

POLICY TITLE:	EQUALITY, DIVERSITY AND INCLUSION POLICY	VERSION NO:	1
EFFECTIVE DATE:	01 March 2022	PAGE NO:	1 of 8

## 1 PURPOSE

The purpose of this policy is to outline the key principles which underpin our commitment to equality, diversity and inclusion in employment practice, policy, and provision. Promote the principles of non-discrimination and equality of opportunity, and to ensure these principles are applied equally to the treatment of all current and prospective staff, volunteers and service users.

This includes the charity having an intersectional approach that recognises the various elements that make up each individuals' identity and the experiences of discrimination and privilege that may be barriers for them.

## 2 SCOPE

This policy covers all No5 Young People (the Charity) staff, volunteers, job applicants and service users. This policy applies to all those concerned with recruitment, training, and promotion procedures and or decisions. The same principles apply to our client work, however the specifics of the counsellors / client relationship is guided by the BACP Ethical Framework.

## 3 POLICY

The Charity is committed to equality of opportunity in all its employment practices, policies, and procedures.

No current or potential employee, volunteer or service user will be discriminated against on the basis of their sex, race, colour, nationality, ethnic or national origin, age, religion or belief, disability, gender, gender reassignment, sexual orientation, pregnancy, or marital or civil partner status.

All staff and volunteers have a duty to act in accordance with this policy, and therefore to treat colleagues and service users with dignity at all times, and not to discriminate against or harass other employees, volunteers or service users, whether junior or senior to themselves. In some situations, the Charity may be held responsible for the acts of individual employees and volunteers and will not tolerate any discriminatory practice or behaviour.

**Equality;** ensuring that every individual has an equal opportunity to make the most of their lives and talents and creating a workplace where everyone has the opportunity to fulfil their potential.

**Diversity;** recognising and valuing difference in its broadest sense.

POLICY TITLE:	EQUALITY, DIVERSITY AND INCLUSION POLICY	VERSION NO:	1
EFFECTIVE DATE:	01 March 2022	PAGE NO:	2 of 8

## Equal Opportunities Commitment

In order to fulfil its commitment to equal opportunities, the Charity adheres to the following principles:-

### Culture

The Charity's success is achieved through all its staff and volunteers. To facilitate this, a culture which provides purpose, dignity, and recognition to every individual in an environment of trust, which is open, safe, and secure, is promoted.

The Charity is committed to taking an intersectional approach across every element of its work that includes recognising the discrimination and privilege that every individual experiences and acknowledging how these aspects make up a person's identity.

The Charity adopts a 'if you see it, you can be it' approach and is striving for a workforce that is representative of the local population to inspire our service users and demonstrate that we are a service for all young people regardless of difference in background or identity.

This is currently demonstrated by diversity within the staff team such as male representation within the Clinical team, Lived Experience Young Leaders employed in professional roles within the Operations teams and a non-white, young male in the Outreach and Wellbeing Support Counsellor role.

There is young representation within our Trustee Board in the designated Young Trustee role.

The Charity promotes diversity within our workforce through training bursaries on our Level 5 Accredited Diploma in Counselling Young People programme. This promotes both ethnic diversity and as to not exclude, and create equal opportunities for, counsellors based on social class or status.

POLICY TITLE:	EQUALITY, DIVERSITY AND INCLUSION POLICY	VERSION NO:	1
EFFECTIVE DATE:	01 March 2022	PAGE NO:	3 of 8

Young service users wrote and created the 'Diversity Welcome' displayed in waiting room:



### Welcome

- People of all genders - including people who identify as women, men, trans, gender-queer, gender fluid, the unsure, the undecided, and those for whom none of the labels fit
- People of African descent, Black, African American, Asian descent, Arab descent, European descent. Those who identify as Hispanic, Latinx, and people of mixed and multiple descents
- The different languages spoken here
- People with disabilities - visible and invisible
- Gay, lesbian, bisexual, heterosexual, pansexual, queer, the unsure, the undecided, and those for whom none of the labels fit
- Your bodies and the different ways you experience yours
- Survivors
- People who identify as activists and people who don't
- Single, married, partnered, dating, in monogamous or polyamorous relationships
- People of all ages - whatever your chronological age and all of the different age selves you bring today
- Your emotions - joy and bliss, grief, rage, indignation, contentment, disappointment
- Those who support you to be here
- Your families, those who are biological, those that aren't and those you choose
- People with different faiths, religious traditions, faith practices, private practices that don't belong to a tradition or religion, agnostics, atheists, seekers, believers, those that are lost
- Those dear to us who have died
- Our ancestors who we carry with us in our lives and into this room today

### Accessibility

Next Review date: March 2025

POLICY TITLE:	EQUALITY, DIVERSITY AND INCLUSION POLICY	VERSION NO:	1
EFFECTIVE DATE:	01 March 2022	PAGE NO:	4 of 8

The Charity's premises has step-free, wheelchair accessible counselling rooms and facilities. The Charity can facilitate staff, volunteers and service users who use a walking aid, have a visual impairment, is supported by a guide dog, or uses a visual aid.

### Communication support

Counsellors have access to outcome measurement forms devised for clients with learning differences, and can print materials in different colours.

The Charity commits to continual development and striving towards Inclusivity within all elements of its service. The Charity has an EDI Strategy for 2021-25 based on service users' demographic questionnaire completed at the point of referral. This has largely resulted from two former service user reports: The Impact of COVID-19: The Voice of Young People (<https://no5.org.uk/wp-content/uploads/2020/10/The-Impact-of-COVID-19-Report-FINAL.pdf>) and 'Restart Youth!' (<https://no5.org.uk/wp-content/uploads/2022/01/No5-Young-People-Restart-Youth-report-1.pdf>).

### Legislation

The Charity recognises its obligations under anti-discrimination legislation. Through its policy and procedure, it supports the spirit and intent of the legislation. Discrimination can be direct or indirect and it may occur intentionally or unintentionally.

Direct discrimination occurs where someone is put at a disadvantage for a reason related to their sex, race, colour, nationality, ethnic or national origin, age, religion or belief, disability, gender, gender reassignment, sexual orientation, pregnancy, or marital or civil partner status. For example, rejecting an applicant on the grounds of their race because it is considered they would not "fit in" could constitute direct discrimination.

Indirect discrimination occurs where an individual is subject to an unjustified provision, criteria or practice which puts them at a particular disadvantage because of, for instance, their sex or race. For example, a height requirement would be likely to eliminate proportionately more women than men. If this criteria cannot be objectively justified it would be indirectly discriminatory on the grounds of sex.

Discrimination also includes victimisation; which occurs when an employee, volunteer or service user is treated badly (suffers a detriment) because they have made or supported a complaint or raised a grievance or are suspected of doing so. There is no protection from victimisation if they have maliciously made or supported an untrue complaint.

The Charity is unreservedly opposed to any form of discrimination in any of its practices, procedures, or relationships. The Charity policy and practice requires that:

Next Review date: March 2025

POLICY TITLE:	EQUALITY, DIVERSITY AND INCLUSION POLICY	VERSION NO:	1
EFFECTIVE DATE:	01 March 2022	PAGE NO:	5 of 8

- we will not tolerate any act or behaviour, which might breach these principles;
- any complaint will be carefully investigated and employees breaching this policy may be subject to disciplinary action;
- we will take all practicable steps to ensure that employees are not subjected to bullying, harassment, victimisation, or discrimination, whether from management, other employees or third parties;
- we are wholly committed to the fulfilment and future development of equal opportunity and diversity.

Any employee who has a concern regarding the application of this policy should contact their line manager or human resources consultant.

## Recruitment

### Job design

The design of jobs, working hours and related practices are developed in line with business needs whilst taking into account equal opportunity and diversity.

### Advertisements

Vacancies will normally be advertised internally first in order to provide equal opportunity for all those interested to apply. Advertisements, whether internal or external must be approved by the No5 Director.

Exception to the above applies when special arrangements are made for the redeployment of employees who would otherwise be at risk of redundancy and or recognition of succession and personal development planning.

### Resourcing

Our aim is that our workforce will be truly representative of all sections of society and that each employee, volunteer and service user feels represented, respected and able to give of their best.

The current application process is designed to obtain all the necessary information to provide the basis for an equitable and instructive interview and for the screening and selection of applicants. Personal details which are not necessary for a recruitment decision to be made marital status, number of children, gender, race, sexual orientation, religion, or belief are therefore not specified or needed.

The Charity takes steps to ensure that knowledge of vacancies reaches a wide labour market and will ensure that job advertisements and role definitions are not unlawfully discriminatory and that any special needs are catered for during the recruitment, promotion, and selection process. This includes making



POLICY TITLE:	EQUALITY, DIVERSITY AND INCLUSION POLICY	VERSION NO:	1
EFFECTIVE DATE:	01 March 2022	PAGE NO:	6 of 8

any reasonable adjustments to premises, work practices and equipment, as are necessary to enable an individual to attend an interview (without embarrassment or difficulty) and take up employment with the Charity.

During the selection process, applicants who are uncertain about the purpose of any question that they might believe to be intrusive should ask for clarification before feeling any need to respond.

The Charity shall not insist upon higher education or professional qualifications other than those that are necessary for the job. It will not be assumed when assessing qualifications, that overseas diplomas or degrees are of a lower standard than their UK equivalents.

Experience may count as an equivalent to professional qualifications, the requirements for which may be waived if possible.

All appointments will be made on the basis of individuals' merits and abilities and the standards set out in this policy. We aim to ensure that no job applicant receives less favourable treatment on any discriminatory grounds.

## Learning & Development

The Charity will consider its learning and development activities and wherever possible design them to support the aims of this policy. Every effort will be made to select external courses that also meet these requirements.

The criteria for selecting employees for learning and development are to be non-discriminatory. The criteria will be based upon the employee's merits, abilities and needs, organisational needs, and the availability of appropriate work-related courses. Whenever practicable, learning and development will be arranged so that all types of employees may attend (e.g., full-time, and part-time employees). All employees will be appraised annually and there will be positive encouragement to discuss development and learning needs and opportunities.

All decisions on promotion will be made on the basis of merit, ability, and the business and operational needs.

If an employee is disabled, or becomes disabled, they are encouraged to tell their line manager about their condition. This is to enable the Charity to support the employee as much as possible. The employee may also wish to advise their line manager of any reasonable adjustments to their working conditions or to the duties of their job which they consider to be necessary, or which would assist them in the performance of their duties.

POLICY TITLE:	EQUALITY, DIVERSITY AND INCLUSION POLICY	VERSION NO:	1
EFFECTIVE DATE:	01 March 2022	PAGE NO:	7 of 8

The Charity may wish to consult with the employee and with the employee's Occupational Health Advisor about possible reasonable adjustments. Careful consideration will be given to any such proposals, and they will be accommodated where possible and proportionate to the needs of the employee's job. Nevertheless, there may be circumstances where it will not be reasonable for the Charity to accommodate suggested adjustments and the Charity will ensure that it provides the employee with information as to the basis of any decision not to make an adjustment.

The Charity will monitor the physical features of its premises to consider whether they place disabled workers, job applicants or service users at a substantial disadvantage compared to other employees. Where possible and proportionate, the Charity will take steps to improve access for disabled employees and service users.

All the Charity policies, remuneration and benefit opportunities, hours of work and performance review processes are designed to promote equal opportunity and protection for all employees.

The Charity is committed to ensuring that it recognises cross-cultural differences. To this end, the Charity acknowledges different religious/festival requirements and aims to take steps to accommodate reasonable requests for annual leave during such periods.

## Communication

The details of this policy are available to employees and volunteers on the Charity shared drive or access in Reception. Job applicants may also receive details of the policy upon request. Where necessary, any communication initiative will take account of literacy difficulties and disabilities contributing to communication difficulties.

The details of access and communication adjustments can be found on our website, along with this policy.

## Adherence to policy

It is the responsibility of line managers to:

- Ensure that the minimum standards established within this policy are adhered to within their area of responsibility
- Review the effectiveness of equal opportunities within their area
- Keep all sensitive personal data confidential

It is the responsibility of employees to:

- Co-operate with any measures introduced to ensure equal opportunity

POLICY TITLE:	EQUALITY, DIVERSITY AND INCLUSION POLICY	VERSION NO:	1
EFFECTIVE DATE:	01 March 2022	PAGE NO:	8 of 8

- Report any suspected discriminatory act or practise to line manager or where not appropriate the Director or Chair of Trustees
- Not induce or attempt to induce others to practice discrimination
- Not victimise anyone as a result of them having reported or provided evidence of discrimination
- Not harass, abuse, or intimidate others on account of their sex, race, colour, nationality, ethnic or national origin, age, religion or belief, disability, gender, gender reassignment, sexual orientation, pregnancy, or marital or civil partner status.

#### 4 RESPONSIBILITY

All those persons referred to within the scope of this policy are required to adhere to its terms and conditions. Employees and volunteers failing to meet the obligations set out in this document may result in the Charity following a disciplinary procedure through to termination of employment.

Any queries on the application or interpretation of this policy must be discussed with a line manager prior to any action being taken. Line managers are responsible for ensuring that this policy is applied within their own area.

#### 5 RESERVED RIGHTS

The Charity reserves the right to amend this policy at its absolute discretion. This policy does not form part of any employee's terms and conditions of employment.