



Equality, Diversity, Inclusion and
Human Rights Policy and Procedure

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Policy Statement

Banquo Care Limited is committed to promoting equality, diversity, inclusion and human rights (EDIHR) and recognises its legal duties under the Equality Act 2010 and The Human Rights Act 1998.

Banquo Care Limited is committed to creating a culture in which equality and diversity are promoted actively and unlawful discrimination is not tolerated. Banquo Care Limited recognises that the experiences and needs of every individual are unique and strives to respect and value the diversity of its service users and employees.

“Banquo Care Limited is proud to care for the people who visit, work, and live in our global city. We are proud to celebrate the diversity of our staff and are resolute in our commitment to provide care with compassion, respect, and fairness – regardless of a service’s background or situation, or how they identify.

Discrimination of any form has no place in our service. We commit to supporting equity, being anti-racist, and tackling discrimination in all that we do.”

We recognise and accept that discrimination means some people may not have equal access to services or employment or fair chances in life. Therefore, we support the view that it may be necessary to adapt or create some services or opportunities to meet different needs. We understand that discrimination can be institutionalised. We are committed to combating any unintended institutional discrimination by developing an anti-discriminatory organisational culture, placing equality at the centre of all our activities and key agendas, and celebrating diversity in its many forms.

Service Users

Service users of Banquo Care Limited have a right to be treated fairly. They will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Service users can expect to be treated with dignity and respect.

Employees

Banquo Care Limited's employees and subcontractors can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Employees have a right to be treated fairly in recruitment and career progression.

As an equal opportunities employer, Banquo Care Limited will promote equality with due regard to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The management of Equality and Diversity is important to Banquo Care Limited as it will help to:

- Ensure that the services we provide are accessible to all people actively promote equality.
- Deliver person-centered treatment and care.
- Ensure employees, and service users are free from unlawful discrimination.
- Develop services which best meets the needs of our diverse communities.
- Eliminate from our services, policies and decision making, any adverse impact on the promotion of equality and inclusion for our service users and employees.
- Promote the reputation of the service.

Scope

This policy and the procedures apply to employees, contractors, agency and temporary workers, suppliers, service users and carers, and anyone else with whom we come in contact with during the course of our work.

Definitions

Equality: Equality is not about treating everyone the same. It recognises that:

- Everyone has individual needs and the right to have those needs respected.
- Inequality exists and that unlawful discrimination needs to be tackled.
- Company services and employment should be accessible to all.
- It is about treating people fairly where everyone can participate and have the opportunity to fulfil their potential.

Diversity: Diversity is about respecting and valuing individual difference. It recognises that:

- A diverse approach aims to recognise, value and manage differences to enable all service users and employees to contribute and realise their full potential.
- Diversity challenges us to recognise and value all sorts of differences in order to make the company a better working environment and to ensure that we provide an excellent service for all service users.

Inclusion: Inclusion is about embracing people regardless of their characteristics and ensuring equality of opportunity and removal of discrimination.

Procedures

No individual will be less favourably treated, either directly or indirectly, as a result of their:

- Age.
- Disability.
- Gender.
- Gender reassignment.
- Race.
- Religion or belief.
- Sexual orientation.
- Marriage and civil partnership.
- Pregnancy and maternity.

These are known as protected characteristics in the Equality Act 2010.

Discrimination on the basis of a work pattern (part-time working, fixed term contract, flexible working) which is justifiable, will also not be tolerated.

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

Recruitment And Selection

Any selection exercises including recruitment, promotion, and redundancy selection, amongst others, will be carried out with regard to objective criteria which specifically avoid any issues of discrimination. Similarly, where possible, Banquo Care Limited will ensure that such exercises are carried out by more than one person.

Any vacancies will be advertised to as wide and diverse an audience as possible. Such advertisements will not discourage any individual or group from applying. Job applicants will not be asked questions which might suggest an intention to discriminate on grounds of a protected characteristic. For example, applicants should not be asked whether they are pregnant or planning to have children.

Job applicants will not be asked about health or disability before a job offer is made, except in the very limited circumstances allowed by law, for example, to check that the applicant could perform an intrinsic part of the job (taking account of any reasonable adjustments), or to see if any adjustments might be needed at interview because of a disability. Where necessary, job offers can be made conditional on a satisfactory medical check. Health or disability questions may be included in equal opportunities monitoring forms, which must not be used for selection or decision-making purposes.

Staff Induction Training - Equality And Diversity

Banquo Care Limited will ensure that our employment, training and development policies, procedures and practices comply with this policy and do not discriminate intentionally or

unintentionally against any group or individual.

Training And Development:

Train all staff in diversity and non-discriminatory practice as part of their induction and ongoing training. All staff must read this policy as part of their induction and participate in compulsory training on diversity and non-discriminatory practice. Equality, diversity and inclusion will have a place in the training, development and promotion of staff. This includes training and development for employees and managers, for example, so staff have access to opportunities without prejudice because of a protected characteristic new staff induction, for example, so everyone gets on board straight away with the equality, diversity and inclusion policy. We will ensure that all managers and staff are familiar with the organisation's equal opportunities policy and anti-harassment policy. Management staff will have an understanding of the importance of equality, diversity and inclusion in all areas of work, including:

- Recruiting new staff
- Training and promoting existing staff
- Equal pay
- Religious beliefs and practice
- Dress code
- Unacceptable behaviour
- The dismissal of staff
- Redundancy
- Different types of leave for parents
- Flexible working being able to promote equality and diversity in the workplace is our key focus.

All our employees will have a comprehensive understanding of the principles, practices and legislation. This will allow them to apply them in their day-to-day activities.

Promoting Equality And Diversity In Relation To Service Users

For Service Users This Will Include:

Service users are not discriminated against in any way, harassed or victimised, including on the grounds of any protected characteristic. This includes direct and indirect discrimination. Care and treatment is provided that reflects service users preferences and Banquo Care Limited does everything reasonably practicable to make sure that service users receive person-centred care and treatment that is appropriate, meets their needs and reflects their personal preferences, whatever they might be. Due regard is given to service users protected characteristics. All reasonable adjustments are made to enable service users to receive care and treatment and to ensure that people with disabilities have equal access to information

and advice, such as in accessible formats or with communication support.

Reasonable Adjustments For Service Users

Banquo Care Limited will make the following reasonable adjustments to ensure that that service users with a disability can access and use services on an equal basis to others:

- Offer longer consultation or appointment times to those who require it.
- Giving service users more time than would usually be allowed to provide further information or comments on their complaint.
- Supply information in simple ways with pictures to support where necessary
- Providing access to a “Reader Friendly” version of key documents for those with dyslexia or other reading difficulties.
- Providing access to an ‘Easy Read’ version of key documents for those with a learning disability.
- Provide or signpost service user’s to interpretation services.
- Communicating with service users through their representative or advocate.
- Arranging for a single point of contact at Banquo Care Limited.
- Speak clearly and use simple words.
- Always ask the person what they need.

Banquo Care Limited will make every reasonable effort to meet people's preferences.

Reasonable Adjustments For Staff

Banquo Care Limited will make the following reasonable adjustments to ensure that that Staff with a disability can access and use services on an equal basis to others:

- Allowing flexible working.
- The provision of aids such as screen reading software.
- Alterations to premises.
- Adapting workplace policies and procedures.
- Providing access to an ‘Easy Read’ version of key documents for those with a learning disability.
- Reviewing job duties.
- Allowing time off for medical appointments.

Accessible Information Standard

As Banquo Care Limited is providing care, which is funded private and publicly, and therefore the Accessible Information Standard applies. Banquo Care Limited recognises the needs of

people who are deaf, blind, or deaf-blind, or who have a learning disability and will provide material in alternative formats as required.

Banquo Care Limited will follow the five steps to meet the Accessible Information Standard and ensure that people who have a disability or sensory loss are to get information in a way they can access and understand.

Banquo Care Limited will follow the **Five Basic Steps**:

- Ask - Identify / find out if an individual has any communication /information needs relating to a disability or sensory loss and if so, what they are.
- Record - Record those needs in a clear, unmistakable and standardised way in electronic and / or paper- based record / administrative systems / documents.
- Alert/flag/highlight - Ensure that recorded needs are 'highly visible' whenever the individual's record is accessed, and prompt for action.
- Share - Include information about individuals' Information / communication needs as part of existing data sharing processes (and in line with existing information governance frameworks).
- Act - Take steps to ensure that individuals receive information which they can access and understand and receive communication support if they need it.

Use Of Technology

At Banquo Care Limited, we are committed to ensuring our services are accessible to everyone. We have designed our telephone booking system and website with features that cater to the diverse needs of our service users.

Telephone System

1. Direct Access to Admin Team:

- When service users call our main telephone number, they are directly connected to our admin team, who are trained to handle a wide range of queries efficiently.
- The admin team can provide information, answer questions, and transfer calls to the appropriate departments or staff members who can assist further.

2. Call Back System:

- We offer a straightforward call-back system. If a service user needs to speak with a specific staff member, they can request a call back.
- The request can be made either during their initial call or through a message left with our admin team. Our staff will ensure timely follow-up.

Website Accessibility

1. User-Friendly Design:

- Our website is designed to be accessible from any browser with an internet connection.
 - Services are clearly laid out, making it easy for users to navigate and find the information they need.
2. **Easy Read Version:**
 - An easy read version of the entire website is available for download, ensuring that information is accessible to all users, including those with learning disabilities or those who prefer simplified text.
 3. **Multiple Contact Methods:**
 - Users can contact us via email or by filling out the contact form available on our website.
 - For users who prefer different communication methods, these options provide flexibility and ease of use.
 4. **Appointment Booking and Document Submission:**
 - Booking service is simple and can be done through an email link sent to the service user.
 - Users can also send attachments via email, which is particularly useful for submitting required documents or forms.
 5. **Instructional Support:**
 - An instructional document is included in the welcome pack provided to all service users. This document offers detailed guidance on how to use our online systems, ensuring users can navigate and utilize our services with confidence.
 6. **Accessibility Features:**
 - Our website includes various accessibility features, such as text-to-speech functionality, adjustable font sizes, and high-contrast modes, to support users with visual impairments.
 - We continuously review and update our website to incorporate new accessibility features and ensure compliance with the latest accessibility standards.

By implementing these features, Banquo Care Limited ensures that all service users, regardless of their abilities or preferences, can access our services easily and effectively. Our commitment to accessibility and user-friendly design reflects our dedication to equality and diversity.

Service users will be advised on adjusting their individual technology to meet their individual needs as per their technology provider for example changing the screen / sound format on their tablet/phone, setting voice recognition or setting the device to read aloud;

<https://www.ageuk.org.uk/information-advice/work-learning/technology-internet/device-accessibility/>

Prohibited Conduct

Banquo Care Limited will actively eliminate and avoid unlawful discrimination, including direct discrimination, indirect discrimination, associative discrimination, perceptive discrimination, harassment, victimisation, disability-related less favourable treatment, failure to comply with a duty to make reasonable adjustments and social exclusion.

Direct Discrimination: Means treating someone less favourably compared to others because they have certain protected characteristics:

- Because they are thought to have a protected characteristic (perception).
- Are associated with someone who has a protected characteristic (association).

Other types of direct discrimination are:

- **Associative Discrimination:** This is direct discrimination against someone because they associate with another person who possesses a protected characteristic. For example, an employee is discriminated against because his/her son is disabled.
- **Perceptive Discrimination:** This is direct discrimination against an individual because others think they possess a particular protected characteristic. For example, where co-workers believe the individual is gay. It applies even if the person does not actually possess that characteristic.

Indirect Discrimination: Can occur when you have a rule or policy that applies to everyone but disadvantages a person with a particular protected characteristic.

Harassment: Unwanted conduct affecting the dignity of anyone in the workplace. It may be related to any personal characteristic of the individual and may be persistent or an isolated incident. The key is that the actions or comments are viewed as unwanted conduct that violates people's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. It is difficult to categorise all forms of harassment, but examples of some more easily recognisable forms of harassment are covered in more detail in the Bullying and Harassment Policy and Procedure.

Bullying: This is categorised as offensive, intimidating, malicious or insulting behaviour involving the misuse of power that can leave an employee feeling vulnerable, upset, humiliated, undermined or threatened. Bullying is dealt with further in our Anti-Bullying Policy and Procedure.

Victimisation: Victimisation is where an employee is treated less favourably than others because they have asserted legal rights against Banquo Care Limited or assisted a colleague in doing so. For example, victimisation may occur where an employee has raised a genuine grievance against Banquo Care Limited and is demoted as a result.

Disability Discrimination: This includes direct and indirect discrimination, any unjustified less favourable treatment because of the effects of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

Due Regard: The Equality Act 2010 requires us to pay 'Due Regard', when considering the effects on different groups protected from discrimination (protected characteristics).

No form of intimidation, bullying or harassment will be tolerated. If you believe that you may have suffered discrimination because of any of the above protected characteristics, you should consider the appropriateness and feasibility of attempted informal resolution by discussion in the first instance with your line manager or another colleague in a relevant position of seniority. You may decide in the alternative to raise the matter through the Bullying and Harassment or Grievance Policy and Procedure.

Allegations regarding potential breaches of this policy will be treated in confidence and investigated in accordance with the appropriate procedure. Banquo Care Limited will ensure that individuals who make such allegations in good faith will not be victimised or treated less favourably as a result. However, false allegations of a breach of this policy which are found to have been made in bad faith will be dealt with under the Disciplinary Policy and Procedure.

A person found to have breached this policy may be subject to disciplinary action under the Disciplinary Policy and Procedure. Employees may also be personally liable for any acts of discrimination prohibited by this policy that they commit, meaning that they can be sued by the victim.

Equality And Diversity In Relation To Transgender And LGBTQ+ Communities

Transgender: An umbrella term for people whose gender identity and/or expression differs from what is typically associated with the sex they were assigned at birth.

LGBTQ+: An acronym for Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, and others. It includes a diverse range of sexual orientations and gender identities.

Banquo Care Limited has the following systems in place to ensure that members of the Transgender LGBTQ+ Community are not discriminated against:

Banquo Care Limited is committed to a zero-tolerance approach to discrimination, harassment, or bullying on the basis of gender identity, gender expression, sexual orientation, or any other protected characteristic. Banquo Care Limited is committed to provide service which reflects the needs and preferences of its service users.

Banquo Care Limited will provide equal opportunities in recruitment, promotion, training, and development for all employees regardless of gender identity or sexual orientation.

Banquo Care Limited will strive to create a supportive and inclusive environment where all individuals (Staff and Service Users) feel valued and respected. Banquo Care Limited will

provide service with compassion, respect and dignity to Transgender, LGBTQ+ Communities and people with other protected characteristics.

Banquo Care Limited will respect the privacy of all employees and clients and ensure that any information regarding an individual's gender identity or sexual orientation is kept confidential unless the individual consents to its disclosure.

Banquo Care Limited staff will always respect and use client and colleagues preferred pronouns during any interactions which take place both verbal and written.

Grievance

If a member of staff believes that they have suffered discrimination, then they should raise these issues through the Grievances Policy and Procedure and/or Anti-Bullying and Harassment Policy and Procedure of Banquo Care Limited.

If an individual regards any matter as requiring formal resolution under this policy, then such matters should be referred to the clinic Grievance Policy & Procedures.

A member of staff will not be bullied or victimised for raising issues under this policy. However, if a complaint is made in bad faith and/or is knowingly false, the member of staff may be subject to the Discipline Policy and Procedure of Banquo Care Limited. All staff should understand their responsibility to show consideration to and to not discriminate against disabled colleagues, and this will be reinforced in supervision. Employees are informed and reminded of their responsibility to notify the Registered Manager of any disability that might not be obvious, in order to enable Banquo Care Limited to take necessary steps to enable the employee's rights.

Banquo Care Limited is responsible for ensuring the implementation of this Policy and Procedure.

Monitoring

This policy will be monitored as part of the monthly Leadership Team meeting and on an individual 1:1 basis with employees.

Related Policies And Procedures

This policy and procedure should be inherent in every other policy and procedure within Banquo Care Limited.

Bullying and Harassment Policy and Procedure

Disciplinary Policy and Procedure

Grievance Policy and Procedure

Legislation And Guidance

Equality Act 2010

The Human Rights Act 1988

ACAS resources: <https://www.acas.org.uk/search?keys=equality+and+diversity>

Accessible Information Standard <https://www.england.nhs.uk/ourwork/accessibleinfo/>