



Name of Local Mind	Carrick Mind
Policy	Equal Opportunities, Equality and Diversity Policy
Version	3
Date when last reviewed	December 2018
Date when next review due	December 2019
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This policy is for:	Staff, clients and volunteers

1. General Statement

- 1.1. Carrick Mind is committed to achieving equal opportunities in employment and the services it provides. No user of Carrick Mind's services, employee, volunteer or job applicant should receive less favourable treatment because of:- sex, race, age, disability, religion, sexual orientation, marital status, pregnancy, gender reassignment or any other criterion not relevant to the point at issue.
- 1.2. As an employer and provider of a service to the community, Carrick Mind accepts the responsibility to promote equal opportunities and challenge discrimination wherever it occurs. This document sets out the main consequences of this commitment and the action to be taken in order to achieve equal opportunities.
- 1.3. It is the responsibility of all staff, volunteers and service users to ensure that no other service user, volunteer or employee receives less favourable treatment than any other on the grounds stated in Para.1.1 of this policy.

- 1.4. Carrick Mind recognises that some clients and users of its services may, because of their past or present distress or illness, say or do things which would otherwise be unacceptable and incompatible with Carrick Mind's Equal Opportunities Policy. Carrick Mind will do all it can to challenge such behaviour. In cases where intervention is possible an approach will be adopted which aims to alter attitudes and behaviour while maintaining support for the distressed client.

2. Responsibility

- 2.1. The Management Committee of Carrick Mind has overall responsibility for the effective operation of this policy. However, all employees, volunteers and service users have a duty as part of their involvement with Carrick Mind to do everything they can to ensure that the policy works in practice.
- 2.2. Carrick Mind will bring to the attention of all employees, job applicants, volunteers and service users the existence of this policy, and will provide such training as is necessary to ensure that the policy is effective and that everyone is aware of it. Reference to the policy should be included in contract documents with outside agencies.
- 2.3. Those responsible for recruiting volunteers to work for Carrick Mind are responsible for ensuring that they are aware of Carrick Mind's Equal Opportunities Policy and adhere to it while working as volunteers.

3. Positive Action

- 3.1 Carrick Mind believes that passive support for equal opportunities is not enough and that positive steps shall be taken. Carrick Mind is therefore committed to:
 - i) recognising and developing potential which has not been used before because of past discrimination and disadvantage.

- ii) encouraging access and applications from under-represented groups.

3.2 Every effort will be made to ensure that the services offered by Carrick Mind reflect the composition of the community it serves and will publish details of service user statistics by gender, age and ethnicity.

4. Dealing with Complaints

4.1 If any service user, volunteer or employee feels that they have been, or are being discriminated against, in any way, they are entitled to pursue the matter with either:

- i) their line manager in the case of staff
- ii) the manager/key worker of the project where the alleged discrimination occurred.
- iii) the Chairman of the Management Committee.

4.2. All instances or complaints of discriminatory behaviour will be treated seriously.

4.3. Complaints or allegations of an unfounded or malicious nature will also be treated as serious and may involve using the disciplinary procedure.

5. Recruitment

5.1. All job vacancies will be advertised internally to encourage service users and volunteers to apply.

5.2. Carrick Mind will ensure that job descriptions, person specifications and application forms reflect only the requirements of the job and do not imply sex or other stereotyping.

- 5.3. All advertisements will state that Carrick Mind is seeking to be an effective equal opportunities employer. Carrick Mind will adapt the recruitment process where necessary to suit an individual candidate's needs to ensure that our selection procedure provides equality of opportunity.
- 5.4. Carrick Mind will take positive steps to redress imbalances in its work force
- 5.5. Application forms will make it clear that life experience as well as formal qualifications and work experience is valid.
- 5.6. In the interests of operating an effective Equal Opportunities Policy, Carrick Mind will monitor certain information about job applicants. All such information will be treated as confidential and will be clearly separated from all processes concerned with the selection of staff.

6. Training Opportunities

- 6.1. Subject to the requirements of doing their job; employees will be encouraged to attend courses relevant to their present job or personal development.
- 6.2. Training courses will be non-residential and in working hours whenever possible.
- 6.3. It is the responsibility of every individual member of staff to participate in equal opportunities training that is provided.

7. Working conditions

- 7.1. Pregnancy - Carrick Mind recognises that pregnant women may need changes to their work conditions and will consider sympathetically any requests for such changes.
- 7.2. Antenatal Care - Time off with pay will be given to both full and part-time pregnant employees to attend antenatal classes, including medical checks and relaxation/childbirth classes. Similar provision will be made for partners sharing responsibility for childcare to attend antenatal classes where necessary.
- 7.3. Flexible Hours and Job Sharing - Working hours and arrangements will, whenever possible, be flexible for both full and part-time employees with no qualifying length of service, to facilitate the caring for children and other dependants. Requests for job sharing or part-time working to meet employees' needs for shorter hours will be sympathetically considered, subject to operational requirements.
- 7.4. Disabled Access - At present, the offices of Carrick Mind are housed within rented accommodation, with reasonable disabled access.

8. Use of Language

- 8.1. Staff, volunteers and service users will avoid and challenge the use of language which, in any way, belittles;
 - i) Age
 - ii) Disability
 - iii) Gender reassignment
 - iv) Marriage and civil partnership
 - v) Pregnancy and maternity
 - vi) Race
 - vii) Religion and belief

- viii) Sex/gender
- ix) Sexual orientation

8.2. Where the language used has a personal impact on others, and it has been made clear to the person concerned that their use of such language is unwelcome and/or offensive, disciplinary action may be taken if they persist with it.

8.3. All materials used or developed by Carrick Mind will be judged in the light of the promotion of equal opportunities, and those considered to be discriminatory will not be used.

9. Sexual Harassment

9.1. No member of staff, volunteer or service user should be subject to sexual harassment.

9.2. This is interpreted as unwanted behaviour of a sexual nature including:

- i) verbal sexual abuse
- ii) physical contact
- iii) repeated remarks which an individual finds offensive

9.3. If it has been made clear to the person concerned that their behaviour is unwelcome and they persist with it, then the service user, volunteer or employee who is the recipient of the behaviour will be entitled to make a formal complaint.

10. Monitoring of Policy

10.1. The Chief Executive will advise, inform and consult with the Management Committee, staff and service users in order to progress and improve equal opportunities within Carrick Mind

10.2. The Chief Executive will:

- i) Monitor and report on Carrick Mind's equal opportunities progress, development and practice and make an annual report to the Carrick Mind Committee, through the AGM Report.
- ii) Ensure staff, service users' and volunteers' awareness and understanding of equal opportunities issues and practice within Carrick Mind via training and development.
- iii) Know or have access to appropriate information, legislation, policy, etc. for the purposes of carrying out their role.
- x) Identify and advise on any Carrick Mind equal opportunities training needs and provision.