

## Diversity and Equal Opportunities Policy

### Policy Statement

1. We recognise that certain individuals and groups in society suffer discrimination on the grounds of age, sex, sexual orientation, race, colour, nationality, ethnic or national origin, religious belief, gender, gender reassignment, disability, marital status, culture and socio-economic background.
2. We will seek to ensure that we do not engage in direct or indirect discrimination on the grounds above.
3. We will seek to ensure that our services and resources are relevant to all service users and are perceived by them as being so.  
The aim of the policy is to ensure no job applicant, employee, worker or volunteer is discriminated against either directly or indirectly on the grounds above.
4. The Trustees and Centre Director have primary responsibility for ensuring equal opportunities in service delivery and employment practice. All Centre users, employees, workers and volunteers must adhere to this policy in the course of their work, monitor it on a day-to-day basis and report on its operation to the Trustee Board.

### Employer's Responsibilities

1. Communicate the policy to all staff, volunteers, members of advisory groups and members through the use of handbooks, policies, notice boards, circulars, written notification to individual employees and other methods of communication as appropriate.
2. Discuss and, where appropriate, agree with employee representatives any proposed changes in the policy's contents and implementation.
3. Make it known to all job applicants and, where appropriate to all users of our services.
4. Ensure that disciplinary and grievance procedures incorporate principles of equal opportunity and non-discrimination.
5. Regularly examine existing procedures and criteria, including recruitment practices, and terms and conditions of employment and change them where they are actually or potentially discriminatory.
6. Ensure that the organisation is kept up to date and within the law.
7. Provide training and guidance to enable staff to carry out the policy and provide specific training for relevant decision makers, including members of the Board of Trustees where appropriate.
8. Regularly monitor the application of the policy.
9. Make reports annually on progress in implementing the policy and on any necessary changes.

### Recruitment and Selection

1. We 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.
2. Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.
3. Job descriptions, where used, will be in line with our diversity and equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.
4. We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.
5. We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.
6. All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.
7. All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.
8. Short listing and interviewing will be carried out by more than one person where possible.

9. Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.
10. We will not disqualify any applicant because they are 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 job.
11. Selection decisions will not be influenced by any perceived prejudices of other staff.

## **Service Provision**

1. We will work actively towards ensuring that our services and resources are relevant to all members and service users.  
We 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.
2. All written resources for groups and individuals produced by ETNA will reflect the mixed community within which we work and stereotyped images of particular groups will not be reinforced. All employees, workers, members, and volunteers must ensure that their work reflects these principles.
3. Users must have easy access to information about ETNA's services which may involve making materials available where appropriate in a variety of media, e.g. in large print or electronically. All printed materials will be in a minimum of 10pt type.
4. It is also recognised that ETNA will not be able to meet all the demands made upon its services. There will be a drawn up and publicly available list of priorities for the service which will be reviewed at least annually.
5. Additionally, it is recognised that there may from time to time be complaints against members of staff or the service. A notice will be displayed in the general office, giving details of how a complaint may be made. The procedure will also be regularly publicised.

## **Employment**

1. Staff are entitled to support from management and colleagues. Staff will receive regular supervision from their line manager. Where this is not possible, ETNA will make funds available from the staff development/training budget to allow for supervision to be obtained from other agencies or individuals.
2. ETNA recognises that training is an important factor in leading to job achievement and opportunity. Induction training is particularly important and will be made available to all new staff. When other needs are identified, every effort will be made to ensure that training is provided.
3. ETNA recognises that from time-to-time family and social circumstances may change and consequently workers may need to change their conditions of work. ETNA will attempt, where circumstances and resources permit, to accommodate the needs of those workers.

## **Purchasing**

ETNA will try 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 that practise discrimination.

**Date of policy:** September 2024  
**Review date:** September 2025