

## DAAS EQUALITY, DIVERSITY & INCLUSION STATEMENT

Supporting and working with individuals from diverse cultural backgrounds, perspectives and experiences is fundamental to how we at DAAS strive to achieve our Mission Statement. Our aim is to ensure that our services are accessible, appropriate and relevant to all people in the community we serve, ensuring everyone has equality of access and are treated fairly, with dignity and respect.

At DAAS we consider that equality means breaking down real and perceived barriers, eliminating discrimination and ensuring equal opportunities and access for all individuals; both in terms of employment of staff, and provision of services.

Through our recruitment and selection policy we undertake to develop and retain staff in our workforce who are the best people for the work or role, regardless of their background, ethnicity, race, religion, sexuality, gender or gender status including any gender reassignment, disability, marital status, civil partnership status, pregnancy, maternity, paternity or adoption requirements or their age. This is reflected within our recruitment and selection process and within the management and support for our workforce. At DAAS we are guided by our values – (outlined within the DAAS Value Statement and our Organisational Behaviours) in everything we do, and recognise that being a diverse and inclusive employer helps us fulfil our responsibility to make a difference for our beneficiaries.

We seek to develop a work environment where we treat all employees as individuals, fairly and in a consistent way. We work within the spirit and the practice of the Equality Act 2010 by promoting a culture of respect and dignity and actively challenging discrimination, should it ever arise. We will remove unnecessary barriers for our employees seeking opportunities through training and development, promotion and career planning. We also strive to ensure that our beneficiaries can gain equitable access to our services and receive the same high quality services across the population and geographical area in which we deliver our services.

We will commit to support our Board of Trustees, managers and employees to demonstrate the principles of diversity and inclusion in their everyday activities, roles and functions. We will ensure that our beneficiaries and our stakeholders receive services from us which reflect these outlined values. We embrace feedback, negative or positive as we feel this will help us to improve the services we provide.

## **DAAS Equality and Diversity Policy**

### **1. Purpose**

This policy sets out DAAS's approach to equality and diversity. DAAS is committed to promoting equality and diversity and promoting a culture that actively values difference and recognises that people from different backgrounds and experiences can bring valuable insights to the workplace and enhance the way we work. DAAS aims to be an inclusive organisation, committed to providing equal opportunities throughout employment including in the recruitment, training and development of employees and volunteers and to pro-actively address, challenge and eliminate discrimination.

### **2. Scope**

The rights and obligations set out in this policy apply equally to all employees, whether part time or full time on a substantive or fixed-term contract, and also to associated persons such as trustees, volunteers, contractors and others employed. All staff have personal responsibility for the application of this policy. As part of DAAS employee induction, staff are expected to read and familiarise themselves with this policy, ensuring that it is properly observed and fully complied with. This policy is also of particular relevance to trustees, line managers and other employees concerned with recruitment, training and promotion procedures and employment decisions which affect others.

### **3. Discrimination**

Every employee is entitled to a working environment that promotes dignity, equality and respect for all. DAAS will not tolerate any acts of unlawful or unfair discrimination (including harassment) committed against an employee, contractor, job applicant, volunteer, client or visitor because of a protected characteristic:

- Sex;
- Gender reassignment;
- Marriage and civil partnership;
- Pregnancy and maternity;
- Race (including ethnic origin, colour, nationality and national origin);
- Disability;
- Sexual orientation;
- Religion and or belief; and
- Age.

All employees will be encouraged to develop their skills and fulfil their potential and to take advantage of training, development and progression opportunities offered by DAAS. Selection for employment, promotion, training, or any other benefit will be on the basis of aptitude and ability.

No form of intimidation, bullying or harassment will be tolerated. If anyone in the organisation believes they may have suffered discrimination because of any of the above protected characteristics, they should initially consider gaining informal resolution by discussion (where appropriate) with a DAAS manager or another colleague in a relevant position of seniority within DAAS. They may also seek support from the DAAS Employee Support Programme. This opportunity serves to help them clarify the event and to gain any support needed prior to progressing the event through a formal process. However the individual may decide that the matter needs to be raised immediately through DAAS Grievance Policy and all such allegations or grievances made will be treated in confidence and investigated within a specified time frame, in accordance with the appropriate policy and procedure. DAAS will ensure that individuals who make such allegations in good faith will not be victimised or treated less favourably by DAAS as a result (See DAAS Whistle

Blowing policy). However, false allegations which are found to have been made in bad faith or breach this policy will be dealt with under DAAS Disciplinary Policy.

## **5. Application of the policy within DAAS Service Provisions**

### **5.1 Client Contact, by telephone or in counselling or group work**

Our aim is to attract into our services a diverse range of clients who have equal access and are treated fairly and with dignity and respect. DAAS recognises that for some people there are barriers to seeking support and we strive to recognise these and address them where ever possible. Ensuring that DAAS is committed to promoting equality and diversity in all the services we provide is paramount and taken very seriously by DAAS tTrustee board, managers and staff within the organisation. Client evaluation forms, service user forums and feedback mechanisms are in place together with our complaints and concerns policy. We make it clear to our beneficiaries that any expressed areas of concern are welcomed and will be addressed by our service, especially those which might conflict with our Equality and Diversity policy. At all times:

- a. We will work to ensure that our practice reflects diversity through an active commitment to anti-oppressive practice.
- b. We will treat all clients with respect and work towards ensuring that our service reaches all sections of the community.
- c. We will take active steps to address both individual and organisational discrimination through the provision of awareness raising, challenge and training
- d. We will take active steps to enhance our knowledge and skills in the area of anti-oppressive and anti-discriminatory practice through training, reading and discussion.
- e. We will take action to ensure that clients are appropriately supported around issues of discrimination, which affect them directly. At all times confidentiality will operate strictly within the service guidelines.
- f. Any concerns about practice deemed to be oppressive will be dealt with by the manager of DAAS in consultation with the DAAS CIO Board of Trustees.
- g. We will work towards challenging oppressive language from members of the staff team (paid and unpaid) and clients.

### **5.2 Training and Promotion**

Our aim is to ensure that our training is widely available to all and is easily accessible. We believe that the contribution of all learners is valuable to DAAS and have the right to access and participate in the training provided regardless of their level of knowledge, or any disability. We strive to ensure that during training they will be treated with dignity and respect. We do this by:

- a. Making our training courses accessible to all participants. This will involve asking participants whether they have any specific needs to enable them to participate fully and widening access to booking and providing support for booking, taking into account learning styles, language barriers and learning issues
- b. Monitoring attendance of courses to ensure that where possible we are attracting a range of learners whose backgrounds reflect the diversity within our geographical remit and within our target audience( health and social care workers)
- c. evaluating our training to ensure we are providing an inclusive and supportive learning environment which takes into account equality and diversity
- d. ensuring the content and delivery of our courses and workshops are actively anti-oppressive and promote the ethos of equality and diversity.

- e. taking action to challenge any issues raised within training sessions which conflict with our ethos of diversity and equality At all times confidentiality will be safeguarded within DAAS training, unless we have sufficient concern about someone's intent and the safety of individuals.
- f. promoting the work undertaken by DAAS and the training provided in a way which reflects our ethos and promotes diversity and equality

### **5.3 Publicity Material**

We will actively work towards ensuring that all publicity material pertaining to the Service (either to advertise or inform) will reflect the diverse groups in society. We will ensure that a wide and diverse audience can access our publicity. We will do this by:

- a. use of an interpreting service.
- b. taking active steps to ensure that any publicity material displayed on the walls of our bases is sensitive and in line with anti-oppressive practice.
- c. in our use of social media and on our website striving to improve access and address any difficulties we are aware of for clients, or members of the public who may experience difficulties in gaining access to information. This may include use of google translate or other on line support services
- d. endeavouring to protect the rights and identity of staff and service users within any of our publicity material or social media activity (see DAAS Data protection and GDPR policies)
- e. monitoring publicity events and resultant interest or referrals into services to ensure as wider and inclusive demographic as possible and taking steps to address areas of inequality

### **6. Responsibility of the Equality and Diversity Policy**

- a. Responsibility for implementing monitoring, reviewing and amending the Equality and Diversity Policy rests with the Manager of the service in consultation with the DAAS CIO Trustee Board who have the ultimate decision and responsibility.
- b. A member of the DAAS Trustee Board will be designated to oversee the implementation of the policy.
- c. All DAAS employees (paid and unpaid) and board members will be expected to work in ways, which are consistent with this policy. This will include any services contracted by DAAS.

### **7. Recruitment and Selection**

- a. DAAS staff will be recruited and selected using equal opportunities practices and procedure
- b. This means that jobs and opportunities within DAAS will be advertised widely through a range of media to ensure that a diverse range of potential employees may apply for posts.
- c. Where it is possible to provide changes to roles or promotions within DAAS from the existing work force into any new vacancies, this will be actioned where appropriate and agreed by the DAAS CIO board and senior managers, taking into account legal current employment law to ensure fairness and transparency at all times.
- d. The manager and DAAS CIO Trustee Board will work to ensure that none of our employment practices, terms or conditions discriminate against any employee or potential employee on any of the grounds listed in 4 above

## 8. Implementation and monitoring

- a. This policy will be actively promoted to clients and other agencies.
- b. There will be an annual review of the performance of the agency with regard to the implementation of the policy.
- c. The review will include consulting service users and partner agencies.
- d. The service will include review of the policy through its Organisational Development Strategy review and will be amended accordingly
- e. Staff will attend mandatory diversity training.

Reviewed and amended Elaine Handley	Approved by DAAS CIO Trustee Board	Next review
March 2019	May 2019	