.

Where reasonably practicable, GLADCA will consider:

- the accessibility of information;
- the language and format used;
- the needs of different audiences;
- whether information is clear and readily understandable; and
- whether its communications could unintentionally create barriers to participation.

GLADCA will seek to avoid language, imagery or communication practices that could reinforce stereotypes or contribute to discrimination or exclusion.

8. Employment and Volunteering

GLADCA is committed to ensuring that its employment and volunteering practices are fair, transparent and inclusive.

Recruitment and selection decisions will be based on relevant skills, experience, qualifications and the requirements of the role, and GLADCA will seek to provide equality of opportunity throughout the employment and volunteering lifecycle.

GLADCA will seek to ensure that employees and volunteers are treated fairly and with dignity and respect and are not unlawfully discriminated against.

GLADCA recognises the valuable contribution made by volunteers and will seek to ensure that volunteering opportunities are accessible and inclusive.

Detailed arrangements relating to recruitment, employment, conduct, grievances, disciplinary matters and volunteering are addressed through GLADCA's relevant policies and procedures.

9. EDI in Decision-Making

GLADCA will seek to consider equality, diversity and inclusion when developing or reviewing its policies, services, activities and significant organisational decisions.

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Where appropriate, GLADCA will consider whether a proposed change could have a disproportionate or adverse impact on particular groups and whether reasonable steps could be taken to mitigate any identified impact.

This approach is intended to support informed and proportionate decision-making and to help GLADCA understand the needs of the community it serves.

10. Community Participation and Positive Relationships

As a community organisation, GLADCA recognises the importance of promoting **mutual respect, understanding and positive relationships** between people and groups within the community.

GLADCA will seek to:

- challenge prejudice, discrimination and stereotyping;
- promote respect for difference;
- encourage constructive dialogue and participation;
- promote a positive and neutral community spirit;
- encourage people from different backgrounds and circumstances to participate in community activities and services; and
- contribute to an inclusive community in which people feel valued and able to participate.

Where appropriate, GLADCA will encourage organisations, groups and others using its facilities or working in partnership with it to support the principles of equality, diversity and inclusion.

GLADCA will seek to work collaboratively with such organisations to promote an inclusive environment within its facilities and activities.

11. Responsibilities

Management Committee / Board

The Management Committee / Board is responsible for:

- providing leadership and oversight of equality, diversity and inclusion;
- approving and periodically reviewing this policy;
- supporting GLADCA's commitment to equality and inclusion; and
- ensuring appropriate action is taken where significant concerns arise.

Management

Management is responsible for:

- implementing this policy in day-to-day operations;
- ensuring staff and volunteers understand their responsibilities and are suitably trained;
- addressing concerns appropriately;

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- considering equality and inclusion when developing and delivering services; and
- identifying opportunities for improvement.

Staff and Volunteers

All staff and volunteers are expected to:

- treat others with dignity and respect;
- behave in a way that supports GLADCA's commitment to equality and inclusion;
- avoid discriminatory, bullying, harassing or otherwise unacceptable behaviour;
- comply with relevant GLADCA policies and procedures; and
- raise concerns where they become aware of discrimination, harassment or other behaviour inconsistent with this policy.

Service users, members, hirers and others

- will be made aware of this policy and GLADCA's commitment to equality, diversity and inclusion; and
- raise concerns where they become aware of discrimination, harassment or other behaviour inconsistent with this policy.

GLADCA expects people using its services and facilities, members, hirers, contractors, visitors and others engaging with the organisation to treat staff, volunteers and other service users with dignity and respect and to support GLADCA's commitment to an inclusive environment.

12. Training and Awareness

GLADCA will seek to ensure that staff, volunteers and relevant Management Committee members have an appropriate understanding of equality, diversity and inclusion and their responsibilities under this policy.

GLADCA will provide appropriate equal opportunity, inclusion and diversity training, information or other awareness-raising activities to all staff.

Those involved in providing services to the public will receive appropriate information and training on equality, non-discrimination, harassment, victimisation and reasonable adjustments.

Training and awareness will be reviewed periodically to ensure that it remains appropriate to GLADCA's activities and responsibilities.

13. Raising Concerns

GLADCA encourages anyone who experiences or witnesses discrimination, harassment, victimisation or other behaviour inconsistent with this policy to raise their concern.

GLADCA will maintain an accessible and appropriately publicised process through which service users, members, staff, volunteers and others can raise concerns.

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GLADCA will seek to ensure that concerns are dealt with fairly, sensitively and appropriately, taking account of the circumstances and the relationship the individual has with GLADCA.

Where concerns relate to employees or volunteers, they will be addressed through the appropriate organisational process.

Service users, members and other external parties may raise concerns through GLADCA's complaints process.

Safeguarding concerns should be raised in accordance with GLADCA's Safeguarding Policy.

[Insert link to Safeguarding Policy]

14. Monitoring and Review

GLADCA will monitor the implementation and effectiveness of this policy to ensure that it remains appropriate and consistent with relevant legal requirements and good practice.

GLADCA will seek to learn from feedback, complaints, service-user experience and other relevant information to identify:

- barriers to participation;
- areas where services or facilities could be improved;
- emerging equality and inclusion issues;
- whether its services, facilities, policies and practices are accessible and whether they could disadvantage particular groups; and
- opportunities to improve the experience of people who use or engage with GLADCA.

Where issues are identified, GLADCA will take appropriate steps to address them.

GLADCA will collect and analyse relevant statistics and information about the diversity and accessibility of its services and activities to help inform improvements. Any collection or use of personal data for this purpose will be undertaken in accordance with applicable data protection requirements.

The policy will be formally reviewed at least annually or sooner where there are significant changes in legislation, organisational structure, services or good practice.

15. Related Policies and Documents

This policy should be read alongside other GLADCA policies and procedures where relevant.

Publicly available policies:

- Safeguarding Policy – [INSERT LINK]
- Complaints Policy/Whistleblowing – [INSERT LINK]
- Privacy Notice – [INSERT LINK]

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Internal policies:

The following policies support the implementation of this policy but may be available only to staff, volunteers or Management Committee members:

- Code of Conduct / Dignity at Work
- Recruitment & Selection
- Disciplinary & Grievance
- Data Protection Policy
- Health & Safety

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Appendix 1 – Protected Characteristics (to explain the characteristics in accessible language, this is not legal definitions)

The Equality Act 2010 protects people from discrimination because of certain protected characteristics. GLADCA's policy recognises the following protected characteristics:

Age

Protection applies to people of any age or age group.

Disability

A person is protected if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Gender reassignment

The Equality Act protects people who are proposing to undergo, are undergoing or have undergone a process (or part of a process) for the purpose of reassigning their sex by changing physiological or other attributes of sex.

Marriage and civil partnership

Protection applies to people who are married or in a civil partnership.

Pregnancy and maternity

Protection applies to women in relation to pregnancy and maternity, including specific protections during pregnancy and following childbirth.

Race

Race includes colour, nationality, and ethnic or national origins.

Religion or belief

This includes religious and philosophical beliefs, as well as a lack of religion or belief, where the relevant legal requirements are met.

Sex

Sex is a protected characteristic under the Equality Act 2010.

Sexual orientation

Sexual orientation relates to a person's sexual attraction towards people of the same sex, the opposite sex, or people of either sex.

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Appendix 2 – What Equality, Diversity and Inclusion (EDI) means at GLADCA

GLADCA is committed to making its services, activities and facilities welcoming, accessible and inclusive to everyone.

In practice, this means that GLADCA will:

Welcome everyone: GLADCA's services are available to all, while recognising its particular commitment to supporting immigrant and migrant communities, people from ethnic minority backgrounds and others who may experience barriers to accessing services or opportunities.

Remove barriers: GLADCA will identify and reduce barriers that may prevent people from accessing or participating in its services, activities or facilities.

Make reasonable adjustments: GLADCA will make reasonable adjustments to support disabled people and others who may need additional support to participate.

Communicate inclusively: GLADCA will provide information in clear, accessible and appropriate formats and, where reasonably practicable, consider language and communication needs.

Listen to the community: GLADCA values the views and experiences of service users, members, volunteers and the wider community and will use feedback to help improve its services.

Encourage participation: GLADCA will ensure that people from different backgrounds and circumstances have opportunities to participate in its activities and benefit from its services.

Treat people with dignity and respect: Discrimination, harassment, victimisation, bullying and other behaviour that undermines an inclusive environment will not be tolerated.

Work with others: GLADCA will encourage community groups, organisations and others using its facilities or working with it to support these principles.

Keep improving: GLADCA will continually review its services, facilities and practices to identify opportunities to improve equality, accessibility and inclusion.