



Croydon Youth Information & Counselling Service Limited

Equality, Diversity & Inclusion Policy

This policy is adopted on a non-contractual basis and therefore does not make up part of employees’ contractual terms and conditions. As such it may be amended at will from time to time in accordance with the needs of the Charity.

Croydon Drop In
 Tel: 020 8680 0404
 Company Limited by Guarantee Registration Number 3092355
 Registered Charity Number 1049307
 Registered Office, 132 Church Street, Croydon, CR0 1RF

Issue Number	Date of Issue/ Last Review	Author	Approved By	Notes of Changes
C2	11.09.23	Gordon Knott/ Roland Azor	GK/ Trustees	Update to confirm safeguarding against discrimination due to socio-economic status, adoption of George Floyd Race Matters Pledge and change of name of Young People’s Team.
C2	29.08.24	Gordon Knott/ Angela Ben-Arie	GK	Added different types of harassment/How grievances can be made/How we ensure stakeholder and staff are aware of the policy

Through CDI’s Policy Review System, all policies are reviewed annually from the date of approval

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1. The Equality Act 2010

Croydon Drop In (CDI) is committed to safeguarding the protected characteristics as identified by the Equality Act 2010. These are:

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

In addition to the protected characteristics identified in the Equality Act, CDI is also committed to safeguarding against any form of discrimination in relation to socio-economic status.

Types of discrimination and harassment include:

- Unlawful discrimination based on sex, sexual orientation, gender identity, intersex status, pregnancy, family responsibilities, breastfeeding, race, disability and age.
- Sexual harassment, sex-based harassment, disability harassment and racial hatred.
- Direct discrimination, which occurs when a person is treated less favourably because of a protected characteristic.
- Indirect discrimination, which is usually less obvious than direct discrimination and is normally unintended.
- Harassment, which is 'unwanted conduct' related to a protected characteristic.
- Discriminatory harassment, which can be based on race, gender, religion, ability, sexual orientation, or age.

2. Statement of intent

CDI is dedicated to encouraging a supportive and inclusive culture amongst the whole workforce and the service it offers. It is within our best interest to promote Equality, Diversity and Inclusion and to eliminate discrimination in the workplace/service/society.

Our aim is to ensure that all employees and CYPF (Children, Young People & Families) are given equal opportunity and that our organisation is representative of all sections of society. Each Individual will be respected and valued.

This policy reinforces our commitment to providing equality and fairness to all in our employment and not provide less favourable facilities or treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity,

race, ethnic origin, colour, nationality, national origin, religion or belief, or sex and sexual orientation. We are opposed to all forms of unlawful and unfair discrimination.

This policy is advertised and available on our website www.croydondropin.org.uk and for staff, in the Staff Handbook on HREscape. It is referenced in Staff Updates and at EDI Learning & Development Days, of which at least one event per year is themed around Equality, Diversity & Inclusion.

Our commitment:

- To create an environment in which individual differences are recognised, respected and valued.
- To create a working that promotes dignity and respect for everyone.
- To not tolerate any form of intimidation, bullying, discrimination or harassment.
- To encourage anyone who feels they have been subject to discrimination to raise their concerns so we can apply corrective measures.
- This policy will be monitored and reviewed annually to ensure that equality and diversity is continually promoted in our service and our workplace.
- Black Lives Matter. Following the death of George Floyd on 25th May 2020 we reiterate our commitment to promote and actively embed anti-racist and anti-discrimination practice in our charity.

The Croydon Pledge

<https://www.croydon.gov.uk/community-and-safety/equality-and-diversity/croydon-equality-pledge>

In March 2022 CDI signed an equality pledge that invites all Croydon organisations (businesses, community groups, voluntary sector, private sector or statutory services) who are based in the borough. The ask is to adopt the principles of the pledge and to commit to treating everyone equally and fairly, giving them the freedom to be who they are. "Together we can be the change that we want to see in the world."

The belief is that all organisations have a role to play in tackling inequalities. By making this pledge as an organisation, we promise to:

- positively promote the equality of opportunity for individuals of all characteristics namely: disability, gender, race, age, sexual orientation, religion and belief, marriage and civil partnership and gender identity, by recognising significant celebrations and awareness days and ensuring that workplace practices do not discriminate against any groups
- ensure that there is mandatory training for all staff at all levels in equality, diversity and inclusion every two years, attendance is monitored, and 100% targets set with staff and managers held to account
- ensure a zero-tolerance approach to all forms of discrimination, harassment and bullying, publicising the staff code of conduct, providing staff with information on what it is and encouraging people to safely challenge this where it occurs ensuring that people are not treated less favourably for doing so
- positively encouraging applications from diverse and under-represented groups when advertising for posts and taking actions to respond to under representation in this area identified by organisational data

- use anonymous recruitment processes which don't reveal details of race, age, gender, disability or socio-economic status
- identify and annually publish pay gaps based on ethnicity, disability and gender and putting actions in place to reduce such pay gaps
- provide reasonable adjustments for disabled staff in interviews and employment
- develop and agree an equality policy for the organisation which all staff sign up to, and reviewing it every 3 years
- collect data on the protected characteristics of staff and aiming to have a workforce which reflects the Croydon community by using positive action recruitment practices and encourage career development for underrepresented staff.
- undertake annual staff surveys to identify the impact of organisational actions on employees lived experience and psychological safety at work

We are signatories to the **George Floyd Race Matters Croydon Pledge** which was launched on 25th May 2022.

- We are working to become an anti-racist organisation by embedding this in our strategies, actions and behaviours and by making a difference to the lived experience of our communities
- Committing to zero tolerance of racism from employees, residents, customers and service users by challenging racist behaviour or stereotypes expressed by individuals
- Developing our knowledge of anti-racist practice by listening and responding to experiences of staff and the wider community
- Developing an understanding of the role that power, privilege, identity and disadvantage that impacts on the lived experience of all staff in particular those from African/African Caribbean, other African heritage communities
- Undertaking whole workforce training on unconscious bias and encouraging staff to safely challenge such bias during day to day conversations
- Developing cultural awareness by learning more about African/African Caribbean and African other history and cultural practices to develop understanding of staff and customers through podcasts, videos, documentaries and by attending events
- Promoting good relationships between groups which share cultural similarities and those that don't by encouraging communities to celebrate together as one
- Identifying and addressing any ethnicity pay gaps
- Ensuring that recruitment processes from application, shortlisting, interview and appointment are conducted in a manner that facilitates positive action in recruitment such as media campaigns, advertising imagery and interview panels that represent the diversity of the borough's population where possible
- Developing plans to address challenges where race may not be the only factor and the needs of people may also be in relation to: disability, age, sexual orientation, sex or other protected characteristics.

3. EQUALITY, DIVERSITY AND INCLUSION IN CDI EMPLOYMENT

CDI recognises that employees and volunteers are its major asset and will strive to ensure that every job applicant or employee is treated fairly in all employment matters (irrespective of their gender, ethnic origin, colour, age, sexual orientation, disability, class, religious belief or domestic circumstances). This applies to all employment matters including recruitment, promotion, transfer, training, grievance and disciplinary procedures, and in all terms and conditions of employment.

In order to ensure the above the following measures will be taken:

- When a vacancy arises paid or voluntary a review of the post, hours and job description will be undertaken by the relevant project Manager and/or The Board of Trustees in order to consider how the post can be filled with particular attention to issues of equality, diversity and inclusion.
- A recruitment panel will be identified. Membership of the panel should, where possible reflect the protected characteristics as identified by the Equality Act 2010.
- The panel should have experience and/or training in equal opportunity recruitment processes.
- A job description and person specification will be drawn up. This will list the key tasks of the role, essential qualifications, experience, skills and qualities that are strictly relevant to the job.
- The media used to advertise the post should be determined with equality, inclusion & diversity in mind and the response from each advert monitored to ensure that it is reaching a wide audience.
- The standard application form adopted by the agency should be reviewed at each recruitment to ensure that it enables candidates to provide all appropriate and adequate information about their suitability for the post.
- A separate monitoring form will be used to monitor equality and the protected characteristics. This form will be kept and filed separately from the application form.
- Short listing will be recorded on the recruitment forms. Each application will be reviewed against an objective checklist of criteria which is based on the person specification.
- All the core areas of questioning will be covered with all candidates. Interviewers will use the standard equality of opportunity recruitment forms to record their notes on each candidate's performance.
- Following the interview, the panel will keep a note of reasons for acceptance/rejection of each candidate and compile through the Chair of the panel some feedback for each candidate which will be held on record and shared should they request it.
- All candidates will be informed as soon as possible about the panel's decision.
- All unsuccessful applicants' details and interview feedback will be filed confidentially on the server, in the short term, and should be deleted after 12 months have passed.

Management

- CDI Management and the Board of Trustees are committed to the development of a Safer Recruitment process.
- The induction and in-service training programme will raise awareness on equality, diversity, inclusion and anti-discriminatory practice.

- Whenever matters of alleged discriminatory behaviour have been observed, highlighted and/or discussed, CDI managers must make a formal record of the details, discuss as a priority with the line manager/Director/Chair of Trustees and if an allegation is made then detailed records will be made and retained of any process, investigation and resolution.
- All Employees, Management and the Board of Trustees adhered to working within CDI's Equality & Diversity Policy. Failure to do so will result in the implementation of our disciplinary and grievance procedures. This will be conducted by the appropriate manager and/or the Board of Trustees.
- If a complaint and/or grievance is raised by individuals employed by Croydon Drop In, relating to discrimination then reference will be made to the Grievance Policy which is available in the Staff Handbook on HREscape
- CDI Management and Board of Trustees aim to ensure that action is taken at all levels within the organisation in order to identify and develop systems and practices that are anti-discriminatory and promote equality for all. To this end, monitoring and evaluation will be undertaken to ensure that our policy directly effects our practice.

4. EQUALITY, DIVERSITY AND INCLUSION IN CDI SERVICE DELIVERY

CDI is committed to ensuring equal opportunity for all CYPF accessing our services. In order to achieve this, the following measures will be taken:

- The business plan is a live document and includes on-going monitoring and impact assessment of the service. Performance statistics are monitored by managers and the Board of Trustees on a quarterly basis. The employees and managers identify and discuss areas in which the service may not be reaching CYPF from a particular section of our community. Action is then devised to meet the need.
- The services offered at CDI are for all CYPF who live, work or study in the London Borough of Croydon.
- The services include information, advice and advocacy, counselling, work with schools, outreach and group work as well as personal, social and health education.
- The principal of service delivery is to improve and promote access to all the core services. Talkbus, our mobile project, specifically aims to reach target groups who otherwise may not access the service.
- Information and publicity materials including our website are reviewed to ensure positive images are used and ensure that they respond to the needs of different groups.

Links and partnerships are continually developed with specialist youth projects who work with groups of young people who are disadvantaged or discriminated against in order to develop access to services.

Access for young people with mobility disabilities is available on the lower level and there is one bathroom facility that is wheelchair accessible.

The Talkbus mobile project is wheelchair accessible and outreach provision to those with mobility disabilities remains under scrutiny and review.

The views of users of the services are actively encouraged throughout the agency. The Young People's Team (YPT) offers an opportunity for young people to express their views, participate in consultations and influence service developments and management issues.

The YPT will be invited to have representation at recruitment interviews and at Board of Trustees meetings.

Members of the YPT will also be invited to receive training in Equality, Diversity and Inclusion.

All CDI employees, volunteers, Board of Trustees, are required to work within the policy as well as contribute to the on-going development of CDI's Equality, Diversity and Inclusion practice.