



Cambridge & Ely Child Contact Centre

Equal Opportunities & Diversity Policy

Cambridge & Ely Contact Centres strives for high standards both as an employer and as a provider of services. 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 Cambridge & Ely Contact Centres to comply with anti-discrimination legislation. The policy will also address anti-discrimination issues involving areas that currently fall outside any legislation.

Failure to follow the procedures in the policy may lead to disciplinary or other appropriate action.

Cambridge & Ely Contact Centres aims, and objectives will be achieved through action planning, effective monitoring, and a willingness to tackle problems where they arise. We are committed to reviewing this policy on an annual basis. Through our training, publications, interaction with families and other activities, Cambridge & Ely Contact Centres will ensure those we work with know our statements of policy.

Cambridge & Ely Contact Centres will regularly review the implementation of its Equality and Diversity Policy and strategy. Where evidence is found of ineffectiveness, immediate remedial action will be taken to ensure implementation.

Definitions

- Equal Opportunities ensures that policies, procedures, and practice within Cambridge & Ely Contact Centres do not discriminate against the people within it. It is about treating people fairly and equally regardless of who they are, their background or their lifestyle.
- Diversity ensures that all people are valued as individuals and can maximise their potential and contribution to Cambridge & Ely Contact Centres 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, more creative, more efficient, and more innovative.
- Direct Discrimination occurs when an individual is dealt with less favourably on the grounds of race, colour, nationality, ethnic or national origin or sex. Also because of, for example, marital status or caring responsibility; sexual orientation; age; physical, sensory, or learning disability; mental health; political or religious beliefs; class; HIV status; employment status; unrelated criminal convictions; union activities.
- Indirect Discrimination occurs when a requirement or condition, which although it applies equally to persons of all groups, is such that only a considerably smaller proportion of a particular group can comply with it. Examples: a rule about clothing that disproportionately disadvantages a racial group cannot be justified; requiring applicants to have British qualifications.



Cambridge & Ely Child Contact Centre

- Victimisation occurs when an individual is treated less favourably because that person has asserted rights under the Equality Act or acted as a whistle-blower on such activity. People must be able to act against unlawful discrimination without fear of reprisals.
- Harassment means repeated, unreciprocated and unwelcome comments, looks, actions, suggestions, or physical contact which is found objectionable and offensive, and which might threaten an employee or participant or create an intimidating or uncomfortable environment. Harassment can be sexual, racial, directed against people with disabilities or indeed related to any characteristic exhibited by the individual.
- Positive Action refers to measures taken 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. 'Positive discrimination' at the point of selection for work is not permissible.

Commitment to equal opportunities

Cambridge & Ely Contact Centres is committed to the principle of equal opportunity in employment and is opposed to any form of less favourable treatment or financial reward through direct or indirect discrimination, harassment, victimisation to employees or job applicants on the grounds of sex, race, age, religion or belief, marital status or civil partnership, sexual orientation, pregnancy/maternity, disability, gender reassignment or any other characteristic unrelated to the performance of the job.

The main legislation that covers equal opportunity and discrimination is the Equality Act 2010 but Cambridge & Ely Contact Centres also recognises its obligations under the Rehabilitation of Offenders Act 1974, the Protection from Harassment Act 1997, the Human Rights Act 1998, the Sex Discrimination (Gender Reassignment) Regulations 1999, the Racial and Religious Hatred Act 2006 and any Codes of Practice issued by the Equality and Human Rights Commission.

Policy Statements

Diversity

Cambridge & Ely Contact Centres will actively encourage diversity to maximise achievement, creativity, and good practice and to bring benefit to individuals and communities.

Cambridge & Ely Contact Centres encourages all people it works with and for to contribute to an environment in which people feel comfortable expressing how they feel and what they need, knowing they will be treated with respect and that their contribution will be valued.

The way we work, train, and learn within Cambridge & Ely Contact Centres reflects both the Mission and Objectives of Cambridge & Ely Contact Centres and the spirit and intentions of legislation that outlaws discrimination and promotes equality and diversity.



Cambridge & Ely Child Contact Centre

Cambridge & Ely Contact Centres will make reasonable adjustments to working practices, equipment and premises and offer, where appropriate, additional support to management, and staff, to ensure they are able to take a full and active part in Cambridge & Ely Contact Centres work.

Cambridge & Ely Contact Centres will endeavour to deliver services in a way that genuinely recognises the importance of an inclusive society that brings opportunities and access, not barriers to individuals.

Equal Opportunities

Cambridge & Ely Contact Centres is an equal opportunities employer and provider of services. No job applicant, staff member, manager, or family should receive less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin; sex; marital status or caring responsibility; sexual orientation; age; physical, sensory, or learning disability; mental health; political or religious beliefs; class; HIV status; employment status; unrelated criminal convictions; union activities. Nor will such person be disadvantaged by conditions or requirements which cannot be shown to be justifiable. This principle applies to recruitment, promotion, transfer, training, benefits, facilities, procedures and all terms and conditions of employment.

Aims and Objectives

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

- i. To encourage, promote and celebrate diversity in all our activities and services.
- ii. To ensure equal access to paid and unpaid opportunities.
- iii. To ensure compliance with legislation on discrimination and equality (Equality Act 2010).
- iv. To create environments free from harassment and discrimination.
- v. To maximise the use of resources in the best interests of staff, managers and families.
- vi. To confront and challenge discrimination where and whenever it arises whether it be between colleagues, or in any other area relating to Cambridge & Ely Contact Centres' work.
- vii. To make a willingness to accept and implement this policy to be a necessary qualification for any position in Cambridge & Ely Contact Centres.
- viii. To ensure, through positive action and so far as is practicable, that all Cambridge & Ely Contact Centres premises and services are accessible to all people.
- ix. To ensure that employment and advancement within the organisation is determined by objective criteria and personal merit.



Cambridge & Ely Child Contact Centre

Policy Implementation: Expectations

Cambridge & Ely Contact Centres recognises that passive policies do not provide equality and we will seek to promote equality and diversity within the following framework of responsibilities.

Responsibility for implementing and developing the policy rests with management. The overall co-ordinating responsibility for equal opportunities and management of diversity is delegated to Lynn Culvert. However, Cambridge & Ely Child Contact Centres 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; to co-operate actively to ensure that the environment we desire is a reality. Therefore:

Cambridge & Ely Contact Centres expects individuals:

- to co-operate with measures introduced by Cambridge & Ely Contact Centres to ensure equality of opportunity, diversity and non-discrimination.
- not to harass, abuse or intimidate any other staff or participant on the grounds of race, colour, nationality, ethnic or national origin; sex; marital status or caring responsibility; sexual orientation; age; physical, sensory, or learning disability; mental health; political or religious beliefs; class; HIV status; employment status; unrelated criminal convictions; union activities.
- to feel sufficiently confident to inform management if they suspect discrimination is taking place.

Cambridge & Ely Contact Centres expects our Co-Ordinator:

- to ensure that proper records of employment decisions are maintained, 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 Cambridge & Ely Contact Centres Grievance Policy and Procedure.
- to ensure that individuals within their area are aware of their legal responsibilities, and the organisation's Equality and Diversity Policy.
- to promote actively the benefits of employee and participant diversity, in employment, services and training.

The person with responsibility for Equality and Diversity will:

- ensure that Managers and Equality and Diversity Advisers are supported in their roles in regard to the Equality and Diversity Policy and Procedures.
- ensure Managers are appraised regularly on the state of equal opportunities and diversity within Cambridge & Ely Contact Centres.



Cambridge & Ely Child Contact Centre

- ensure that the Equality and Diversity Policy and associated documents are reviewed on an annual basis.
- review and approve policies, procedures and practices that impact on equal opportunities and diversity practice.
- co-ordinate the delivery of an equality and diversity strategy and action plan.

Policy Implementation: Recruitment and Promotion

Cambridge & Ely Contact Centres strives to ensure that our Management and Staff reflect the wider diverse community.

Clear and accurate information on vacant posts should be available through advertisement, job descriptions, person specifications and interview.

Vacancies should be advertised sufficiently widely to reach the widest possible range of candidates, either internal and/or external.

All recruitment material should not imply any preferred group, unless a genuine occupational qualification exists limiting a post to a particular group.

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Applicants will be informed, through all recruitment material of Cambridge & Ely Contact Centres commitment to Equal Opportunities and Diversity and the existence of this policy.

Person specifications may include 'essential' and 'desirable' requirements that are necessary and justifiable. Care, and advice where necessary, is needed to ensure these are not discriminatory.

Job titles that are discriminatory should be avoided.

Staff should be encouraged to discuss their development and training needs through a process of regular support and annual appraisals.

Policy Implementation: Interviews and Selection

In line with the intentions of this policy, interviewing and selection policies and processes must take care to reflect the gender, disability and ethnic makeup of Cambridge & Ely Contact Centres when selecting the panel.

The shortlisting panel will not select candidates on the basis of the gender, name, possible disability or age of the candidate.



Cambridge & Ely Child Contact Centre

The interview panel must take extreme care not to ask discriminatory questions unrelated to the requirements of the job, e.g. race, colour, nationality, ethnic or national origin; sex; marital status or caring responsibility; sexual orientation; age; physical, sensory or learning disability; mental health; political or religious beliefs; class; HIV status; employment status; unrelated criminal convictions; union activities.

Policy Implementation: Training

In line with the intentions of this policy, will not discriminate in the provision of training courses/ opportunities wherever possible.

Appropriate training will be provided to enable staff and managers to perform their jobs effectively. The training offered will consider the needs of all people.

Briefing on this policy will form part of the Induction Procedure for staff and managers.

Enforcement

Cambridge & Ely Contact Centres 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.

Policy Enforcement – Grievances

Any staff member who feels they have been a victim of unlawful discrimination or unfairly treated in a way contrary to the intention of this policy should raise the issue through Cambridge & Ely Contact Centres established Grievance Procedure.

Any staff member who feels he/ she has been unfairly treated in a way contrary to the intention of this policy should make a complaint through Cambridge & Ely Contact Centres Committee, who must report any such complaint to the Chair of the Committee. If the complaint is about the Co-Ordinator, this should be made through the Chair of the Committee.

Any job applicant who believes that he/ she has been treated unfairly and contrary to the intention of this policy should raise the issue with the centre management.

All incidents of direct discrimination are disciplinary offences and will be dealt with under the Disciplinary Procedure.

Incidents of indirect discrimination will be investigated to determine whether they should be dealt with under the Disciplinary Procedure.

Incidents of victimisation or harassment will be dealt with in accordance with Cambridge & Ely Contact Centres Harassment Procedure. Where incidents of victimisation and harassment are



Cambridge & Ely Child Contact Centre

proven, the issue will be dealt with under Cambridge & Ely Contact Centres Disciplinary Procedure.

Cambridge & Ely Contact Centres will not treat lightly or ignore grievances from members of disadvantaged groups on the assumption that they are over-sensitive about discrimination.

Policy Enforcement – Disciplinary Procedure

Any member of staff found to be in breach of this policy will be subject to disciplinary action in line with the Standard Terms of Employment.

Any member of staff or management found to be in breach of this policy will be counselled on his/her actions and may, where necessary, be removed from Cambridge & Ely Contact Centres register.

Any member of any Committee of Cambridge & Ely Contact Centres found in breach of this policy will be counselled on his/her actions and may, where necessary, be asked to leave.

Any staff member found in breach of this policy will, where appropriate, be counselled on his/her actions and may, where necessary, be referred to their organisation or refused future services from Cambridge & Ely Contact Centres.

Monitoring

Cambridge & Ely Contact Centres view the collection/analysis of data is vital in informing change and improving performance Cambridge & Ely Contact Centres. Where appropriate, statistics on our 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. Local and national data or statistics will be used to benchmark our performance.

The management will review annually equality of opportunity relating to Cambridge & Ely Contact Centres services. Recruitment and selection procedures will be monitored and reviewed annually by the Chair of the Committee who will report to the Trustees. All aspects of personnel policies and procedures shall be kept under review to ensure that they do not operate against the Equal Opportunities Policy.

To determine the impact of this policy it is important that a monitoring system be developed which will measure commitment, progress, and effectiveness. The Diversity and Equality Policy will be monitored and reviewed as follows:

- The policy will be an agenda item at Cambridge & Ely Contact Centres Committee meetings.
- Management will undertake an annual policy review. All relevant parties will be encouraged to submit comments for consideration.



Cambridge & Ely Child Contact Centre

- The review recommendations will be presented to the next Trustee meeting for their comments and ratification.

Where it appears that there may have been or there is a breach of the policy, the Chair of the Committee will investigate the circumstances, and action will be taken to counter any proven breach of policy.

If it is found that the policy is excluding or discouraging the development of staff or managers or restricting other people, the Chair of the Committee should take positive action to re-adjust the policy.

Implementation

Reviewed by		
Name Bridget Giltinane	Signature: B.Giltinane	Date: 10.12.2025
This Policy will be reviewed no less than once every three years.		