

Equality and diversity

Why do we need this procedure?

All people have the same human rights. However Creative Choices recognises that some individuals and groups can sometimes be discriminated against, for example on the grounds of race, religion, gender, sexual orientation, disability, HIV/AIDs, marital status or age. We are committed to working in ways that promote equality, diversity and anti-discriminatory practice particularly when recruiting, inducting, training and managing our workers.

How will this happen?

As part of their induction, workers will receive information and/or training about the legislation relating to equality and diversity, and about your rights to:

- live a meaningful and fulfilling life;
- achieve all you can;
- be valued for who you are, including your ethnic background, language, culture or faith;
- be treated equally;
- access services, resources and opportunities;
- live in an environment that is free from bullying, harassment or discrimination;
- complain without fear of being victimised.

Workers are encouraged to be aware of their own behaviour and attitudes. Their personal development is promoted through regular reviews or appraisal of their work and/or individual training plans. Working practices are kept up-to-date through monitoring, supervision and training and through learning from experiences and complaints and continually striving for improvement.

We make sure that anyone who is interested in the services we provide can access information by providing this in plain English and in a variety of other languages and formats when required. The criteria we use to decide who we can offer a service to are explained in our Statement of purpose/Referrals policy/other statement about eligibility criteria. Arrangements for accessing the service are explained in our written policies and procedures for Referrals, Assessment of needs and Introductions.

Applications to work fornamed service (paid or voluntary) are actively encouraged from a wide range of people. Written job descriptions and person specifications explain the essential and desirable experiences, skills and qualifications for the job. Recruitment will depend on references and completion of other safety checks as well as on the candidate's employment history and qualifications.

We monitor our referrals, job applications and other statistics as part of evaluating how effective we are in promoting equality and diversity. In order to do this we may ask you to complete an equality and diversity form. We also have active links with community workers and/or organisations working with minority groups in order to promote fair access and make sure the service is responsive to individual needs.

The premises used by the service are accessible and wherever possible acceptable to all people, and special equipment or reasonable adaptations can be provided for workers when necessary e.g. Braille computer, adjustable desk, etc.

This service is not suitable for everyone but the decisions about this are based on whether we can meet a person's needs, rather than on their individual differences.

See these other policies, procedures and documents for further information on:

- Standards of conduct and practice
- Making choices and decisions
- Communication
- Harassment and bullying
- Recruitment and employment of workers and managers
- Working with volunteers
- Risk assessment and risk management
- Learning and development
- Cultural and religious customs
- Daily life and inclusion in the community
- Complaints and concerns
- Statement of purpose
- Other statement about eligibility criteria
- Referrals
- Assessment of needs
- Introductions
- Consultation and participation in running the service
- Continual improvement in the service