

PE03 Equality, Diversity and Human Rights Policy and Procedure

Purpose

To comply with the following:

- Equality Act 2010 (and subsequent amendments)
- Part-time Workers (Prevention of Unfavourable Treatment) Regulations 2000
- Parental Bereavement Leave and Pay Act 2018
- Agency Workers Regulations 2010
- Employment Rights Act 1996 (and subsequent amendments; note amendments following implementation of the Employment Rights bill will be made)
- Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and subsequent amendments
- Offender Rehabilitation Act 2014
- Trade Union and Labour Relations Act 1992
- Trade Union Act 2016
- Best employment practice with respect to Equality of Opportunities for clients, Clients, employees and all stakeholders.
- Human Rights Act 1998

The aims and objectives of the Equality and Diversity Policy are:

- To create environments free from harassment and discrimination;
- To encourage, promote and celebrate diversity in all our activities and services;
- To ensure equal access to jobs, volunteer and student placement opportunities;
- To ensure compliance with current legislation on discrimination, equality and human rights;
- To maximise the use of resources in the best interests of staff, volunteers, clients and stakeholders;
- To confront and challenge discrimination where and whenever it arises, whether it is between colleagues, or experienced from or to a client, or in any other area relating to Clifton Homecare's work;
- To ensure, through positive action and so far as is practicable, that all Clifton Homecare's premises and services are accessible to all people including those with disabilities;
- To ensure human rights are protected at all times, ensuring safe, effective care delivery for the clients Clifton Homecare provides care and support for.

Note: For information with regards Anti-Harassment and anti-bullying please refer to this policy, especially given legislative changes which came into force in 2024. This information will be updated to reflect changes which come into force under the Employment Rights bill (2026).

Scope

All employees, job applicants, volunteers, students and clients.

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Policy

Introduction

- Clifton Homecare strives for high standards both as an employer and as a service provider. In so doing, we recognise the need for encouraging diversity and wholeheartedly support a policy of equal opportunities in all areas of our work and responsibilities.
- This policy provides guidance to enable all who work with or for Clifton Homecare to comply with anti-discrimination legislation. Failure to follow the procedures in the policy may lead to disciplinary or other appropriate action.
- Clifton Homecare's aims and objectives will be achieved through action planning, effective monitoring and a willingness to tackle problems where they arise. Through our training, publications, interaction with employees and clients and other activities, Clifton Homecare will ensure that those we work with know our statements of policy.
- Clifton Homecare will review, on an annual basis the content and implementation of its Equality Diversity and Human Rights Policy and strategy. Where evidence is found of ineffectiveness, immediate remedial action will be taken to ensure implementation and rectification.

Definitions

- Equal opportunities ensure that policies, procedures and practice within Clifton Homecare do not discriminate against the people within it and those who come into contact with it. It is about treating people fairly and equally regardless of who they are, their background, culture, colour or their lifestyle.
- Diversity ensures that all people are valued as individuals and are able to maximise their potential and contribution to Clifton Homecare and to the community. It recognises that people from different backgrounds can bring fresh ideas and a different approach, which can make the way we work and learn more fun, creative, efficient and innovative.
- A number of characteristics are protected under the Equality Act 2010 (and subsequent amendments):
 - Race, including colour, nationality, ethnic or national origin
 - Sex (biological sex, not gender identity; even if an individual has a gender recognition certificate)
 - Pregnancy or maternity (including breastfeeding arrangements)
 - Disability, including physical, sensory, HIV, cancer, mental health or learning disability
 - Age
 - Religion or belief
 - Sexual orientation
 - Gender re-assignment (now explicitly includes trans and non-binary individuals, not just those undergoing medical transition)
 - Married or civil partnership status

PROTECTED CHARACTERISTICS — UPDATED GUIDE FOR EMP

Characteristic	Latest Interpretation / Update	Employer Obligations
 Age	No major changes, covers all ages.	Avoid age-based bias in recruitment, promotion.
 Disability	Definition clarified (2024): Includes ability to participate in working life equ-	Provide reasonable adjustments; avoid discrimination in all stages of employment.
 Gender Reassignment	Respect chosen names/pronouns; inclusive policies and facilities.	Cannot discriminate against married or civil-partnered
 Marriage & Civil Partnership	Amendment (2024): Direct discrimination linked to pregnancy, maternity (including post-leave), or breastfeeding is unlawful.	Cannot discriminate against married or civil-partnered employees.
 Race	Includes color, nationality, ethnic/national origins.	Ensure equality in recruitment; pay, and workplace culture.
 Religion or Belief	Covers any religion, philosophical belief, or lack thereof.	Maintain single-sex spaces where required; offer mixed/unisex
 Sexual Orientation	Supreme Court ruling (Apr 2025) clarified "Sex" means biological sex not	Maintain single-sex spaces where required; offer inclusivity.

- Discrimination can take place in a number of ways:

- Directly; e.g. by not appointing someone because of their skin colour
 - Indirectly; e.g. by requiring applicants to have British qualifications
 - Association; e.g. because a partner has a re-assigned gender
 - Perception; e.g. thinking someone is disabled even though they are not
 - Harassment; e.g. intimidating someone because of their religion
 - Victimisation; e.g. treating adversely someone who has complained in the past, such as a whistle-blower
- Positive Action refers to measures taken in order to assist employees or learners who have been under- represented in specific areas, to reach a level of workplace knowledge and competencies that is comparable with 'representative' employees. These measures would normally take the form of additional training and making reasonable adjustments to the physical environment, job roles, assessments or documents and equipment. Since the Equality Act 2010, employers can also choose to hire candidates from under-represented groups provided that they are as qualified for the role as other applicants.
- We recognise that part-time workers have protection from unfavourable treatment. Thus, they acquire rights against unfair dismissal, and a range of pay elements (including redundancy pay) have to be no less favourable than those of full-time workers.
- We also recognise that agency workers acquire basic rights after 12 weeks employment, meaning they are entitled to comparable terms and conditions as comparable "permanent" workers, and the same rights relating to unfair dismissal and redundancy.
- We acknowledge the right of employees, under the Employment Rights Act 1996, to request flexible working and this is covered in a separate policy: **Flexible Working Policy and Procedure**.
- Where employees are being recruited to or promoted to any position that is exempt from the Rehabilitation of Offenders Act, we will ask the following question of applicants:
 - "Do you have any convictions, cautions, reprimands or final warnings. All roles within Clifton Homecare Limited involve caring and supporting people, many are classed as vulnerable individuals; therefore, individuals will be required to have DBS clearance and will be required to disclose convictions, reprimands and final warnings at interview. If an individual does not disclose this information this may lead to the Registered Manager to question their integrity.
- Risk assessments will be undertaken where relevant information is revealed either at interview or from a subsequent check.
- Employees should also remember that it is unlawful to discriminate against anyone because they are either a member of a trade union or are not a member.
- Clifton Homecare Limited also urges staff, whether permanent, casual, temporary or employed through an agency, and volunteers to be aware of the less obvious and insidious types of discrimination which result from general assumptions and pre-conceptions about the capabilities, attitudes, interests and characteristics of individuals.

Human Rights

Human Rights are the basic rights and freedoms that belong to every person in the world, from birth until death. They apply regardless of where you are from, what you believe or how you choose to live your life. This is why they are intrinsically linked to good equality and diversity practices. They can never be taken away, although they can sometimes be restricted – for example imprisonment if someone breaks the law. In Britain, human rights are protected by the Human Rights Act 1998.

Our human rights need protecting when we feel the least powerful or least in control. This includes when people are using health and social care services and/ or are classed as vulnerable people. Rights-respecting care is good quality care and support; delivered in line with human rights legislation in rights-respecting cultured organisations.

In order to ensure good practice is adhered to at all times, human rights are embedded into all appropriate training; such as Induction, Safeguarding, Moving and Assisting, Medication management and all employees irrelevant of role are trained in the Mental Capacity act and its code of practice. Employees are supervised regularly and the code of practice for social care workers is embedded from day 1 of employment. Feedback is sought regularly and in various formats from clients and their informal carers/ advocates. Our annual survey asks questions such as; "how satisfied are you that you are treated with respect, kindness and dignity by your care workers?", "how satisfied are you that your care workers listen to you as a client?". Our quarterly client focus groups are a great opportunity to discuss with clients and their relatives what is working well and what areas there are for development or improvement. Such discussions help shape our service improvement plan.

Our understanding of Diversity and Equal Opportunities

Diversity is a management approach that means recognising each individual's personal merit and not allowing them to be disadvantaged by stereotyping or prejudice, nor by any conditions or requirements that cannot be shown to be justifiable.

Therefore, Clifton Homecare will actively encourage diversity to maximise achievement, creativity, innovation and best practice and to bring benefits to individuals and communities.

We encourage all people who work with us to contribute to an environment in which people feel comfortable in expressing how they feel and what they need, knowing they will be treated with respect and that their contribution will be valued. This is a requirement of Clifton Homecare managers and employee team, volunteers and students on placement with Clifton Homecare.

We embrace equal opportunities as outlined above and the spirit and intentions of legislation that outlaws discrimination and promotes equality and diversity.

The way in which we work, train and learn within Clifton Homecare reflects the aim, mission, and values of the organisation.

Aim: To provide tender loving care to people living in their own homes.

Mission: To be an exceptional health and social care leader maximising wellbeing for all

Values:

Family and a Sharing of Common Kinship; Our work ethics ensure that we work as a strong team.

This is underpinned by a common belief that our clients and their families are part of the Clifton Homecare family. Working together, we build strong bonds with our clients to ensure that they feel part of that family which ensures they receive the highest quality of care. This is extended to our employee team too; who without we could not provide the services we do, to the outstanding standard we have become renowned for.

Learning, growth and Development; Continuous professional development is taken seriously by the team at Clifton Homecare.

The care team receive regular high-quality training in many relevant areas, in addition to the mandatory subjects. This continuous development helps to ensure care staff are knowledgeable, which in turn maximises confidence and competence levels for all. Most of the training at Clifton Homecare is delivered by internal specialists who are eager to ensure that their own competences and knowledge are regularly refreshed. Individual team members, whether they be 16-year-old apprentices or employees in their 70's, are supported to develop their knowledge and skills in a way that suits their learning needs. Ambitious people are welcomed into the team, they are encouraged and supported to develop themselves on both a personal and professional basis.

Inclusivity; Being fully aware of the risk's social isolation present, the team at Clifton Homecare are passionate to provide opportunities for all.

Social outings are organised regularly either on an individual, small group or a larger group basis. Clients are also given the opportunity and support to go away on holiday with likeminded people. Clifton Homecare have an adapted mini bus to help ensure that less mobile/ wheel chair dependent clients can participate in these activities. Individuality is celebrated, and person-centred care forms the basis of the care we provide. We recognise the richness that diversity in our employee team has created and celebrate all our employees and their individual characteristics. We will not tolerate discrimination of any sort and invest in both local and overseas recruitment, ensuring all employees are supported to flourish.

Honesty and transparency; Here at Clifton Homecare, honesty and transparency is at the heart of everything we do.

We work with an open culture which ensures that we share any concerns or issues in a way which enables continuous improvement and service development. This ensures that our team develops and improves our service delivery to benefit our clients and their families.

We will address these principles in all areas and particularly the following:

- Communicating our expectations throughout employment; at recruitment and promotion, interviews and selection, training, including induction training.
- Terms and conditions of employment and benefit packages
- Client care delivery

- Furthermore, Clifton Homecare will monitor the composition of its workforce and Client base and take appropriate action if it appears that this policy is not fully effective in all areas of its operation.

Implementation

Expectations

Responsibility for implementing and developing the policy rests with the Registered Manager. The overall coordinating responsibility for equal opportunities and management of diversity is delegated to the Registered Manager. However, Clifton Homecare believes that all who work with or for the organisation have an individual responsibility to accept the policy and ensure a personal involvement in its application and to cooperate actively to make the environment we desire a reality. Therefore:

Clifton Homecare expects all individuals:

- To cooperate with measures introduced by Clifton Homecare to ensure equality of opportunity, diversity, non-discrimination and positive reinforcement;
- Not to harass, abuse or intimidate any other employee, job applicant, volunteer, student, client, contractor/agency, stakeholder or participant in relation to any of the characteristics described in the 'Definition' section above or for any reason whatsoever.
- To inform a manager (Team leader, Assistant Manager, in the first instance) if they suspect discrimination is taking place in any shape or form.
- To raise matters through the **Grievance procedure** if they are the subject of discrimination.
- To follow the **Whistleblowing Policy and Procedure** if they have a reasonable belief that the matter relates to (and only if it relates to) the public interest.

No employee or other person covered by the scope of this policy will suffer detriment where matters are raised in good faith or reasonable belief.

Clifton Homecare expects the Senior Leadership team:

- To ensure that proper records of employment decisions are maintained and consistent with this policy and regular reviews of employment practices are carried out;
- To ensure that grievances are dealt with in a fair and consistent manner and in line with our grievance policy and procedure;
- To ensure that individuals within their area of responsibility are aware on a day-to-day basis of their legal obligations, and of the organisation's equality and diversity policy;
- To ensure that the highest standards of Equality of Opportunities practice are observed in the delivery of Clifton Homecare services and to undertake training and development opportunities to ensure that their competence is maintained at all times.

The Senior Leadership team will:

- Actively promote the benefits of employee and participant diversity, in employment, services and training and other activities;
- Seek the views and opinions via the annual Quality Assurance questionnaire of employees, volunteers, customers and clients on the operation of the policy in his/ her locality/area of responsibility, in particular to meet the diverse needs of the users of the service.
- Offer advice and guidance to employees, volunteers and organisations with regards Clifton Homecare's Equality, Diversity and Human Rights policy and procedures;
- Ensure that Management meetings appraise equal opportunities and diversity within Clifton Homecare.
- Review and approve policies, procedures and practices that impact on equal opportunities and diversity in practice;
- Facilitate training and open discussion on equal opportunities and diversity issues as appropriate, an example being during Relationships and Sexuality training.
- Ensure reasonable adjustments are made to working practices, equipment and premises and offer, where appropriate, additional support to employees, students and volunteers to ensure that they are able to play a full and active part in Clifton Homecare's work.
- Where new processes are planned, ensure that an Equality Impact Assessment is carried out to establish if any

discrimination is likely to occur as a result of the change, and to plan any remedial actions.

Recruitment and Promotion

- Clifton Homecare strives, where possible to ensure that employees and volunteers reflect the wider community.
- We will provide clear and accurate information on vacant posts through advertisement, covering job descriptions, person specifications and interview arrangements. Wherever appropriate, vacancies will be advertised sufficiently widely to reach the widest possible range of candidates, either internal and/or external with positive action used where needed.
- Applicants will be informed of Clifton Homecare's commitment to equal opportunities and diversity and the existence of this policy.
- Care will be taken to ensure that 'essential' and 'desirable' requirements in Person Specifications are not discriminatory.
- We will not use discriminatory job titles

Interviews and Selection

- So far as reasonably possible, short-listing and interview panels will reflect the gender, disability and ethnic makeup of Clifton Homecare. This may include external professionals such as Stuart Winward; Social care consultant.
- The interview panel or person will take extreme care not to ask discriminatory questions unrelated to the requirements of the job.
- Interviews will take place utilising a values based approach.

Training

- In line with the intentions of this policy, Clifton Homecare will not discriminate in the provision of training courses, promotion, mentoring, secondment or other opportunities wherever possible.
- Appropriate training will be provided to enable employees and volunteers to perform their jobs effectively. The training offered will take into account the needs of all people.
- Briefing on this policy will form part of the first day Induction Procedure for all employees, including senior employees and volunteers.
- Employees and volunteers are encouraged to discuss their development and training needs, through a process of regular support and annual appraisals. Regular skills audits will be completed.

Services Users

- Clifton Homecare will endeavour to deliver services in a way that genuinely recognises the importance of an inclusive society that brings opportunities and access, not barriers and disempowerment, to individuals.
- Clifton Homecare strives to ensure that our clients' characteristics reflect the community from which they are drawn.
- Clifton Homecare will seek to ensure that our clients are aware of their responsibilities to comply with the Equality, Diversity and Human Rights policy in their relations with other clients and employees, students and volunteers.
- All advertising or informational material will not imply any preferred group, unless a genuine qualification exists limiting a vacancy to a particular group, such as a condition of registration or the content of the Statement of Purpose or Client Guide.

Enforcement

- Clifton Homecare recognises the need for a continuing commitment to genuine equal opportunities and diversity within the organisation. The effectiveness of the policy's aims and objectives can only be judged by how the policy operates in practice.

Grievances

- Any employee, student or volunteer who feels that they have been a victim of unlawful discrimination or unfair treatment in a way contrary to the intention of this policy should raise the issue through Clifton Homecare's established

Grievance Procedure.

- Any client who feels that they have been unfairly treated in a way contrary to the intention of this policy should make a complaint via email/ in writing or by telephone. Complaints can be made formal or treated informally as a concern, dependent on the client's request. If the complaint is about the Registered Manager, this should be made directly to the Assistant Manager, or another member of the senior leadership team. Failing this a complaint can be made to the CQC, Local Authority's safeguarding team and/or the commissioner of their care. For all relevant contact details refer to the **Complaints, Concerns and Compliments policy and procedure**.
- Any job applicant who believes that they have been treated unfairly and contrary to the intention of this policy should raise the issue with the Registered Manager.
- Disciplinary offences involving employees will be managed under the **Disciplinary Procedure**.
- All incidents of discrimination by clients will be dealt with in the first instance by the Registered Manager, and in the event of a failure to agree satisfactory remedies, will be dealt with under the terms of the client agreement/contract. If a care package has been commissioned by the NHS or local authority they will be made aware of the discriminatory behaviour and they will be asked to help Clifton Homecare achieve a satisfactory management method.
- Clifton Homecare will not treat lightly or ignore grievances from members of disadvantaged groups on the assumption that they are over-sensitive about discrimination. All complaints / grievances will be dealt with consistently.

Disciplinary Procedure

- Any employee found to be in breach of this policy will be managed under the **Disciplinary policy and procedure**. Any volunteer found to be in breach of this policy will be counselled on their actions and may, where necessary, be removed from Clifton Homecare's volunteer register.
- Any client found in breach of this policy will, where appropriate, be counselled on their actions and may, where necessary, be refused future services from Clifton Homecare.

Formal Procedure for reporting

- Where informal methods fail and the behaviour persists or concerns a specific incident, the employee must report the matter to their line manager.
- If the employees' line manager is the alleged perpetrator, the employee should report the matter to their line manager's manager. If the Registered Manager is the perpetrator the complaint should be made directly to the Assistant Manager, or another member of the senior leadership team. Failing this a complaint can be made to the CQC, Local Authority's safeguarding team and/or the commissioner of their care. For all relevant contact details refer to the **Complaints, Concerns and Compliments policy and procedure**.
- In some cases, the employee may feel more comfortable speaking to another line manager. A formal grievance should be raised and the employee is advised to seek assistance, as above, in doing so. The complaint should be made in writing, and where possible, state:
 - The name of the alleged perpetrator;
 - The nature of the harassment/ bullying incident or inequality treatment;
 - Date(s) and time(s) when incident occurred;
 - Name(s) of witness(es) to any incidents of harassment;
 - Any action already taken by the complainant to stop the issue which is occurring; inequality, harassment and/or bullying. The complaint/grievance should be sent, in confidence, to the Managing Director.
- Immediately after a complaint has been received, action will be taken to separate the perpetrator from the complainant; this may involve temporary transfer of the alleged perpetrator to another department, or suspension with pay until the complaint has been resolved.
- The senior manager handling the complaint will carry out a thorough investigation as quickly as possible to establish whether or not there is a case to answer, maintaining confidentiality at all times. All employees involved in the investigation are expected to respect the need for confidentiality. Failure to do so will be considered a disciplinary offence and may lead to disciplinary proceedings under the organisation's Disciplinary procedures.
- Copies of statements made by witnesses will be made available to both the alleged perpetrator/harasser and the complainant. Witnesses will be encouraged to appear at the complaint hearing if requested by either party. It is acknowledged that some witnesses may be reluctant to do so. In these circumstances the manager will, if necessary,

adjourn the hearing in order to ask supplementary questions of witnesses in private.

- The complainant may, if he or she wishes, be supported throughout the procedure and hearing by a work colleague. Alternatively, he or she may be supported by certified Trade Union Representative or employed Trade Union Official.
- The employee accused of harassment will also have the equivalent right to be accompanied at the hearing. Where the manager concludes that harassment has taken place, he or she will ensure that the perpetrator has every opportunity to defend or explain his or her actions, in accordance with the organisation's disciplinary procedure.
- The severity of the penalty imposed upon an employee against whom an allegation of ill or mis treatment has been proven will be consistent with those detailed in the Disciplinary procedure (e.g. gross sexual harassment will normally result in summary dismissal).
- Where a lesser penalty is appropriate (e.g. a written warning) this may be coupled with action to ensure that the victim is able to continue working without embarrassment or anxiety. After discussion with the victim, the manager may order the transfer of the harasser to a different work area, or arrange for the amendment of working schedules or rotas to minimise contact between the two employees. If the alleged victim so wishes, his or her own transfer may be arranged, subject to practical limitations. The result of the hearing will be confirmed in writing to both employees.
- If the complainant is not satisfied about the way in which his or her complaint has been handled, he or she may ask for it to be reconsidered by the Registered Manager under the relevant stage of the organisation's Grievance procedure.
- Requests for reconsideration of the complaint should be made within five working days of the first hearing. The decision of this second hearing will be sent, in writing, to both parties and will be final.
- An employee who receives a warning or is dismissed for harassment may appeal against the penalty in accordance with the organisation's appeals procedure.
- An employee who brings a complaint of harassment will not suffer victimisation for having brought the complaint. However, if the complaint is found to be vexatious, frivolous and untrue and has been made in bad faith, then disciplinary action may be taken against the complainant.
- For further details of procedures, please refer to the organisation's Disciplinary and Grievance procedures.

Monitoring

- The collection/analysis of data is vital in informing change and improving performance. Where appropriate, statistics on Clifton Homecare's services will be collected and analysed in relation to equality and diversity matters. We will review employee turnover and seek information on reasons for leaving through exit interviews. Local and national data or statistics will be used to benchmark our performance.
- The Registered Manager will annually review quality assurance feedback.
- Recruitment and selection procedures will be monitored and reviewed annually by the Registered Manager.

Compliments, complaints and concerns

In order to ensure clients and their informal carers or representatives can provide vital feedback easily Clifton Homecare's compliments, complaints and concerns policy is easy to read and is available in all client information packs and our website. Regular reviews are completed with all clients and/or their representatives and feedback is captured and acted upon when necessary. This helps ensure human rights are respected by the team providing care and support.

Information relating to bullying and harassment (for further information please refer to the Anti-bullying and anti-harassment policy and procedure):

Bullying

Clifton Homecare are committed to providing a caring, friendly and safe environment for all of our workers and Clients so they can work and live in a relaxed and secure atmosphere. Bullying of any kind is unacceptable, and if bullying does occur, all incidents will be dealt with promptly and effectively.

The attention of all employees is drawn to the:

- The General Social Care Council Code of Practice, which can be found for download on the Skills for Care website at [Code of Conduct \(skillsforcare.org.uk\)](https://www.skillsforcare.org.uk), a copy of which is given to all employees;
- Be accountable by making sure you can answer for your actions or omissions;
- Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times;
- Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare,

- care and support;
- Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers;
- Respect a person's right to confidentiality;
- Strive to improve the quality of healthcare, care and support through continuing professional development;
- Uphold and promote equality, diversity and inclusion.
 - Discipline Policy and Procedure, a copy of which is shown to all employees on recruitment, is referred to in the Staff Handbook that is issued to all employees, and is available in the Policy and Procedure Manual in the staff room/administration office. This policy sets out the disciplinary action which may be taken in the event of bullying activity;
 - Whistleblowing Policy and Procedure, a copy of which is shown to all employees on recruitment, is referred to in the Staff Handbook that is issued to all employees, and is available in the Policy and Procedure Manual in the staff room/administration office;

What is Bullying?

- Bullying is the use of aggression with the intention of hurting another person physically or emotionally. Bullying results in pain and distress to the victim.
- Bullying can be:
- Emotional; being unfriendly, excluding and ignoring, tormenting (e.g. hiding or interfering with belongings, threatening gestures, threatening language);
 - Physical; pushing, kicking, hitting, punching or any use of violence;
 - Racist; racial taunts, graffiti, gestures;
 - Sexual; unwanted physical contact or sexually explicit comments;
 - Homophobic; because of, or focussing on the issue of sexuality;
 - Verbal; name-calling, criticising in public, sarcasm, spreading rumours, teasing;
 - Cyber; All areas of the Internet, such as email & Internet chat room misuse;
 - Mobile; threats by text messaging & calls, misuse of associated technology i.e. camera and video facilities.

Signs and Symptoms.

- A person may indicate, by signs or behaviour, that he or she is being bullied. Team Leaders and other Managers should be aware of these possible signs and that they should investigate if a person:
 - Is reluctant to work without a specific person accompanying them;
 - Asks that a particular member of staff does not care for them;
 - Changes their usual routine;
 - Is unwilling to come to work;
 - Begins to take unannounced days off;
 - Becomes withdrawn, anxious, or lacking in confidence;
 - Feels ill in the morning;
 - Begins to work to a lower standard;
 - Has possessions which are damaged or "go missing";
 - Has unexplained cuts or bruises;
 - Becomes aggressive, disruptive or unreasonable;
 - Is bullying other people;
 - Is reluctant to discuss their behaviour;
 - Gives improbable excuses for any of the above;
 - Is nervous and jumpy when a cyber message is received.
- These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated.

Bullying Procedure

- Report bullying incidents to your supervisor.
- If necessary and appropriate, police will be consulted by the Managing Director.

- The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly.
- An attempt will be made to help the bully (bullies) change their behaviour.
- Use the supervision process to formally record bullying behaviour, and agree a plan of action to stop it.
- Clearly spell out the potential disciplinary action which could be taken in the event of appropriate corrective action not being followed by a person who is exhibiting bullying behaviour, or if serious incidents occur.
- Refer to the Discipline Policy and Procedure in serious and/or intransigent cases.
- Use the abuse procedures in the case of bullying of a client.
- Consider the use of advocacy in the case of a client bullying a worker, and refer the client and/or their advocate to the behavioural standards set out in the client's Handbook and Agreement.

Harassment

Harassment is unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual (Equality Act 2010).

Harassment Procedure

- Sexual harassment as in other forms of harassment at work is unlawful. Both the organisation and the perpetrator may be held liable for such unlawful actions, and may be required to pay damages. Sexual harassment can reduce the effectiveness of the organisation by creating a threatening environment, and increasing stress, sickness absence and high staff turnover. Employees have the right to work in an environment free from sexual intimidation and harassment.
- Racial harassment at work is also unlawful and, as with sexual harassment, both Clifton Homecare and the perpetrator may be held liable. It also creates a threatening environment and all staff members have the right to work in an atmosphere free from racial intimidation.
- Intentional racial or sexual harassment is also a criminal offence punishable by imprisonment or a fine.
- Incitement to racial hatred is also a criminal offence punishable by imprisonment or a fine.
- It is important for employees to note that the other types of harassment covered in this policy are also taken very seriously by the organisation and will be dealt with in the same manner. Harassment may consist of a single act or a series of acts.

Examples of Harassment

- Sexual harassment takes many forms, from relatively mild sexual banter to actual physical violence. Employees may not always realise that their behaviour constitutes sexual harassment but they must recognise that what is acceptable to one person may not be acceptable to another. Sexual harassment is unwanted behaviour of a sexual nature by one employee towards another. Examples of harassment include:
 - a. Insensitive jokes and pranks;
 - b. Lewd comments about appearance;
 - c. Unnecessary body contact;
 - d. Displays of sexually offensive material, e.g. pin-ups;
 - e. Requests for sexual favours;
 - f. Speculation about a person's private life and sexual activities;
 - g. Threatened or actual sexual violence;
 - h. Threat of dismissal, loss of promotion, etc for refusal of sexual favours.
- Racial harassment and incitement to racial hatred can also take many forms; from relatively minor abuse to actual physical violence. Examples of harassment include:
 - a. Insensitive jokes related to race;
 - b. Pranks;
 - c. Deliberate exclusion from conversations;
 - d. Abusive, threatening or insulting words and behaviour;
 - e. Displaying abusive writing and pictures.

- f. Displaying or disseminating material, or acting in a manner, which is likely to influence others to engage in racial discrimination or hatred.

The examples above are not exhaustive. Items 1(g), 1(h) and 2(d) could well amount to gross misconduct, and lead to summary dismissal, but other items may also constitute gross misconduct depending on the circumstances of the case in question.

Harassment related to other protected characteristics may also take similar forms to those outlined above with a similar impact on Clifton Homecare and employees as stated.

Equality Impact Assessment

Generic Equality Impact Assessment			
STAGE 1 Screening to establish if the function has any relevance to any equality issue and /or minority group. i.e. Could the function affect one or more equality group in a different way to another group? Establish whether different equality groups have different needs? Establish whether the function contributes to/or hinders equality of opportunity?			
1a	Please give a brief description of the function and its purpose* * Function can mean a process, a service, a policy or a project		
1b	Tick the box for each group to whom the function is <u>not accessible</u> or for whom there may be needs or considerations accommodated		
	☐	Age	☐
	☐	Race	☐
	☐	Sexual orientation	☐
	☐	Religious belief	☐
	☐	Transgender or Transsexual	☐
	* Equality neutral		
	* Provide relevant evidence		
1c	What are the negative impacts associated with this function? Please list and give details, then go to question 1d		
1d	Are there positive impacts associated with this function? If yes, please list and give details.		

1e	At this stage, what plans could be built in to address any negative impact, and/or to add measures which promote a positive impact, or could you consider an alternative function which may better achieve the promotion of equality? (Mention here what you have considered you could do to amend or change the function due to the likely adverse impact, whilst still delivering the function objective. It may be possible to consider a different function, which still achieves your aims, but avoids any adverse impact on equalities). (put these plans in the action plan at the end of the template)
1f	As part of the Disability Duty, we have to consider the needs of disabled people, promote disability equality and promote positive attitudes towards disabled persons in public life. Have the needs of disabled people been taken into account in the application of the function and in particular to encourage participation by disabled people where applicable? If yes give examples
1g	Are there any Human Rights issues? If so what are they?

1h	Are there any language issues? If the function is available to anyone whose first language is not English, assess the need for translated documents.
1k	Is a Full Impact Assessment required? Yes - If you have established that there may not be equality of opportunity or assessed that there would be a negative impact on an equality group in 1b or 1c go to STAGE 2 No - Please DO NOT CONTINUE Just date and sign at the end of the form at stage 3 and fill in any actions identified, if any in the action plan. Don't Know i.e. not enough evidence Please go to STAGE 2
Stage 2 Full Impact Assessment	
2a	Does the function affect or impact on the public, whether directly or indirectly? Yes/No/Don't Know Provide any relevant information here.
2b	Have complaints been received about the function and its effect on different equality groups? Yes/No/Don't Know Also provide evidence by documenting all reliable up-to-date information

2c	Does the function have employment implications for the organisation's staff? Yes/No/Don't Know Also provide evidence by documenting all reliable up-to-date information.
2d	Outsourced Services If the function is provided (whether partly or wholly) by external organisations/agencies please detail any arrangements you have to ensure that the function promotes equality. Also include any actions in your action plan i.e. conditions in the contract. Also provide evidence by documenting all reliable up-to-date information.
2e	If you have established an adverse impact, it could be deemed as unlawful discrimination. Where adverse impact is unlawful, the function or the element of it that is unlawful must be changed or abandoned. If an adverse impact is unavoidable, then it must be justified and action taken. Please comment if you are continuing with an impact that is unlawful with the reasons why and any action you are taking to minimise the impact.
2f	Monitoring Give details of any monitoring being carried out on existing functions.

2f(1)	If this is a new function, or one that is not currently monitored, what arrangements are being made to start monitoring the actual impacts of the function and what will be done to continue to monitor the effects of the function on different equality groups? Add details to the action plan
2g	Consultation If you have not carried out any consultation, or if you need to carry out further consultation, who will you be consulting with and by what methods? Add details to the action plan.
2h	Evidence What further evidence do you have about considerations with regard to equality issues that you have made concerning this function? e.g. Audit reports, minutes from meetings or survey results
2i	Publishing Where will you publish your findings if applicable? Further information available from the Manager

2j	Training or development Please list any staff training on equalities issues arising from this assessment (and include this in your action plan, attached).			
	Now give a High Medium or Low rating, sign and complete the Action plan with your actions.			
Stage 3				
Assessor's Assessment				
Please state below whether you consider the impact to be high, medium or low.				
High		Medium		Low
Assessor name				
Signed				
Date				
Line manager				
Signed				
Date				

Action Planning Form

Equality Impact Assessment Action Plan			Date:	
Function assessed:				
Ref	Details	Who	When	Progress

This action plan to be presented to the next Management Meeting for support and resource allocation, and to be integrated into the overall organisation's Action Plan

Equal Opportunities Monitoring Form

The organisation is committed to equal opportunities for all its employees and all prospective employees.

To ensure that all applicants are dealt with equally, we wish to monitor the recruitment process and would ask for your help by completing the details below by placing a v in the appropriate box. This will allow the organisation to monitor its policies.

PLEASE NOTE

You do not have to complete this form. The information is given on a voluntary basis and the information provided will only be used for the monitoring purpose. Please do not enter any identifying marks on this form, so that the information remains anonymous. This information will be stored on a computer.

Monitoring ethnicity

The following sets out categories for monitoring ethnicity. We ask you to respond to this information request positively as it will help us ensure that our policies and practices do not inadvertently discriminate against you because of your ethnicity. Clifton Homecare Limited assures you that any information you provide here will only be used to monitor the effectiveness of our policies and we will take steps to ensure this information remains confidential to a limited number of staff in our HR directorate.

Monitoring questions:

How would you describe yourself?

Choose ONE section from A to E, and then tick the appropriate box

- | | |
|---|--|
| A | ☐ Asian or Asian British |
| | ☐ Bangladeshi |
| | ☐ Indian |
| | ☐ Pakistani |
| | ☐ Any other Asian background, please write in box |
| B | ☐ Black or Black British |
| | ☐ African |
| | ☐ Caribbean |
| | ☐ Any other Black background, please write in box |
| C | ☐ Chinese or other ethnic group |
| | ☐ Chinese |
| | ☐ Any other, please write in box |
| D | ☐ Mixed Heritage |
| | ☐ White and Asian |
| | ☐ White and Black African |
| | ☐ White and Black Caribbean |
| | ☐ Any other Mixed background, please write in box |
| E | ☐ White |
| | ☐ British |
| | ☐ English |
| | ☐ Irish |
| | ☐ Scottish |
| | ☐ Welsh |
| | ☐ Any other White background, please write in box |
| F | ☐ Prefer not to say |

Disability monitoring

To make positive changes, Clifton Homecare Limited wants to address the different barriers faced by disabled people. Many people who do not consider themselves to be disabled may be covered by the Equality Act 2010 because they have a health condition that has an impact on their lives.

What do we mean when we say disability?

- Do you have a physical or mental impairment?

- Is it long term?
- Does this make it difficult for you to do the things that most people do on a fairly regular and frequent basis?

If so, you may have rights under the Equality Act 2010. This includes people who are receiving treatment or using equipment (except glasses or contact lenses) that alleviates the effects of an impairment or a condition, people with an impairment or condition that is likely to recur, people who have conditions that will get worse over time and people with severe disfigurements.

Employees with a disability or health condition are entitled in law to 'reasonable adjustments' to address their needs for support in the workplace. Therefore we are interested in any disability or health condition that may require a reasonable adjustment to overcome any such barriers.

Monitoring questions:

Do you consider yourself to have a disability or a long-term health condition?

☐ Yes ☐ No

What is the effect or impact of your disability or health condition?

☐ Prefer not to say

If you would like to discuss your response, or are unsure of the types of reasonable adjustment that might be possible, please contact your manager who is trained to help and support you.

Clifton Homecare Limited is committed to creating an environment where barriers are removed for disabled people and they can give of their best to succeed in our organisations.

Clifton Homecare Limited gives a commitment that this information will remain confidential within HR.

Gender monitoring

Concentrations of either men or women into certain jobs, the impact of family commitments are some reasons why men and women experience the workplace differently. Gender monitoring is key to ensuring that all employees have access to the same opportunities and Clifton Homecare Limited is committed to work at achieving this.

Monitoring question:

Would you describe yourself as:

☐ Male ☐ Female ☐ Prefer not to say

Sexual orientation

Monitoring sexual orientation in our staff and in our recruits is a significant step towards acknowledging gay, lesbian and bi sexual staff within Clifton Homecare.

Clifton Homecare Limited seeks to become an exemplar employer and make sure our processes and practices are fair to all staff.

Please help us and do this by completing the following questions around your sexual orientation.

Monitoring question:

What is your sexual orientation?

- ☐ Bisexual
☐ Gay man
☐ Gay Woman / Lesbian
☐ Heterosexual / Straight
☐ Other
☐ Prefer not to say

Clifton Homecare will only use this information for ensuring its staff policies work fairly for all and that your sexual orientation does not count against you.

We will ensure in any analysis that is made public that it will not be possible to identify you.

Age monitoring

We all have an age. Age discrimination regulations in the workplace are designed to ensure that you are judged only by your abilities and not your age. Greater experience does not always associate itself with greater ability and neither does older age and inability to learn new skills. By monitoring age we seek to

uncover these and other assumptions in the way we work in Clifton Homecare.

We intend to set up a database to review and adjust annually for age. To help us confirm your age please state your date of birth.

Monitoring question:

What is your Date of Birth?

--/--/---- (dd/mm/year or age bands – see Acas guidance on Age and the workplace)

Religion and belief

Whether or not you have a religion and what you do or don't believe in is likely to make difference to you and how you perceive the world. These perceptions are carried across into our workplaces.

It is said by some that what you do or don't believe is a private matter that should have no effect on your job. It is indeed a private matter but it would be disingenuous to say that it had no effect on your employment. For example, Clifton Homecare running training events or promotion panels during periods of religious fasting for some colleagues may well place them at a disadvantage in these instances.

Clifton Homecare Limited is committed to ensuring fairness and equal access to all employees whatever their faith or beliefs.

Below is a list of religions that are the most commonly found in Britain. They are listed in alphabetical order and not intended to signify rank in terms of importance, furthermore we acknowledge that the list is not exhaustive and if your religion is not specifically listed then we ask you not to take offence as none was intended.

Monitoring question:

Please tick the box that best describes you:

- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Jew
- ☐ Muslim
- ☐ Sikh
- ☐ Other Religion or Belief (please state)
- ☐ No Religion
- ☐ Prefer not to say

Note: All Policies are reviewed annually, more frequently, or as necessary.